

Job's Close Residential Home For The Elderly

Job's Close Residential Home for the Elderly Limited

Inspection summary

CQC carried out an inspection of this care service on 16 April 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 ●

At our last inspection in October 2015, the service was rated 'Good'. At this inspection, the service continued to be good.

Since the last inspection we received information about concerns in relation to the service. The concerns related to people not receiving their medicines when they needed them, the home was unclean, the training staff received did not support them to meet people's needs and staff did not feel supported by the registered manager.

Job's Close 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.

Job's Close provides residential care to older people. The home has two floors accommodating up to 35 people in one adapted building. On the day of our visit 24 people lived at the home. The home is located in Solihull, West Midlands.

The service is required to have 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 and associated Regulations about how the service is run. At the time of our visit the registered manager had been in post for 10 years.

People felt safe living at Job's Close. There were enough staff to keep people safe and respond to their needs in a timely way. The provider's recruitment procedures minimised, as far as possible, the risks to people safety.

People's medicines were managed safely and people received their medicines as prescribed. People received support and treatment from health professionals when needed.

Procedures were in place to protect people from harm. Staff knew how to manage risks associated with people's care. Accidents and incidents were monitored and action had been taken when required to prevent them from happening again.

The home was clean and well maintained. Staff understood their responsibilities in relation to infection control. Staff knew what action they needed to take to keep people safe in the event of an emergency such as a fire. Regular checks of the building and equipment took place to make sure they were safe to use.

New staff were provided with effective support when they started work at the home. Staff received an induction to the home and training that gave them the knowledge and skills to meet people's needs effectively.

The provider worked to the requirements of the Mental Capacity Act (MCA) (2005). Staff had received training to support them to understand the MCA and they gave examples of applying the principles of the Act to protect people's rights.

People told us staff were considerate, kind and caring. People were treated with respect and were supported them to be as independent as they wished to be.

People received information about the home in a way that they could understand. People planned and reviewed their care in partnership with the staff.

People's individual religious and spiritual needs were recognised and care records included information about people's wishes about what should happen at the end of their lives. People chose to take part in a variety of social activities and maintained links with their local community.

People enjoyed the food provided and staff, including the cook, demonstrated a good knowledge of people's dietary requirements.

People felt listened to and felt comfortable in raising any concerns or complaints if they needed to. People were happy with how the home was run. Effective systems were in place to monitor and review the quality of the home.

Staff enjoyed working at the home and spoke positively about the registered manager and their leadership style. The registered manager understood the responsibilities and the requirements of their registration.

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**