

Porthaven Care Homes LLP

Astbury Mere Care Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Astbury Mere Care Home is a residential care home providing personal and nursing care to up to 62 people. At the time of our inspection there were 57 people using the service.

Astbury Mere Care Home accommodates people across two separate floors, each of which has separate adapted facilities. One of the floors specialises in providing care to people living with dementia.

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

Risks to people's health and wellbeing were safely identified, monitored and reviewed. This included where people needed support with prescribed medicines or had diagnosed health conditions requiring specific plans of care. Staff were recruited safely. Staffing levels were safe.

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.

Astbury Mere Care Home was visibly clean and well maintained.

The service was well-led and staff felt supported. The service worked with other professionals and organisations to ensure positive outcomes were achieved for people.

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

Rating at last inspection

The last rating for this service was good (published 31 October 2018).

Why we inspected

We received concerns in relation to the care provided to people during the night time. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

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.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well led sections of this full report.

The overall rating for the service has remained good based on the findings of this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Astbury Mere Care Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Astbury Mere Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by 4 inspectors.

Service and service type

Astbury Mere is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Astbury Mere is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced. The first day of the inspection was undertaken out of normal working hours so we could look at the quality of care provided during the night time.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 8 people who used the service and 4 family members about their experience of the care provided. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We spoke with 19 members of staff including the registered manager, deputy manager, night manager, regional director, nurses, team leaders, carers and members of the domestic and maintenance team.

We reviewed a range of records. This included 6 people's care records and multiple medication records. We looked at 4 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- Staffing levels were safe.
- People told us staff were busy at certain times of the day but attentive to their needs if they used their call bell for assistance. One person described a situation when they had to wait for staff to respond. We reviewed records which demonstrated call bells were responded to in a timely manner. The provider also had oversight of this system.
- Staff were safely recruited. Appropriate checks had been made before being offered employment.
- There was ongoing recruitment at the home to recruit into a number of vacancies. This meant there was some reliance on regular staff working overtime or using agency workers. Records demonstrated, and staff confirmed, regular agency workers were booked in advance to ensure consistency of care.

Assessing risk, safety monitoring and management

- During our inspection we found a small number of pressure mattress settings were incorrect. Pressure mattresses are used when a person is at risk of developing pressure sores due to inactivity or a lack of mobility. This was immediately rectified once raised with the deputy manager. Daily checks were introduced to avoid this occurring in the future. There was no evidence people has experienced any negative impact as a result of this.
- People's needs were appropriately assessed; care plans had been developed to minimise any risk to people's health and wellbeing. Staff were knowledgeable and able to describe people's care needs. Throughout our inspection, we observed safe working practices, such as moving and handling being carried out.
- People told us they received safe care. One family member said, "The care staff are marvellous. I am really happy. [Name] recently started to have seizures. Staff got their medicines sorted and I am really happy how they responded."
- Routine checks on the environment and equipment were up to date and certificates were in place to demonstrate this.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is

usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- Systems were in place to protect people from the risk of abuse.
- People told us they felt safe living at Astbury Mere Care Home. One person told us, "It's nice and warm and I feel secure here."
- Staff received training and understood the actions they must take if they felt someone was being harmed or abused and were confident concerns would be taken seriously. One staff member told us, "I feel that I can speak up if I had any concerns and things would get sorted."
- Referrals had been made to the local authority safeguarding team when abuse had been suspected and appropriate investigations had been completed. Feedback was shared and discussed with staff following any concerns being raised.
- There was a system in place to record and monitor accidents and incidents. Accidents and incidents were reviewed on a regular basis by the registered manager. This enabled them to analyse trends and identify any lessons learnt.

Using medicines safely

- Medicines were safely managed. Records of administration were maintained and in line with best practice. This included when people were prescribed creams.
- Guidance was in place for all prescribed medicines administered on an 'as required' basis. This helped staff to understand why certain medicines were prescribed; and under what circumstances they should be offered to a person.
- Medicines were stored securely and only administered by staff who were suitably trained.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- The provider was enabling visiting in line with government guidelines. One family member told us, "I can visit at any time."

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- We observed a positive culture and caring practices throughout our inspection. People were not rushed when being assisted and staff took time to sit and talk to people.
- People living at Astbury Mere Care Home told us they were happy living at the service and received person-centred care. One person told us, "It has been brilliant. Staff are like a happy family. They know I like milky Earl Grey tea in the mornings."
- Family members also said they were happy with the quality of care people received and felt staff knew people well. One commented, "They are all really lovely. They know [Name's] little ways."
- Staff we spoke with told us the management team was very supportive and felt confident in sharing any concerns. One staff member said, "I feel supported. I was welcomed when I started."
- The registered manager demonstrated an understanding of their responsibilities under duty of candour. We reviewed one incident when a person had fallen. The management team had discussed the event with the person and put in place appropriate actions to avoid the situation reoccurring.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Systems were in place to monitor and review the quality of care and experiences of people. Regular audits were completed.
- The registered manager understood their responsibility for notifying the Care Quality Commission of events that occurred within the service and we saw that accurate records were maintained.
- The rating from the last inspection was displayed in the main reception area and on the provider's website.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The registered provider sought the views of staff, residents and relatives through questionnaires and face to face meetings. One person told us, "Staff will talk to me. I have filled in a questionnaire." Records were maintained of any issues raised and actions taken.
- Family members told us they were consulted about issues relating to people's care. Comments included, "I really like [the registered manager]. Always makes time to respond and speak to me" and, "Staff are knowledgeable and keep us updated."

- Staff felt engaged and felt they worked as a close team. Comments included, "We are a good team and discuss things with each other" and, "I love working here."
- Information contained within care plans demonstrated the staff at Astbury Mere Care Home worked in partnership with other agencies.