

Mr Valentine Kearns Mrs Alice Kearns

The Dale Residential Home

Inspection summary

CQC carried out an inspection of this care service on 13 July 2017. 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 ●

The Dale provides accommodation with personal care for up to 14 older people. There were 13 people living at the home at the time of the inspection. At the last inspection on 14 March 2016, the service was rated Good. At this inspection the service remained Good.

There was a registered manager in post. 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.

The service was safe. Staff were knowledgeable about identifying abuse and how to report it to safeguard people. Recruitment procedures were satisfactory. Detailed risk assessments were in place for people using the service to support their safety. There were also processes in place to manage any risks in relation to the running of the service. Staff deployment was suitable for people's needs and people's medicines were safely managed.

The service was effective. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. Policies and systems in the service supported this practice. Records showed staff respected people's choices on decisions about their care and supported them to be as independent as possible. People enjoyed the food provided at the service and their dietary needs were met. Menu plans showed healthy options and

included people's preferences and choices. Staff continued to support people to access healthcare professionals when needed. Feedback for health care professionals was very positive and confirmed the service remained proactive and worked with them to better people's lives.

The service was caring. We saw friendly, caring and supportive interactions between staff and people and staff knew the needs and preferences of the people using the service. Staff were caring, treated people with dignity and respect and ensured people's privacy was maintained particularly when being supported with their personal care needs. People were supported to retain as much independence and control as possible with daily living tasks.

The service was responsive. People's care needs had been assessed with them and they received the flexible support they needed from the service. Care plans were well organised and contained information covering all aspects of people's health and social care needs. Care planning was reviewed regularly and people's changing needs recorded. People knew how to complain and had easy access to the provider's complaints procedure.

The service was well-led and had a positive open culture. Quality assurances systems remained in place and were consistently used to ensure the safety of the premises and equipment and to improve people's care and support, although the registered manager was in the process of updating these checks.

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