

BPS Care Homes Limited

# Redclyffe Residential Care Home

## Inspection report

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## Ratings

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 ●

# Summary of findings

## Overall summary

This inspection took place on 28 March 2017 and was unannounced.

Redclyffe Residential Care Home provides accommodation and personal care to up to 29 people.

At the time of our inspection the provider confirmed they were providing care to 24 people. At the last inspection, in June 2015, the service was rated Good. At this inspection we found that the service remained Good.

People continued to receive safe care. Staff were recruited appropriately and there were enough staff at the home to meet the needs of the people living at the service. People were consistently protected from the risk of harm and received their prescribed medicines safely.

The care that people received continued to be effective. Staff were well supported with supervision, training and on-going professional development that they required to work effectively in their roles. Health and nutrition was monitored and people received the support they required within this area.

People told us they felt well cared for and were treated with dignity and respect at all times. We saw that care plans had been written in a personalised manner and enabled staff to provide consistent care and support in line with people's personal preferences. People knew how to raise a concern or make a complaint and the provider had implemented effective systems to manage any complaints that they may receive.

The service was well run and had a positive ethos and an open culture. The registered manager was a visible role model in the home. People, their relatives and other professionals told us that they had confidence in the manager's ability to provide consistently high quality managerial oversight and leadership to the home.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service remains good.

### Is the service effective?

Good ●

The service remains effective.

### Is the service caring?

Good ●

The service remains caring.

### Is the service responsive?

Good ●

The service remains responsive.

### Is the service well-led?

Good ●

The service remains well led.

# Redclyffe Residential Care Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This was a comprehensive inspection carried out by one inspector and took place on 28 March 2017 and was un-announced

Before the inspection, we reviewed the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. We also contacted the Local Authority for any information they held on the service.

We spoke with four people who used the service, one relative of a person using the service, three support workers, the chef, and the registered manager. We reviewed five people's care records to ensure they were reflective of their needs, five staff files, and other documents relating to the management of the service, including quality audits.

## Is the service safe?

### Our findings

People received care in a safe manner from a dedicated team of staff. The service carried out safe and robust recruitment procedures to ensure that all staff were suitable to be working at the service. People told us there were enough staff on shift regularly. One person said, "If I ever need anything, someone comes to help me quickly." We saw that staffing levels were consistent and people were responded to as required and in a timely manner.

People had risk assessments in place that were relevant to their needs, and were understood and followed by staff confidently. All the staff we spoke with were aware and knowledgeable of safeguarding procedures, and had been provided with training in this area. One staff member said, "I would make sure the person is safe, then report to the manager and record everything." Safeguarding notifications had been raised when required and investigations had been completed in a timely manner.

People told us they received the correct medicines on time. One person said, "They help me with all my medication and they do a good job of it." Relevant staff had received medication training and were confident in using the medication systems in place. We saw that medicines were stored securely in a locked trolley, in a locked room. Medication administration records (MAR) were used accurately to record all medication administration.

## Is the service effective?

### Our findings

Staff received the training and support they required to provide effective care to people within the service. The training they received covered all areas of their role and equipped them with the skills they needed to care for the people living at the home. We saw records of training received as well as an ongoing training schedule for the upcoming year. All the training was tracked and recorded on a training matrix. Staff were regularly supervised and had the opportunity to express themselves in one to one meetings with management. One staff member told us, "Supervisions are regular. I can speak to the manager whenever I need anything as well as a formal supervision. We are well supported."

People were encouraged to make decisions and express their wishes about their day to day routines and preferences. Staff had a good understanding of service users' rights regarding choice. Detailed assessments had been conducted to determine people's ability to make specific decisions and where appropriate DoLS authorisations had been obtained from the local authority. One person said, "Yes the staff always gain consent before doing anything. I'm involved in what happens every day."

People had choice in what food and drink they had and were supported to maintain a healthy and balanced diet. We saw that the kitchen contained fresh food and people's dietary requirements were all taken in to consideration. People had regular access to the health services and healthcare professionals that they required. One relative told us, "[Person's name] has had all the support that they have needed. Nurses have come in and provided the care that is necessary." We saw that people's healthcare needs were regularly monitored and recorded.

## Is the service caring?

### Our findings

People told us they were treated with care and respect, and they were able to develop good relationships with all the staff. One person said, "We have a good laugh here, the staff are very nice." A relative told us, "The staff have all been very kind and caring, they do a good job and are very nice people."

During our inspection, we observed that staff were able to interact with people positively, spend time chatting, and clearly knew people's likes and dislikes. People were comfortable in the presence of staff and were given the time they needed to express themselves. People's choices in relation to their daily routines and activities were listened to and respected by staff. Staff treated people as individuals, listened to them and respected their wishes.

The privacy and dignity of people within the service was respected by all the staff. One staff member said, "We all make sure people are ok and comfortable with personal care, we knock on doors, and always respect people's privacy. This is their home." We saw that staff approached people with a calm manner and offered support when people were confused or upset. People were able to move freely around the service and could have privacy and quiet when they wanted it.

## Is the service responsive?

### Our findings

People received care that was specific to their individual needs and requirements. We saw that pre assessments of needs had been carried out with people before they began using the service, and ongoing assessments and reviewing of care was carried out with people and their family members when required. Preferences, likes and dislikes were all recorded and staff had a good knowledge of each person and their personal history and family relationships. "One staff member said, "It is a good size home, we can get to know everyone and understand their personalities. It's important to develop good relationships and understand how people like things done."

People were able to take part in activities and outings, and were supported to follow their interests. One person told us, "There is plenty to do, I don't get bored." The service employed activity coordinators who put on different things for people to take part in. We saw sessions such as reminiscence, motivation, music and armchair exercise were planned in, and people had the opportunity to go on outings when the weather was good.

People and their relatives knew how to make a complaint if they needed and were confident that their concerns would be listened to and acted upon. One relative said, "I have not had to make a complaint but I have confidence it would be sorted out quickly if I did." We saw that there was a system in place to record complaints and for the manager to respond as required.



## Is the service well-led?

### Our findings

The service had a positive and open culture, and staff were well supported and were happy and confident in their roles. One staff member said, "I have been here for a long time, and it has consistently been a very good place to work. Everyone is well supported and we have a great team who all work for the benefit of the people that live here." All the staff we spoke with made similar positive comments about the positive work environment and consistency within the service.

Staff members were able to raise concerns and have their voices heard. One staff member said, "The manager is excellent, he listens to us and gives everyone time. We see the owner come in as well and can speak with him if we need to. If we need something, we get it." We saw that staff meetings were held and minutes recorded. All the staff we spoke with said they thought the staff meetings were a good opportunity to discuss and feedback on any issues and update the team.

Quality assurance systems were in place to help drive improvements. These included a number of internal checks and audits which helped to highlight areas where the service was performing well and the areas which required development. Quality questionnaires were sent out to people and their family to gather feedback on the quality of care they were receiving. We saw that the feedback was positive, and if any concerns were raised, actions were recorded and carried out by the registered manager to ensure the service was as effective for people as possible.