

Coate Water Care Company (Church View Nursing Home) Limited

Chapel House Care Centre

Inspection summary

CQC carried out an inspection of this care service on 13 March 2018 and 14 March 2018. 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?	Good ●
Is the service well-led?	Good ●

We inspected Chapel House Care Centre on the 13 and 14 March 2018. Chapel House Care Centre is registered to provide accommodation, nursing and personal care to 41 older people and people living with dementia. Since October 2017, the service also works in association with local clinical commissioners to provide six acute beds and 10 'step down beds' to facilitate the discharge of 'medically well' people awaiting care packages or assessment from the local hospital.

At the time of our inspection, 20 people were living permanently at Chapel House Care Centre and 13 people were receiving temporary support as per the agreement with local clinical commissioners. Chapel House Care Centre is located next to Gloucestershire Royal Hospital and close to a range of amenities. The service is split over three floors with communal spaces on each floor. The service has a secure garden which people could enjoy. This was an unannounced inspection.

We previously inspected the home on 26 January and 1 February 2017 and rated the service as "Requires Improvement", as we identified that improvements were still required in relation to people's person centred care and the quality assurance systems needed to be embedded further. At this inspection we found these improvements had been embedded and sustained and the service was rated 'Good' overall.

There was a manager registered with CQC at the service, however they had very recently left the service. An interim manager was now in place and worked alongside the Operations Manager and

Director of Operation who assisted in providing the day to day management and support. The provider was in the process of recruiting a new manager for Chapel House Care Centre, who they would support through the registration process with CQC. 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.

People were safe living at Chapel House Care Centre. There were enough staff deployed to ensure people's needs were being met. People received the support they required to meet their health and wellbeing needs. People enjoyed an active life within Chapel House Care Centre.

People who were staying at Chapel House Care Centre for short term respite or those returning to their own homes, were supported to maintain their independence and wellbeing by staff employed by the provider and the local clinical commissioning group.

Care and nursing staff treated people with dignity and ensured they had their nutritional needs met and received their medicines as prescribed. Catering and care staff were aware of and met people's individual dietary needs. Staff spoke positively about the support and communication they received.

Care staff were caring and were aware of people's health needs. Care staff treated people with dignity. People and their relatives felt their concerns and views were listened to and acted upon. Relatives told us the management team was responsive and approachable.

The manager and provider had implemented system to monitor and improve the quality of service people received at Chapel House Care Centre. Representatives of the provider were working with healthcare professionals to evaluate the service they provided in association with the clinical commissioning group. The provider was working with healthcare professionals to develop this service and assess the benefit it had on people and healthcare services, including the local hospital.

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