

Sanders Senior Living Limited

Graysford Hall

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Graysford Hall is a residential care home providing personal and nursing care to up to 72 people in a purpose-built building. At the time of inspection 32 people were using the service. The accommodation is over 3 floors, with communal dining and social areas on each floor and an accessible garden.

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

People told us that they felt safe at the service. They felt able to voice any concerns and felt confident that this would be acted upon. Staff were safely recruited to ensure they were of good character. Staff had good knowledge of how to keep people safe from abuse and how to respond if they had any concerns. There were also clear governance processes to ensure people were kept safe from abuse and any allegations to be acted upon.

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

Rating at last inspection

The last rating for this service was good (published 15 May 2021)

This inspection was targeted to only review if people were safe from abuse. Our findings have not changed the previous rating as this is an inspected but not rated report.

Why we inspected

We had been made aware of a serious allegation of abuse. At the time of the inspection, the local authority safeguarding team were still investigating this specific allegation. We used a targeted inspection to consider if people were otherwise kept safe from abuse. Targeted inspections do not look at an entire key question, and 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.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Graysford Hall 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.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Graysford Hall

Detailed findings

Background to this inspection

The 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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to for a concern we had about keeping people safe from abuse.

Inspection team

One inspector completed the inspection

Service and service type

Graysford Hall is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Graysford Hall is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations. At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well

and improvements they plan to make.

We received information from the local authority about the safeguarding allegation that had been made and the follow up actions taken by the provider to ensure people were safe from abuse. We reviewed any statutory notifications the provider had sent us. This is information that the provider is legally required to send us. We also reviewed any incoming information that members of the public had shared with us about the service. We used all of this to plan the inspection.

During the inspection

We spoke with 3 people about their experiences at Graysford Hall. We spoke with 5 members of staff. We reviewed 3 staff's recruitment files to ensure that safe recruitment checks were completed. We reviewed processes and policies relating to safeguarding people living at Graysford Hall. The registered manager was unavailable on the day of the inspection but forwarded on management documents the day after the inspection by email.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. The purpose of this inspection was to check a concern we had about safeguarding processes at the service. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- All people we spoke with told us that they felt safe. One person said, 'Staff are all very kind. I have never been worried about them or afraid.' People told us that they were confident to raise any concerns about abuse to the staff team. They were also confident that any concerns would be acted upon.
- We observed that people were well dressed and clean. We saw staff offering them choices on what they would like to do. This suggests that they were not receiving neglectful care.
- We observed good interactions between people and staff. This included laughing about jokes and staff clearly knowing people's likes and dislikes. Staff and people appeared to have a good relationship.
- All staff had good knowledge of how to spot signs of abuse. They knew how to escalate any concerns within the Graysford Hall management team. They were confident that any concerns would be acted upon. They were also aware and confident in whistleblowing to external stakeholders if they felt the management team did not respond as they would expect.
- Systems and processes were in place to ensure people were safe from abuse. Staff had received the required training. Staff attended regular meetings which highlighted the organisational safeguarding policies.
- Where any allegations had been made of abuse. There was clear investigation and action taken by the management team to ensure that people were kept safe from potential abuse.

Staffing and recruitment

- Staff were safely recruited. This included completing Disclosure and Barring Service (DBS) checks. These checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.