

Moorlands Holdings (N.E.) Limited

Hollyacre Bungalow

Inspection report

Front Street
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Durham
County Durham
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Tel: 01913712020

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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

Hollyacre Bungalow is a care home which provides residential care for up to 10 people who are living with a learning disability. At the time of our inspection eight people were using the service.

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

The registered manager and staff consistently demonstrated they valued and respected the people who used the service. The staff were passionate about supporting people to engage in meaningful activities and lead lives with meaning.

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.

Staff took steps to safeguard vulnerable adults and promoted their human rights. Incidents were dealt with appropriately and lessons were learnt, which helped to keep people safe. Staff understood where people required support to reduce the risk of avoidable harm. Medicine was administered in a safe manner.

Thorough checks were completed prior to staff being employed to work at the service. People were observed to be happy and settled and supported by a staff team who knew each person's individual needs and preferences.

The service was well run. Systems were in place, which effectively monitored how the service operated and ensured staff delivered appropriate care and treatment.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This service was able to demonstrate how they were meeting the underpinning principles of right support, right care, right culture. People were given choice and were supported to be as independent as possible. People were encouraged to pursue their individual likes and interests. People were treated with dignity and respect. The service had a person-centred culture and was open to suggestions and feedback.

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

Rating at last inspection

The last rating for this service was good (report published 22 May 2019).

Why we inspected

This was a planned inspection based on the rating at the last inspection.

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 intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, we may inspect sooner.

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.

Hollyacre Bungalow

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 Care Act 2014.

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

An inspector completed the inspection.

Service and service type

Hollyacre Bungalow is a 'care home.' People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

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. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We met four people who used the service. People had a range of verbal communication skills so we spoke with some people and also observed their care being provided. We spoke with the registered manager and four care staff members during the visit. We contacted two relatives following the visit. We reviewed three people's care records, two staff files, staff rotas and a variety of management and quality assurance records for the service.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection we found the key question has remained the same. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The registered manager critically reviewed all aspects of the service and determined if and where improvements were needed. They ensured staff considered how lessons could be learnt.
- Staff understood where people required support to reduce the risk of avoidable harm. Care plans contained explanations of the control measures for staff to follow to keep people safe.
- The environment and equipment were safe and well maintained. Emergency plans were in place to ensure people were supported in certain events, such as a fire.

Systems and processes to safeguard people from the risk of abuse

- The provider had effective safeguarding systems in place. All staff spoken with had a good understanding of what to do to make sure people were protected from harm or abuse. They had received appropriate and effective training in this topic area.
- People told us the staff kept them safe and a relative commented, "I've never had any concerns."

Staffing and recruitment

- There were always enough staff on duty to meet people's needs. The staff team has been very stable for over five years and only recently had staff needed to be recruited.
- The provider operated systems that ensured suitable staff were employed. We discussed with the registered manager how the application forms did not provide enough room for prospective employees to add their full work and education history. They confirmed these would be reviewed and the necessary changes made to the template.

Using medicines safely

- People's medicines were appropriately managed. Medicines were safely received, stored, administered and destroyed. Clear protocols were in place for the use of 'as required' medicines.
- Records showed, and staff confirmed they had received training in medicines management and they had been assessed as competent in this area.

Preventing and controlling infection

- The home was clean, and people were protected from the risk of infection. Staff had received infection control training and said they had plenty of personal protective equipment such as gloves and aprons.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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 accessing testing for people using the service and staff.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility; Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements

- The service was well-run. The provider and registered made sure people were at the heart of the service.
- The registered manager maintained clear oversight of the service. They had developed a consistent and structured approach to quality assurance. They critically reviewed the service to determine how further improvements could be made.
- Staff enjoyed celebrating people's successes no matter how small, which in turn led to people having increased confidence.

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

- The registered manager acted on feedback and used it to continuously improve the service. For example, when the day services were shut they had looked what staff needed to have at the home to ensure people were still engaged in a wide variety of meaningful activities.
- The service worked in partnership with external agencies to deliver a high standard of care to people. People, relatives and staff spoke positively about the culture and values of the service. A relative told us, "It is like a having a big, happy family to help us."

Continuous learning and improving care

- The quality assurance system included lots of checks carried out by the registered manager and staff.
- Feedback was sought from people, relatives and staff. Comments and suggestions were acted on. Responses to surveys were reviewed to see if the service could be improved.