

Crossley and Campbell Partnership

Clanfield Residential Care Home

Inspection summary

CQC carried out an inspection of this care service on 06 July 2022. This is a summary of what we found.

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service effective?

Requires Improvement 

Is the service well-led?

Good 

About the service

Clanfield Residential Care Home is a residential care home providing personal care for up to 30 people. The service provides support to older people, including people living with dementia. At the time of our inspection there were 25 people using the service.

The home has been converted and extended, whilst retaining many of its original features. At the time of the inspection the large lounge and conservatory were closed due to extensive building works taking place to create a new larger elevator.

People's experience of using this service and what we found

The registered manager promoted a positive person-centred culture. We observed some positive staff interactions with people using the service that demonstrated kindness and compassion. However, some staff did not always recognise or understand the individualised support people needed, this was particularly noted during the mealtimes. This meant some people did not always achieve good outcomes, as their experiences of receiving person centred care were inconsistent.

Systems and processes were in place to support people's safety. People's needs, including their safety in relation to care were assessed and monitored. Timely referrals were made to health care professionals where required to promote people's safety and well-being.

Protocols and procedures were in place to ensure medicines were safely managed and administered by staff that had received training and had their competency to administer medicines assessed.

People were supported by staff that had full recruitment checks. Staff worked consistently within

the providers policy and procedure for infection prevention and control and followed current government guidance related to COVID-19.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Quality monitoring was undertaken on all aspects of the service and kept under review to drive improvement. Opportunities were available for people and family members to share their views. Feedback received from relatives following a recent quality survey were positive.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published on 05 April 2019) and there was a breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions, Safe, Effective and Well-led which contain those requirements. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed to Good. This is based on the findings at this inspection.

We have made a recommendation about person-centred dementia care.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Clanfield Residential Care Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**