

City Health Care Limited

Rossmore Community Rehabilitation Centre

Inspection summary

CQC carried out an inspection of this care service on 27 April 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 

About the service

Rossmore Community Rehabilitation Centre is a residential care home providing personal care to a maximum of 52 people. At the time of inspection, 33 people were using the service. This consisted of 14 people who required support and treatment following a stroke, 15 people who required reablement to prevent hospital admission or to facilitate an early discharge from hospital, and four people who were permanent residents at the service.

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

People received safe, effective and well-led care.

There was an effective quality monitoring system, which ensured checks and audits were carried out. People's views were obtained and listened to and shortfalls were addressed. Accidents and incidents were analysed so that lessons could be learned. The provider had oversight of the service and completed regular checks.

People were happy with the service they received and felt staff had a clear understanding of their needs and preferences. People admitted to the stroke service had support and treatment provided by therapy staff based at Rossmore Community Rehabilitation Centre, such as physiotherapists and occupational therapists. There were good outcomes for people.

There were enough staff. Safe recruitment processes had been followed. Staff were trained and their skills and knowledge checked through competency assessments.

People were protected from abuse and avoidable harm. Staff had completed training in how to safeguard people and risk assessments were completed to identify potential hazards. People received their medicine as prescribed.

People and their relatives were involved in the service. Care was planned around people's choices and preferred routines. People and their relatives were supported to receive information in an accessible way to enable them to be involved in their care and support.

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.

The culture of the service was open, and people and staff felt able to raise concerns.

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

Rating at last Inspection

The last rating for this service was good (published 14 February 2020).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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 that the service can respond to COVID-19 and other infection outbreaks effectively.

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