

Mrs Susan Mary Robinson

Robleaze House

Inspection report

537-539 Bath Road
Robleaze, Brislington
Bristol
BS4 3LB

Tel: 01179720813

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06 June 2021

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Ratings

Overall rating for this service	Inspected but not rated
Is the service caring?	Inspected but not rated

Summary of findings

Overall summary

About the service

Robleaze care home is a care home providing accommodation for up to 10 people with learning difficulties, including people living with dementia. At the time of the inspection there were 10 people living at the home.

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

We received information raising concerns about whether people using the service were being kept safe.

We inspected the home on 6 June 2021 to see how care was being provided.

We found evidence during this inspection that people's communication needs were not always being met. Specifically, while we observed some positive engagement this was not consistent from all staff towards all of the people we met.

People were dressed in ways that were individualised. People looked comfortable. We saw as well how people got up at times of their choosing.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and or autistic people.

Due to the type of inspection we carried out we did not fully inspect to find out if this service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture.

While staff conveyed a supportive attitude, communication with people was not always person-centred, positive and engaging. However we also found people's independence was being promoted. People told us they were going out with staff, and another staff member was cooking with another person.

We found one breach of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 10 around making sure that people using the service are treated with respect and dignity at all times while they are receiving care and treatment.

Rating at last inspection

The last rating for this service was Requires Improvement (September 2019). A further inspection has been carried out on 22 April 2021. This was a Responsive Follow up inspection. It was not finalised on the day of our inspection.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to an allegation of concern. A decision was made for us to inspect and check if people were safe. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Please see the caring section of this full report.

You can see what action we have asked the provider to take at the end of this full report.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service caring?

Inspected but not rated.

Inspected but not rated

Robleaze House

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about people's safety. We will assess all of the key questions at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by two inspectors.

Service and service type

Robleaze is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager who was also the sole provider registered with the Care Quality Commission. This means that they are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service.

During the inspection

We spoke briefly with three members of staff including the provider. We used the Short Observational

Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us. Our SOFI observed care and support for six people who lived at the home.

After the inspection We continued to seek clarification from the provider to validate evidence found.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Robleaze Care Home. We will assess all of the key questions at the next comprehensive inspection of the service

Ensuring people are well treated and supported; respecting equality and diversity and respecting and promoting people's privacy, dignity and independence

- One staff member said in a friendly tone "beeb beeb" to a person they walked past in the dining room. This could have been conveyed as a disrespectful tone to use towards the person.
- We heard and saw staff respond to people who could speak to them throughout the day. Where people were unable to communicate verbally, staff were not observed communicating with those people in alternative ways suited to their needs. Staff did not communicate with those people for the one hour we carried out our SOFI observations.
- One person told one of the inspectors that they knew how to use Makaton sign languages to communicate their needs. They said they had not used for a number of years. This conveyed that the person was not always being supported to communicate in the most effective ways for their needs.
- There were some good examples of how staff promoted people's independence. One staff member was cooking a fruit pie in the kitchen with the support of a person who lived at the home. We heard lots of warm and friendly conversations between them during this shared activity.
- One person was not supported when they put a dirty cup away to be used by other people. They were not helped to understand how to wash crockery in a way that was hygienic. Other people also shared a fabric tea towel to wipe their hands in the kitchen. We brought this matter to the attention of the provider. The provider confirmed the policy was for people to use blue disposable handtowels. This also conveyed people were not always being supported to independently maintain hygiene.

This is a breach of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 10 around making sure that people using the service are treated with respect and dignity at all times while they are receiving care and treatment.

- We observed how people looked neat and looked comfortable.
- We saw how people had shaved, and everyone wore individualised clothes and accessories that were unique to them.

Supporting people to express their views and be involved in making decisions about their care

- One person told us how they were involved in planning their support. They said they were going out for a drive the next day with a support worker who they liked.
- We observed staff respond in a friendly tone of voice to a person who asked for a cup of coffee. The person was told by staff that they had just had a drink and they could have one later. This was said in a polite and warm manner although it conveyed a lack of choice for the individual.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 10 HSCA RA Regulations 2014 Dignity and respect Some people were not always being engaged with by staff using their preferred ways of communication.