



6th November 2017

Dear Reader,

Recent Care Quality Commission Inspection

I am writing to you regarding the outcome of recent Care Quality Commission inspections which took place on the 24th August and 7th September 2017. I have attached for your information a copy of the CQC Inspection summary. A copy of the full report is available to view on the Seely Hirst House website (www.seelyhirsthouse.co.uk).

Sadly the report gives an overall rating for the service provided at Seely Hirst House as 'Requires Improvement'. The Inspectors have five specific areas for questioning / analysis and in two of those outlined below, found some weaknesses -

- Is the service safe?
- Is the service effective?

On behalf of the board of Directors and Management team I am writing to clarify and reassure families and carers of potential residents. The weakness identified relates to some record keeping, training and a specific safeguarding issue concerning one resident who at times becomes too familiar with other residents. These concerns are being addressed and improvements implemented in line with CQC recommendations.

We would like to emphasise that the standards and quality of care at Seely Hirst House remain of a very high standard and the Inspectors found the Home to be *good* in all of these areas. Our staff, although deeply disappointed continue to deliver first class care to our residents.

To amplify this, within the summary of the main report (17 pages), the Inspection team say;

" staff understood how people who used the service communicated and supported them to maintain their independence and staff understood the importance of treating people with kindness, dignity and respect and we observed this in practice."

and,

"people and their families were supported with care and compassion at the end of their lives".

We are confident that the overall rating will improve and with support from resident families and carers, the Management and Staff will continue to work together to improve performance in the areas currently identified as requiring some attention.

The aspiration of the Directors, Management and Staff at Seely Hirst House is to provide the best possible care for our residents in line with the current best practice and to maintain the excellent reputation that we have achieved continuously over the past 70 years.

Yours faithfully,

Christopher J Allison
Chair of the Board of Directors

Seely Hirst House

Seely Hirst House

Inspection summary

CQC carried out an inspection of this care service on 24 August 2017 and 07 September 2017. This is a summary of what we found.

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

We inspected Seely Hirst House on 24 August and 7 September 2017. The inspection was unannounced. The home is situated in Mapperley, Nottingham and is operated by Seely Hirst House. The service is registered to provide accommodation for a maximum of 38 older people some of whom are living with a dementia related condition. At the time of our inspection 34 people lived in the home. Seely Hirst House has operated as a residential care home since 1948. In 2016 the provider made some changes to the legal status of the company. This was the first time we inspected Seely Hirst House as a limited company.

The service had a registered manager in place at the time of our inspection. 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.

During this inspection we found that effective action had not always been taken to protect people from the risk of harm resulting from other people's behaviour. The majority of risks associated with people's care and support were managed effectively. However, we found that equipment was not always used correctly, but swift action was taken to address this.

People's medicines were stored and managed safely and people received their medicines as

prescribed. There were enough staff to provide care and support to people when they needed it and safe recruitment practices were followed.

Improvements were required to ensure that people's rights under the Mental Capacity Act 2005 were respected at all times. Where people had capacity they were encouraged to make decisions about their care and support. People were supported by staff who had not always received adequate training. However, we did not see any impact of this during our inspection and staff we were competent and knowledgeable. Staff were provided with regular supervision and support.

People's day to day health needs were met and they had access to specialist nursing advice. However, there was a risk that people may not receive appropriate support with specific health conditions as care plans did not consistently contain sufficient detail of people's health conditions. People were supported to eat and drink enough and were offered choice, but we found that some improvements were needed to ensure staff provided people with assistance to eat in a timely manner.

Staff understood how people who used the service communicated and supported them to maintain their independence. People had access to advocacy services if they required this to express their views. Staff understood the importance of treating people with kindness, dignity and respect and we observed this in practice. People and their families were supported with care and compassion at the end of their lives.

Staff had a good knowledge of people's need and people told us they received the support they required. People were provided with opportunities for social activity and were supported to access the local community. People's diverse needs were recognised and accommodated. There were systems in place to gain feedback from people who used the service and to respond to and investigate complaints.

There were systems and processes in place to ensure the safe and effective running of the service. Staff felt supported in their roles and were confident to raise concerns or make suggestions about how to improve the service. Feedback and suggestions from people and their families was used to drive development and improvement at the service.

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