

Newgrange of Cheshunt Limited

Newgrange Residential Home

Inspection summary

CQC carried out an inspection of this care service on 08 February 2022 and 16 February 2022. 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 well-led?	Good 

Newgrange Residential Home accommodates 38 people in one purpose-built building spread across two floors. Each of which has separate adapted facilities and communal areas. At the time of the inspection 36 people were using the service.

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

Following the previous inspection of this service the registered manager and provider had continued to improve and had addressed shortfalls previously identified in Safe, Effective and Well-led. People were safe and protected from avoidable harm because staff knew how to identify and report any concerns relating to the risk of abuse. Risks to people's health, safety and well-being were assessed and measures put in place to remove or reduce the risks. People were supported by staff who had been safely recruited.

Before people started using the service the provider completed assessments to make sure people's needs could be met at Newgrange Residential Home. Care plans were developed from these assessments for each person's identified needs. Staff received training and support to enable them to carry out their roles effectively.

Staff and the management team knew people well and were able to promptly identify when people's needs changed and sought professional advice appropriately. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People's medicines were managed safely. Staff had received appropriate training and had their competency assessed to help ensure they were sufficiently skilled and knowledgeable in this area.

Staff had received training in infection control practices and personal protective equipment such as gloves and aprons was provided for them. The management team took appropriate actions following any incidents and learning was shared with staff.

The management team was committed to providing a high standard of care to the people they supported as well as the staff team and understood their responsibilities under the duty of candour. People or their relatives were confident to raise any concerns with the management team. Everyone we spoke with during this inspection was satisfied with the care and support they received.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 05/10/2019).

The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made.

Why we inspected

We carried out an unannounced inspection of this service on 26 June 2019. We found improvements were needed. The provider completed an action plan after the last inspection to show what they would do and by when to improve the safe care and treatment, safeguarding and governance systems at Newgrange Residential Home.

We undertook this focused inspection to check they had followed their action plan and to confirm improvements had been made. This report only covers our findings in relation to the Key Questions Safe, Effective and Well-led which contain those improvements. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

The overall rating for the service has changed from Requires Improvement to Good. This is based on the findings at this inspection.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance the service can respond to COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Lodge Care Home 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.

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**