

Cygnet Health Care Limited

Tabley House

Inspection report

Tabley Lane
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Cheshire
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07 October 2021

22 October 2021

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09 November 2021

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

Tabley House is a residential care home providing personal and nursing care to 51 people at the time of the inspection. The service can support up to 59 people in one adapted building across two separate units, each of which had separate adapted facilities.

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

People and their relatives were unanimous in their praise for the management team, staff and the standard of care provided. Comments included, "This is a fabulous place I'm so lucky to be here." A visiting relative said, "they [staff] are excellent in everything they do.", Another described the excellent care (their relative) had received, with dignity, excellent clinical care, and liaison with their doctor but all in a homely and welcoming atmosphere."

Risks to health, safety and welfare, of people who lived, worked and visited the home were identified and managed safely.

Safeguarding systems, policies and procedures ensured people were safe and protected from abuse.

Medicines were safely managed, and systems were in place for reporting accidents and incidents and learning from them.

We were assured by the additional measures in place to help prevent the spread of COVID-19. Risks relating to infection prevention and control (IPC), including in relation to the COVID-19 pandemic were assessed and managed. Staff followed good IPC practices.

Safe visiting was supported and enabled. Visitors were invited to take rapid COVID-19 test just before their visit, were provided with appropriate personal protective equipment as in accordance with government guidelines and best practice.

There were sufficient numbers of suitably trained and experienced staff on duty and safe recruitment procedures were followed.

Staff presented as well trained, caring professionals. They were engaging and showed skill and sensitivity in the way they responded to people.

The management team and staff were clear about their roles and responsibilities and they promoted a positive, person-centred culture.

Staff worked well together as a team, and there was good partnership working with others to meet people's needs. A visiting doctor who was the home's clinical lead in the local Primary Care Network praised the

management and staff teams for providing exemplary care and told us how they had worked in partnership to ensure people's health care needs were met.

Effective systems were in place for checking on the quality and safety of the service and making improvements where needed.

Rating at last inspection and update

The last rating for this service was good overall (published 13 November 2018), with requires improvement in the well led area. There were no breaches of regulation, but improvement was needed to embed quality assurances systems.

Why we inspected

Our routine monitoring undertaken in August 2021 identified that the service had improved significantly on leadership and governance previously rated as requires improvement. As a result, we undertook a focused inspection to review the key questions of safe and well-led only. We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Please see the safe and well led sections of this full report.

Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection. The overall rating for the service remains the same Good. However, the rating for Well led has improved to Good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Tabley House on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. 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?

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 safe findings below.

Tabley House

Detailed findings

Background to this 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

The inspection was carried out one inspector.

Service and service type

Tabley House 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 that 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

The inspection was unannounced. Inspection activity started on 07 October 2021 with the visit to the home and included a Microsoft Teams virtual meeting on the 22 October 2021.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included comments from seven people who lived at the home and nine relatives which we gathered during our routine monitoring of the service in August 2021. We also 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 spoke with three people who used the service and two visiting relatives about their experience of the care provided. We spoke with a visiting doctor and seven members of staff including the registered manager, the clinical lead nurse, two nurses, two care staff, and the regional operations director. We carried out a medications check, and looked at a range of other records, including assessments, care plans, risk assessments and audits.

After the inspection visit

Due to the impact of the COVID-19 pandemic we limited the time we spent on site. Therefore, we requested records and documentation to be sent to us, and reviewed these following the inspection visit and continued dialogue with the deputy manager by telephone. We reviewed a range of records. These included sample care records, assessments, and risk assessments. A variety of other records relating to the management of the service were also reviewed. We looked at the recruitment records for two recently recruited staff via a Microsoft Teams meeting.

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 this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were safe and protected from abuse. All people spoken with told us they were safe and well cared for. One person said, "This is a fabulous place I'm so lucky to be here."
- Staff were aware of how to raise concerns and had completed safeguarding training.
- A whistleblowing policy was in place and staff were aware of the procedures to follow.
- Referrals had been made appropriately to the local safeguarding team and detailed records were maintained.

Staffing and recruitment

- There were enough suitably, skilled, and experienced staff on duty to meet people's needs safely and consistently.
- The number of staff on duty and skill mix was determined based on people's needs and dependency levels.
- The provider followed safe procedures for the recruitment of staff and all appropriate checks had been completed before new staff were employed in the home.
- All people and relatives spoken with praised the staff for the standard of care provided. One relative said, "They [staff] are excellent in everything they do."

Assessing risk, safety monitoring and management

- Risks to people's health and safety were identified and well managed so people were safe and protected from avoidable harm.
- The service had contingency plans in place to manage unforeseen emergencies and each person had an up to date personal emergency evacuation plan.
- Regular safety checks were carried out on the environment, equipment and utilities.

Using medicines safely

- Medicines were received, stored, administered, recorded and disposed of safely.
- Staff involved in administering medicines had received training around medicines and had access to relevant guidance regarding the administration of medicines which may be required on an 'as and when required' basis.
- Medicines audits were carried out regularly.

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 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.

Learning lessons when things go wrong

- Records of accidents and incidents were maintained and analysed to help identify any patterns or trends. Where patterns were seen, action was taken to see if lessons could be learnt or whether additional action needed to be taken.

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 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.

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

- At our last inspection, the provider was implementing comprehensive audit systems, but these needed to be embedded in practice. At this inspection, we found robust audit systems were in place and were being followed.
- Incidents and accidents were analysed, and arrangements in place to ensure learning was shared with the staff team, to help ensure people received safe and effective care.
- Managers and staff had completed training and kept up to date with the law and current good practice guidance, including that relating to the COVID-19 pandemic to update their knowledge and learning.

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

- The management team promoted a culture of person-centred care by engaging with staff, everyone using the service and relevant others such as family members, health and social care professionals and outcomes were good.
- Our observations of the standard of care throughout our inspection were positive. Staff were engaging and showed skill and sensitivity in the way they responded to people.
- Staff told us that they felt well supported and involved in decisions made about the service, and were confident in sharing their ideas and views and felt they were listened to.

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

- Managers and staff worked effectively and cooperatively with health and social care professionals to develop practice and improve outcomes for people who lived at the home.
- A visiting doctor who was the home's clinical lead in the local Primary Care Network praised the management teams for providing exemplary care. They told us how they had worked in partnership to ensure people's health care needs were met.
- The management team regularly engaged with people using the service, their relatives and staff through meetings, informal discussions and quality surveys.
- Relatives told us that they appreciated the way they had been kept informed throughout the COVID-19 pandemic via safe visiting, telephone calls and emails.

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 provider met the regulatory requirements to be open and transparent with people using the service when things went wrong.
- The Care Quality Commission had been notified about incidents and events which occurred at the service, in accordance with the regulations.
- The ratings from the last inspection were clearly displayed at reception and on the providers website.