

Seaway Nursing Home Limited

Seaway Nursing Home

Inspection report

33 Vallance Gardens
Hove
East Sussex
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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

About the service:

Seaway Nursing Home is a care home registered to provide nursing and residential care and accommodation for 20 people with various health conditions, including dementia and sensory impairment. There were 20 people living at the service on the day of our inspection. Seaway Nursing Home is a converted property located in Hove, East Sussex.

People's experience of using this service:

People were happy with the care they received, felt relaxed with staff and told us they were treated with kindness. They said they felt safe, were well supported and there were sufficient staff to care for them. Our own observations supported this, and we saw friendly relationships had developed between people and staff. One person told us, "It's not as good as my own house, but it's a good second, the staff are lovely".

People enjoyed as independent a lifestyle as their conditions allowed and told us their choices and needs were met. They enjoyed the food, drink and activities that took place daily. One person told us, "I'm looking forward to the roast today". A relative added, "I don't leave here worried about [my relative], she is in good hands here. I think [registered manager] is a great manager".

People felt the service was well presented and welcoming to them and their visitors. A relative told us, "I'm always made welcome when I visit". People told us they thought the service was well managed and they enjoyed living there. A relative told us, "The manager is always here, as far as I think, the home is run well".

Staff had received training considered essential by the provider. It was clear from observing the care delivered and the feedback people and staff gave us, that they knew the best way to care for people in line with their needs and preferences.

The provider had systems of quality assurance to measure and monitor the standard of the service and drive improvement. These systems also supported people to stay safe by assessing and mitigating risks, ensuring that people were cared for in a person-centred way and that the provider learned from any mistakes. Our own observations and the feedback we received supported this. People received high quality care from dedicated and enthusiastic staff that met their needs and improved their wellbeing. A member of staff said, "I really like the residents. We listen to them and support them. The world can be a bit scary to them sometimes and we make sure they feel secure and happy".

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

Rating at last inspection: Requires Improvement (report published 14 January 2019).

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

Follow up: We will continue to monitor the intelligence we receive about this home and plan to inspect in line with our re-inspection schedule for those services rated Good. If we receive any concerning information 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?

The service was safe.

Details are in our Safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our Effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our Caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our Well-Led findings below.

Good ●

Seaway Nursing 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 as part of our regulatory functions. This inspection checked 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.

Inspection team:

The inspection team consisted of one inspector.

Service and service type:

Seaway Nursing Home 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 who was registered with the Care Quality Commission. Registered managers 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 was an unannounced inspection, which meant the provider and staff were not aware that we were coming.

What we did before the inspection:

The provider had completed 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 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 took this into account when we inspected the service and made the judgements in this report.

During the inspection:

We observed the support that people received, spoke with people and staff and gathered information relating to the management of the service. We used the short observational framework for inspection (SOFI), which is a way of observing care to help us understand the experience of people who could not talk with us. We reviewed a range of records. This included four staff recruitment files, training records, records relating to the management of the service and a variety of policies and procedures and quality assurance processes developed and implemented by the provider. We reviewed four people's care records.

Many people living at the service were unable to talk with us due to their condition. However, we spoke with four people living at the service and two visitors. We also spoke with seven members of staff, including the registered manager, a regional manager, a registered nurse, an activities co-ordinator, the chef and two care staff.

Is the service safe?

Our findings

Safe – this means people were protected from abuse and avoidable harm

At the last inspection this key question was rated as Requires Improvement. At this inspection this key question has now improved to Good. This meant people were safe and protected from avoidable harm. Legal requirements were met.

Staffing and recruitment

- At our last inspection we identified areas of practice that needed improvement. This was because the service had been through a period of instability and had put systems in place to improve service delivery. However, at the last inspection, the service was only 60% full and we were unable to determine at that time whether the service provision could be sustained over time, should the number of people living at the service increase. We saw that improvements had been made.
- Since the previous inspection, the service had been operating at full capacity for approximately one year and we saw that the deployment of staff met people's needs and kept them safe.
- We observed care delivery in all areas of the service. Staffing levels were assessed daily, or when the needs of people changed, to ensure people's safety. We were told existing staff would be contacted to cover shifts in circumstances such as sickness and annual leave, and agency staff were used when required.
- Feedback from people and staff was they felt the service had enough staff and our own observations supported this. A relative told us, "I've always found staff to be available, you ring the bell or call for them and they come".
- Records demonstrated staff were recruited in line with safe practice and equal opportunities protocols. For example, employment histories had been checked, suitable references obtained, and appropriate checks undertaken to ensure that potential staff were safe to work within the care sector.
- Records showed staff belonged to the relevant professional body. Documentation confirmed that all nurses employed had an up to date registration with the Nursing Midwifery Council (NMC).

Systems and processes to safeguard people from the risk of abuse

- People said they felt safe and staff made them feel comfortable, and that they had no concerns around safety. One person told us, "I'm not worried about anything, they look after me".
- Staff had a good awareness of safeguarding and could identify the different types of abuse and knew what to do if they had any concerns about people's safety.
- Information relating to safeguarding and what steps should be followed if people witnessed or suspected abuse was displayed around the service for staff and people.

Using medicines safely

- Registered nurses were trained in the administration of medicines and people were supported to receive their medicines safely. We saw policies and procedures used by the provider to ensure medicines were managed and administered safely.
- A member of staff described how they completed the medicine administration records (MAR). We saw these were accurate. We observed a member of staff giving medicines sensitively and appropriately. We saw

they administered medicines to people in a discreet and respectful way and stayed with them until they had taken them safely.

- Medicine risk assessments were completed to assess the level of support people required.
- Audits of MAR were undertaken to ensure they had been completed correctly, and any errors were investigated.
- Medicines were stored appropriately and securely and in line with legal requirements.

Preventing and controlling infection

- The service and its equipment were clean and well maintained.
- There was an infection control policy and other related policies in place. Relevant information was displayed around the service to remind people and staff of their responsibilities in respect to cleanliness and infection control.
- The laundry had appropriate systems and equipment to clean soiled washing, and we saw that any hazardous waste was stored securely and disposed of correctly.

Learning lessons when things go wrong

- Staff took appropriate action following accidents and incidents to ensure people's safety and this was recorded. For example, contacting relevant health professionals after any specific incidents.
- We saw specific details and any follow up action to prevent a re-occurrence was recorded, and any subsequent action was shared and analysed to look for any trends or patterns.

Assessing risk, safety monitoring and management

- Risks associated with the safety of the environment and equipment were identified and managed appropriately.
- Regular checks to ensure fire safety had been undertaken and people had personal emergency evacuation plans, which informed staff of how to support people to evacuate the building in the event of an emergency.
- Equipment was regularly checked and maintained. This ensured that people were supported to use equipment that was safe.
- Risk assessments were reviewed regularly to ensure they provided current guidance for staff. Each person's care plan had a number of risk assessments completed which were specific to their needs, such as mobility, risk of falls and medicines. For example, some people were at risk of choking. Their care plans contained comprehensive and specific details for staff on how to manage the risks involved with their intake of food and drink.
- The assessments outlined the associated hazards and what measures could be taken to reduce or eliminate the risk.

Is the service effective?

Our findings

Effective – this means that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Staff undertook assessments of people's care and support needs before they began using the service.
- Pre-admission assessments were used to develop a detailed care plan for each person. This included clear guidance for staff to help them understand how people liked and needed their care and support to be provided.
- Documentation confirmed people and relatives were involved in the formation of an initial care plan and that any protected characteristics or specific decisions were discussed. This enabled staff to have the correct information, to ensure they could meet people's needs.

Staff support: induction, training, skills and experience

- Staff had received training in looking after people, including safeguarding, food hygiene, fire evacuation, health and safety, equality and diversity. They were knowledgeable of relevant best practice and regulations, and we saw staff supporting people with confidence and professionalism. One member of staff told us, "The induction was very useful and we get good training".
- Staff completed an induction when they started working at the service and 'shadowed' experienced members of staff until they were assessed as competent to work unsupervised.
- Systems of staff development including one to one supervision meetings and annual appraisals were in place.

Supporting people to eat and drink enough to maintain a balanced diet

- The provider met people's nutrition and hydration needs. There was a varied menu, specialist diets were catered for and people were, on the whole, complimentary about the meals served. One person told us, "I'm looking forward to the roast today".
- The chef told us that specialist and culturally appropriate diets would be catered for if required. A relative said, "They do [my relative] a special diet as she has trouble with food at the moment".
- Snacks and drinks were always available for people on request. People told us they were supported to eat how they wished in the service. One person told us, "I often choose something different, like an omelette".

Adapting service, design, decoration to meet people's needs

- People's individual needs around their mobility were met by the adaptation of the premises.
- Slopes and passenger lifts allowed people in wheelchairs to access all parts of the service, and there were adapted bathrooms and toilets.

Supporting people to live healthier lives, access healthcare services and support

- People told us they received effective care and their individual needs were met. A relative told us, "The staff are all very competent, they know what to do for [my relative]. She has been very challenging recently and they all stay calm and help her, they are very patient".
- Access was also provided to more specialist services, such as opticians and podiatrists and dentistry if required.
- Staff kept records about the healthcare appointments people had attended and implemented the guidance provided by healthcare professionals.

Staff working with other agencies to provide consistent, effective, timely care

- Staff liaised effectively with other organisations and teams and people received support from specialised healthcare professionals when required, such as GPs, chiropodists and social workers. Feedback from staff and documentation we saw supported this.
- We saw examples of how staff had recognised that people were poorly and had contacted the relevant professionals. A relative told us, "They ring me with any problems; [my relative] had a fall recently, they were straight on the phone and also to the doctor".

Ensuring consent to care and treatment in line with law and guidance

The 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 Act 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 with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, whether any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met.

- The provider had a good understanding of the Act and were working within the principles of the MCA. People were not unduly restricted and consent to care and treatment was routinely sought by staff.
- Staff understood when a DoLS application should be made and the process of submitting one.

Is the service caring?

Our findings

Caring – this means that the service involved people and treated them with compassion, kindness, dignity and respect

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Supporting people to express their views and be involved in making decisions about their care

- Staff provided people with choice and control in the way their care was delivered.
- Throughout the inspection, we observed people being given a variety of choices of what they would like to do and where they would like to spend time. One person told us, "I can do what I want, I shall stay in my room this morning, but I'll sit in the lounge this afternoon".
- People were empowered to make their own decisions. People told us they were free to do what they wanted throughout the day. They said they could choose what time they got up and went to bed and how and where they spent their day.
- Staff were committed to ensuring people remained in control and received support that centred on them as an individual.

Respecting and promoting people's privacy, dignity and independence

- Staff supported people and encouraged them, where they were able, to be as independent as possible.
- Care staff informed us that they always prompted people to remain active and carry out any personal care tasks for themselves, such as brushing their teeth and hair and mobilising around the service.
- Everyone we spoke with thought they were well cared for and treated with respect and dignity, and had their independence promoted. One person told us, "They are very kind, they help me with what I need".
- People's privacy and dignity was protected, and we saw staff knocking on doors before entering and talking with people in a respectful manner.

Ensuring people are well treated and supported; equality and diversity

- Peoples' equality and diversity was respected. Staff adapted their approach to meet peoples' individualised needs and preferences.
- People were attended to in a timely manner and were supported with kindness and compassion.
- We observed positive interactions, appropriate communication and staff appeared to enjoy delivering care to people. A relative told us, "All the staff are so very compassionate and caring".
- People were encouraged to maintain relationships with their friends and families and to make new friends with people living in the service. Visitors could come to the service at any time and could stay as long as they wanted. A relative told us, "I'm always made welcome when I visit".
- Staff also recognised that people might need additional support to be involved in their care and information was available if people required the assistance of an advocate. An advocate is someone who can offer support to enable a person to express their views and concerns, access information and advice, explore choices and options and defend and promote their rights.

Is the service responsive?

Our findings

Responsive – this means that services met people's needs

At the last inspection this key question was rated as Requires Improvement. At this inspection this key question has now improved to Good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- At our last inspection we identified areas of practice that needed improvement. This was because the service had been through a period of instability and had put systems in place to improve service delivery. However, at the last inspection, the service was only 60% full and we were unable to determine at that time whether the systems of care planning had been fully embedded and could be sustained over time, should the number of people living at the service increase. We saw that improvements had been made.
- Since the previous inspection, the service had been operating at full capacity for approximately one year and people received care that met their needs and preferences.
- Detailed individual, person-centred care plans had been developed, enabling staff to support people in a personalised way that was specific to their needs and preferences, including any individual religious beliefs. These included, people's choices around what they enjoyed doing during the day and their preferences around clothes and personal grooming.
- Care plans contained personal information, which recorded details about people and their lives. This information had been drawn together, where possible by the person, their family and staff. A relative told us, "We set up the care plan when [my relative] moved in, I think we're due to review it soon".
- Staff told us they knew people well and had a good understanding of their family history, individual personality, interests and preferences, which enabled them to engage effectively and provide meaningful, person centred care.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People told us the service responded well to their care and recreational needs. We saw people playing bingo and people clearly enjoyed singing, which was encouraged by staff throughout the day.
- There was a varied range of activities on offer which included, music, arts and crafts, quizzes, exercise, trips out to the local community and visits from external entertainers.
- We saw that people were given the opportunity to observe their faith and any religious or cultural requirements were recorded in their care plans. If requested, representatives of churches visited, so that people could observe their faith.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability,

impairment or sensory loss and in some circumstances to their carers.

- People's communication needs were identified, recorded and highlighted in their care plans. These needs were shared appropriately with others.
- We saw evidence that the identified information and communication needs were met for individuals.

Improving care quality in response to complaints or concerns

- People knew how to make a complaint and told us that they would be comfortable to do so if necessary. They were also confident that any issues raised would be addressed.
- The procedure for raising and investigating complaints was available for people, and staff told us they would be happy to support people to make a complaint if required. One person told us, "They know me, they know I'd say something if I wasn't happy".

End of life care and support

- People's end of life care was discussed and planned, and their wishes were respected. People could remain at the service and were supported until the end of their lives. Observations and documentation showed that people's wishes, about their end of life care, had been respected.
- Specific training and support was given to staff in order to care for people at the end of their life.

Is the service well-led?

Our findings

Well-Led – this means 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 inspection this key question was rated as Requires Improvement. At this inspection this key question has now improved to Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high quality, person-centred care.

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements

- At our last inspection we identified areas of practice that needed improvement. This was because the service had been through a period of instability and had put systems in place to improve service delivery. However, at the last inspection, the service was only 60% full and we were unable to determine at that time whether the systems of governance and quality monitoring had been fully embedded and could be sustained over time, should the number of people living at the service increase. We saw that improvements had been made.
- Since the previous inspection, the service had been operating at full capacity for approximately one year and the provider had undertaken a range of quality assurance audits to ensure a good level of quality was maintained. We saw audit activity which included health and safety, infection control, complaints, care plans and falls. The results were analysed to determine trends and introduce preventative measures. The auditing system looked for patterns and trends and action plans were developed to drive improvement.
- The provider had also developed an ongoing action plan detailing what action would be taken to drive improvement and ensure quality and safety at the service. This plan was being monitored and delivered by the management of the service.
- The provider had informed the CQC of significant events in a timely way, such as when people had passed away, where there had been suspected abuse and any significant injury. This meant we could check that appropriate action had been taken.
- Staff knew about whistleblowing and said they would have no hesitation in reporting any concerns they had. Policy and procedure documentation was up to date and relevant to guide staff on how to carry out their roles.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- We received positive feedback in relation to how the service was run, and our own observations supported this. A relative told us, "The manager is always here, as far as I think, the home is run well".
- People, relatives and staff spoke highly of the service and felt it was well-led. Staff commented they felt supported and had a good understanding of their roles and responsibilities. The registered manager and staff told us that the care of people living at the service was the most important aspect of their work and they strived to ensure that people received high quality care. Our own observations supported this, and a relative told us, "I don't leave here worried about [my relative], she is in good hands here. I think [registered manager] is a great manager". The registered manager added, "The care and attention we give people is

very good".

- Staff had a good understanding of equality, diversity and human rights and explained how they would make sure that nobody at the service suffered from any kind of discrimination. This was reinforced through training.
- There was a clear written set of values that staff were aware of, displayed in the service, so that people would know what to expect from the care delivered.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People and staff were actively involved in developing the service. For example, staff had involved people in painting and colouring, which was displayed all around the service.
- There were systems and processes followed to consult with people, relatives, staff and healthcare professionals. A relative told us, "They ask me if I'm happy every time I come here".
- Meetings, events and satisfaction surveys were carried out, providing management with a mechanism for monitoring satisfaction with the service provided.
- Feedback from staff indicated that the protection of people's rights was embedded into practice, for both people and staff, living and working at the service.

Continuous learning and improving care

- The service had a strong emphasis on team work and communication sharing. Handover between shifts was thorough and staff had time to discuss matters relating to the previous shift.
- Staff commented that they all worked together and approached concerns as a team. A member of staff told us, "We are a good team, we listen and help each other".
- Up to date sector specific information was made available for staff including details of specific conditions, such as dementia, to ensure they understood and had knowledge of how to assist people.

Working in partnership with others

- The service liaised with organisations within the local community. For example, the Local Authority and Clinical Commissioning Group to share information and learning around local issues and best practice in care delivery.

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

- The registered manager was aware of their responsibilities under the Duty of Candour. The Duty of Candour is a regulation that all providers must adhere to. Under the Duty of Candour, providers must be open and transparent, and it sets out specific guideline's providers must follow if things go wrong with care and treatment.