

Asprey Healthcare Limited

Sherwood House

Inspection summary

CQC carried out an inspection of this care service on 06 January 2020. 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 ●

About the service

Sherwood House is a residential care home providing personal care to 33 people at the time of the inspection. Some of the people are living with dementia. The service can support up to 35 people.

People's experience of using this service

People told us they were happy living at Sherwood. People experienced good care because the service was well-led and organised. People often referred to staff as being like family members and told us they felt safe because of the quality of care they experienced. The provider took great care when recruiting new staff to ensure they shared and practiced the values of the service. Staff understood their responsibilities to keep people safe from harm.

Potential risks to people had been assessed and measures were put in place to mitigate these. If accidents or incidents occurred, staff took action to reduce the risk of similar incidents happening again. Medicines were managed safely and staff maintained appropriate standards of hygiene and infection control. Staff supported people to maintain good health and worked effectively with any professionals involved in their care.

People were provided with a variety of opportunities to participate in activities and events hosted by the home. People also went for trips out into the community, this included trips to do shopping

or to visit coffee shops and a local school.

People told us they enjoyed the food provided in the home. We observed people had choice of meals and staff took time to explain to them the different types of food available. People had access to fresh drinks and snacks when they wanted them.

People were supported by staff who had the right skills and knowledge to provide care that met their assessed needs. 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 and relatives told us that staff were kind and caring and they were very satisfied with the quality of care and support. Staff respected people, treated them with dignity and involved them in decisions about their care. People experienced continuity of care because they were supported by caring staff who understood their needs. This also meant people experienced care and support responsive to their needs. People were supported by staff who promoted their independence as much as possible.

The service was well-led by a management team who worked closely together to ensure people were at the heart of everything they did. The registered manager actively ensured people were well looked after, motivated and provided with high levels of care and support.

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 good (July 2017)

Why we inspected

This was a planned inspection based on our inspection process.

Follow up

We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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