

Mary Feilding Guild

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Inspection summary

CQC carried out an inspection of this care service on 12 April 2016. This is a summary of what we found.

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Requires Improvement ●

Is the service well-led?

Good ●

We inspected this service on 12 April 2016. The inspection was unannounced. Mary Feilding Guild is a care home registered for a maximum of 43 people.

At the time of our inspection there were 43 people living at the service. The service was located in a large detached building with access to a back and side garden. We previously inspected the service on 7 August 2014 and the service was found to be meeting the regulations inspected.

At the time of the inspection, the manager of the service was in the process of applying for registration as the 'registered manager' at the service. Since the inspection the person has been confirmed in this role by the Care Quality Commission. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

There was a warm and friendly atmosphere at the service. People using the service informed us that they were happy with the care and services provided. Staff talked positively about their jobs telling us they enjoyed their work and felt valued. The staff we met were caring, kind and compassionate and treated people with dignity and respect.

We saw staff were aware of people's needs and that care plans were up to date, although we found records were hard to navigate. Risk assessments had been carried out and updated regularly. We noted falls had not always been managed well in the past but there was now a new system in place to support staff to deal with these more effectively.

People were supported to maintain good health through regular access to healthcare professionals such as GPs and the local general hospital. In general people spoke well of the food, and we saw there was a plentiful and varied range of meals available. People's cultural and religious needs were facilitated by staff.

People had their medicines managed safely and received their medicines as prescribed. Medicines were stored in a locked cupboard, and the documentation was accurate and checked regularly by the registered manager.

Staff had been carefully recruited and there were enough staff to meet people's needs. Staff felt supported and there was evidence of supervision taking place across the last 12 months. Staff knew how to recognise and report any concerns or allegations of abuse and described what action they would take to protect people against harm. Staff and people using the service told us they felt confident any incidents or allegations would be fully investigated.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. We found the service to be compliant with the legislation.

We found the premises were exceptionally clean and tidy, and measures were in place for infection control. There was a record of essential services such as gas and electricity and being checked, and equipment safely maintained. There was clear documentation relating to complaints and incidents.

People living at the service and their relatives and friends told us that the registered manager, director and other managers had a very visible presence within the home. There were a wide range of activities that took place at the service and people living there spoke highly of the person-centred care they received. There was a library and multiple laundry and kitchen facilities to encourage those who were able, to maintain their independence in these areas.

There was a lift to access upstairs and there were accessible bathing facilities for people with mobility problems. The garden was beautifully maintained.

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**