

The Hawthorns Lodge Limited

# Moorlands Nursing 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 ●

# Summary of findings

## Overall summary

### About the service

Moorlands Nursing Home is a care home providing personal and nursing care for older people. The service can provide support for up to 30 people some of whom are older people living with dementia.

The service also provides short term care (up to six weeks) for people who are unwell and are unable to manage at home. People can also be cared for on a short-term basis for assessment and recovery on discharge from hospital to allow recuperation and reablement before they are able to return home safely. At the time of the inspection 24 people were using the service.

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

People were observed to be happy. The service provided care and support in line with people's needs and wishes.

Staff understood the procedures they needed to follow if they suspected abuse might be taking place and told us they were confident the management would act on any concerns.

Medicines were managed safely with an effective system in place. Additional checks had been introduced following the concerns received.

People were supported by a staff team who were knowledgeable about people's likes, dislikes and preferences. A training plan was in place and staff told us they received all the support they needed to perform their roles.

Most people and relatives told us there were suitable numbers of staff on duty to ensure people's needs were met.

People were supported with eating and drinking and feedback about the quality of meals was very positive. Special diets were catered for and alternative choices were offered to people if they did not like any of the menu choices. Nutritional assessments were carried out and action was taken if people were at risk of malnutrition.

People were treated with kindness and compassion. Staff knew the people they were supporting well and respected the choices they made about their care. People's independence was encouraged.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 7 July 2018).

### Why we inspected

This was a targeted inspection, based on concerns about risks raised with CQC in relation to the care some people received, management of medicines and quantity of food and drinks available. CQC are conducting trials of targeted inspections to measure their effectiveness in services where we have been alerted to potential risks.

We undertook this targeted inspection to check the service was meeting legal requirements. This report only covers our findings in relation three key questions - is the service Safe, is the service Effective and is the service Caring? The overall rating for the service has not changed following this targeted inspection and remains good. This is because we have not assessed all areas of the key questions.

The local authority and the provider had investigated the concerns raised and where required, had also acted to ensure people continued to receive safe care and treatment.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Moorlands Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor the service and respond accordingly. We plan to inspect in line with our re-inspection schedule for those services rated Good.

## 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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

# Moorlands 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 (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.

This was a targeted inspection to check the provider had taken suitable actions to address the areas of concern raised to ensure people were safe. This report only covers our findings in relation to those concerns.

#### Inspection team

The inspection consisted of one inspector.

#### Service and service type

Moorlands 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 home had a new manager who was in the process of registering 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

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 and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We observed the care provided to ten people and spoke with two people who used the service. We spoke with three relatives about their experience of the care provided. We spoke with nine members of staff including the manager, quality assurance manager, deputy manager, one nurse, three care workers, an activities co-ordinator and the cook. We also spoke with two health professionals visiting the home.

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 reviewed a range of records which included medication records, menus, food and fluid monitoring records and minutes from a range of meetings. We looked at two staff files in relation to training and staff supervision.

# Is the service safe?

## Our findings

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

We have inspected this key question to follow up on the concerns that people did not receive care and treatment in a safe way. This was in relation to the how the provider kept people safe, managed medicines and ensured suitable staffing levels.

At this inspection we found that the provider had investigated and where required, had acted upon the areas of concerns to ensure people continued to receive safe care and treatment.

The service remained rated as Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People and relatives told us people were kept safe and comfortable at the home. Comments included, "Do I feel safe? Yes of course, the staff are on the ball, anything I need they do" and "[Person] is absolutely safe here. Staff keep an eye on [person]. I can sleep at night knowing [person] is safe."
- Staff told us they were confident that if they raised any concerns the manager would take them seriously. The provider had systems in place to protect people from abuse and avoidable harm. Staff knew how to recognise and report abuse using the provider's incident reporting system.
- Staff were visibly present throughout the inspection and were observed making regular checks on people who stayed in their rooms to ensure they were safe and comfortable.

Staffing and recruitment

- Suitable staffing levels were observed to be in place at the inspection to meet the needs of the people living at the home. The manager told us they used a dependency tool to ensure staffing levels were reflective of people's needs.
- People told us staffing levels were good. One person said, "There's plenty of staff around, including weekends and nights. They do a great job."
- Relatives told us, "We had some concerns mainly at weekends but the deputy manager started working weekends and what a difference it has made" and "At weekends there's no less care, may be less staff around but definitely still get good care."
- The provider had acted quickly to address the concerns raised regarding some staff practices to ensure all people continued to receive good quality, person centred care.
- Agency staff were used but the manager told us they kept this to a minimum and requested the same staff to ensure people received a consistent level of care.
- Staff were observed to be busy, but not rushing people. One person told us. "When I press my buzzer, they come straight away, morning and night."

Using medicines safely

- At this inspection we found people were receiving their medicines as prescribed and on time.
- The clinical lead nurse carried out weekly audits of medicines to ensure people had the right medicines at

the right times. They ensured that medicines were safely stored and that enough medicines were available.

- Additional checks and balance count of medicines had been introduced following the concerns raised.



# Is the service effective?

## Our findings

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

We have inspected this key question to follow up on the concerns that people were not receiving care and treatment in a safe way. This was in relation to the quantity of food and drinks available to people and the support staff received from management.

At this inspection we found that the provider had investigated and where required, had acted upon the areas of concerns raised to ensure people continued to receive safe care and treatment.

The service remained rated as Good. This meant people's outcomes were consistently good, and peoples feedback confirmed this.

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

- People and relatives told us the food was home cooked, nutritional and they had a choice. One person said, "It's lovely, all home cooked and get plenty of it. ...too much at times, I'm putting weight on." Relatives said, "Food is great, [person] eats the lot" and "Food is good, there is always plenty of it. If people want fish and chips staff will go and get them."
- People were encouraged to be as independent as they could be with eating and drinking.
- Staff respectfully supported people with their nutritional needs as required.
- Kitchen staff had completed training to meet people's needs. The cook was fully aware of people's individual dietary and nutritional needs.
- Staff worked with other health professionals to make sure people received food and drinks according to their needs. Kitchen staff were following assessments by a speech and language therapist (SALT) to reflect any recommendations needed to minimise risks for people.

Staff support: induction, training, skills and experience

- Staff supervisions and appraisals were up to date. Staff told us they felt supported and listened to by the management team. One staff member told us, "Management are great, there's enough on duty, we get good support and training."
- Where staff had raised any concerns, these had been acted upon by the provider and outcomes recorded.

## Is the service caring?

### Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

We have inspected this key question to follow up on the concerns in relation to the care some people received.

At this inspection we found that the provider had investigated the concerns and where required, had acted to make improvements to ensure people continued to receive good quality care.

The service remained rated as Good. This meant people were supported with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were observed to be happy. Many positive and respectful interactions were seen between staff and people living at the home. One person said, "I've lived in another home which was rubbish, here its spot on. The staff are great."
- One Relative told us, "Everyone is cared for and respected. I visit every day and it is lovely, its homely."
- The management team worked alongside staff and monitored how they engaged with people to ensure they were always kind and caring.