

St John's Hospital

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Inspection summary

CQC carried out an inspection of this care service on 22 May 2019 and 23 May 2019. 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: St John's hospital is registered to provide personal care. At the time of the inspection 12 people were receiving care from the service. These people lived in St John's and Combe Park both are sheltered housing facilities.

People's experience of using this service:

Medicines were administered to people safely however there was no body maps in place that confirmed where creams should be applied. People felt safe and were supported by staff who had received training in safeguarding adults and who knew where to report concerns to.

Staff used personal protective equipment (PPE) appropriately and when required. Staff had checks undertaken to ensure they were suitable to work with vulnerable people.

Staff received training and supervision, and all felt supported and that the service was a nice place to work. All people at the time of the inspection had capacity and people had choice and control in the care they received.

People were supported by staff who promoted their independence and provided care in a dignified and respectful manner. Staff supported people with their medical and social appointments.

Staff were kind and caring and care plans were person centred and contained important information relating to people's likes and dislikes. Staff had received training however not all staff were able to demonstrate an in depth knowledgeable of equality and diversity.

People felt able to raise a complaint should they need to. However, all people were happy with their care. No one at the time of the inspection was receiving end of life support. The provider had quality assurance systems in place that identified shortfalls. People's views were sought so improvements to people's care could be made.

Rating at last inspection: Rated Good at last inspection in October 2016.

Why we inspected: This was a planned inspection based on previous rating.

Follow up: We will continue to monitor the service through the information we receive. We will inspect in line with our inspection programme or sooner if required.

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

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