

Safehands Care Limited

The New Mayfair Hotel

Inspection report

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Blackpool
Lancashire
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Date of inspection visit:
30 May 2018

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29 June 2018

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

The New Mayfair Hotel is situated on the south promenade overlooking Blackpool sea front. The hotel provides holiday accommodation for people with a range of disabilities and special needs. The service has registered with the Care Quality Commission to enable them to provide personal care and respite care. The service is registered for 40 people. At the time of the inspection three people were staying at The New Mayfair hotel.

At our last inspection on 25 February 2016 we rated the service Good. At this inspection we found evidence continued to support the rating of good and there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns.

This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

During the inspection visit we observed staff were kind, caring and respectful to people in their care and when they interacted with individuals who stayed at the hotel. People and their relatives told us staff always maintained their dignity and privacy.

Risk assessments had been developed to minimise the potential risk of harm to people during the delivery of their care and stay at the hotel. These had been reviewed if changes occurred during their stay.

Staff had been recruited safely, appropriately trained and supported. They had skills, knowledge and experience required to support people with their care and social needs. Staff had training to protect people against the risk of harm, poor care and abuse.

The management team had systems in place to ensure safe management of people's medication. Medicines were stored securely and the registered manager had suitable arrangements to audit all administration processes.

We looked around the building and found it had been maintained, was clean and hygienic and a safe place to live. We found equipment had been serviced and maintained as required.

The service had safe infection control procedures in place. People who stayed at the hotel told us they were happy with the standard of hygiene in place.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

People who stayed at the hotel and relatives lived told us they enjoyed food provided by the chefs and had plenty of choice. One person said about the food, "Nothing better and plenty of choice and of good quality."

People's care and support had been planned with them. They told us they had been consulted and listened to about how their care would be delivered whilst staying at The New Mayfair.

People who stayed at the hotel and relatives told us they enjoyed a variety of activities and entertainers nightly. Comments included, "I love the singers every night something different is on it is fantastic." Another person staying at the hotel said, "I love the pool table."

The service had a complaints procedure which was on display in the hallway for people's attention. People we spoke with told us they were happy with the service and had no complaints.

Staff discussed and agreed what support people required and established a care plan to meet their needs whilst at the hotel. We found records were person-centred because assessments and documentation were geared towards the individual's abilities and preferences to ensure they enjoyed themselves on holiday.

The service used a variety of methods to assess and monitor the quality of the service. These included regular audits, staff meetings and satisfaction surveys to seek their views about the hotel and care provided.

Further information is in the detailed findings below.

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 remains Good.

Is the service effective?

Good ●

The service remains Good.

Is the service caring?

Good ●

The service remains Good.

Is the service responsive?

Good ●

The service remains Good.

Is the service well-led?

Good ●

The service remains Good.

The New Mayfair Hotel

Detailed findings

Background to this 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 was planned to check 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.

The New Mayfair is a 'care home.' People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

This comprehensive inspection visit took place on 30 May 2018 and was announced. The provider was given 24 hours' notice because the location provided a holiday service for people who stayed at The New Mayfair. We needed to be sure that we could access the premises and speak with people. The inspection team consisted of one adult social care inspector.

Before our inspection on 30 May 2018 we reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people who lived at the home and previous inspection reports. We also checked to see if any information concerning the care and welfare of people supported by the services had been received.

As part of the inspection we used information the provider sent us in the Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

We contacted Healthwatch Blackpool. Healthwatch Blackpool is an independent consumer champion for health and social care. This helped us to gain a balanced overview of what people experienced accessing the service.

During the inspection visit we spoke with a range of people about the service. They included two people who stayed at The New Mayfair hotel, four previous visitors and three relatives. Also we spoke with the nominated individual, registered manager, the cook and four staff members. We observed care practices

and how staff interacted with people in their care. This helped us understand the experience of people who could not talk with us.

We looked at care records of two people who stayed at The New Mayfair hotel. We also viewed a range of other documentation in relation to the management of the service. This included records relating to the management, medication records, recruitment and training arrangements of staff members. In addition we looked at how they maintained staffing levels when people visited the hotel. We also checked the environment to ensure it was clean, hygienic and a safe place for people to stay.

Is the service safe?

Our findings

People who stayed at The New Mayfair hotel told us they felt safe. A relative said, "Everything is catered for and we do feel safe here. Any issues and they are right there." A person who was staying at the hotel said, "I love it here I feel safe and looked after that's all I want."

Procedures were in place to minimise the potential risk of abuse or unsafe care. Records confirmed training for staff was provided and updated when required. Staff spoken with confirmed they had received safeguarding vulnerable adults training. They told us they understood their responsibility to report any concerns they may observe and were aware of the whistleblowing process. A staff member said, "I have done training and know how to whistle blow and who to contact if I should need to."

We saw personal evacuation plans (PEEPS) were in place at the hotel for staff to follow should there be an emergency. Staff spoken with understood their role and were clear about the procedures to be followed in the event of people needing to be evacuated from the building.

The registered manager continued to ensure there were sufficient numbers of staff available to meet people's needs. Staff on duty reflected the needs of people who stayed at the hotel. There had been issues with staffing levels at peak holiday times for example Christmas and New Year. However the management team were able to cover with emergency staff. One staff member said, "We don't generally have a problem its great just New Year was busy." Another staff member said, "No we are fine it's a great company to work for." In addition the management team continued to follow good, safe recruitment procedures that were in place at the last inspection.

The service continued to complete risk assessments to identify the potential risk of accidents and harm to staff and people in their care. Risk assessments provided clear instructions for staff members when they delivered their support.

We looked at how accidents and incidents were managed by the service. Where they occurred any accident or 'near miss' was reviewed to see if lessons could be learnt and to reduce the risk of similar incidents whilst people were on holiday.

At the time of the inspection visit no medication was administered to people who were staying at the hotel. We reviewed processes the registered manager had in place to ensure the safe administration of medicines. Medicines were managed in line with The National Institute for Health and Care Excellence (NICE) national guidance. This showed the registered manager had systems to protect people from unsafe storage and administration of medicines. Records we reviewed contained evidence staff had received appropriate training and staff we spoke with confirmed this.

We looked around the building and found it was clean, tidy and maintained. Staff had received infection control training and understood their responsibilities in relation to infection control and hygiene.

Is the service effective?

Our findings

People who stayed at The New Mayfair had received an assessment of their needs. This ensured the service had information about support needs of people whilst on holiday at the hotel. A plan of care whilst they were there was developed. Each person we spoke with confirmed this took place and their needs were met whilst on holiday. For example one person said, "They were very good we went through everything from what I needed, to times for someone to help. They were fantastic." We saw evidence the service had referenced current legislation, standards and evidence based guidance to achieve effective outcomes for people in their care.

We spoke with staff members, looked at individual training records and training schedules. Regular refresher training had been provided for existing staff ensuring their knowledge and skills were updated. Staff confirmed access to training courses were good and their own in-house trainer was available to support staff. One staff member said, "Access to and training programmes are very good here."

Care plans of people who stayed at The New Mayfair contained people's signed consent to their care. They also contained a checklist staff were required to complete once they had undertaken processes related to people's consent. This included, for example, the individual's signatures on their care plans, medication and mental capacity care needs agreed. This demonstrated consent was in place and staff evidenced people were supported to understand related principles.

We looked at what arrangements the service had taken to identify record and meet communication and support needs of people with a disability, impairment or sensory loss. Care plans seen identified information about whether the person had communication needs. These included whether the person required easy read or large print reading.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The staff working in this service made sure that people had choice and control of their lives and support them in the least restrictive way possible; the policies and systems in the service support this practice. There were no current applications made to deprive a person of their liberty in order to safeguard them. Records we looked at and discussion with the management team confirmed staff had received relevant training.

People's healthcare needs continued to be carefully monitored and discussed with the person as part of the care planning process. This continued during their stay.

People who stayed at the hotel and relatives lived told us they enjoyed food provided by the chefs and had plenty of choice. They said they received varied, nutritious meals and always had plenty to eat. We saw snacks and drinks were offered to people between meals including tea and coffee with biscuits. Comments about the quality of food included, "Nothing better, plenty of choice and of good quality." Also, "I love the

breakfast, bacon, eggs and sausages, it is all lovely."

Care plans seen confirmed people's dietary needs had been assessed and support and guidance recorded. People we spoke with told us they were happy with the support they received with their meals.

We looked around the building and found it was appropriate for the care and support provided. There was a lift that serviced the upper floors to ensure it could be accessed by people with mobility problems. Each room had a nurse call system to enable people to request support if needed. Lighting in communal rooms was domestic in character, sufficiently bright and positioned to facilitate reading and other activities. Aids and hoists were in place which were capable of meeting the assessed needs of people with mobility problems

Is the service caring?

Our findings

During our inspection visit we found staff and the registered manager provided care and support that was focused on individual needs, times preferred and their routines. For example one relative of a person staying at the hotel told us whilst on holiday they had to change the time of their allocated support time. The relative said, "This was not a problem and they responded so well so that we were able to go out and enjoy the sights."

People told us staff supported them with their specified social needs as part of their care packages during their stay at the hotel. For example, they assisted individuals to go to the local amenities and various entertainment facilities. Also they provided nightly entertainment such as singers, musicians and comedian's entertainment for people. One person supported at The New Mayfair said, "I love the singers every night something different is on it is fantastic." In addition they provided a games room with a pool table and various slot machines. Another person staying at the hotel said, "I love the pool table."

Prior to a person booking the management team discussed and recorded people's requirements. This was to make sure their needs and families if required could be met. Care documentation was reviewed with the individual when they arrived at the hotel. Staff continued to discuss assistance with people or their relatives and updated records if changes occurred during their holiday.

Documentation was completed with a personalised approach, involving people whilst they stayed at The New Mayfair. Documentation we looked at contained information of each individual's social and personal care needs and agreed support packages. This included specialist equipment, number of staff required for care provision and bedroom requirements. A staff member said, "Everything is gone through with the person on an individual basis."

The New Mayfair hotel had a complaints procedure which was made available to people they supported and their family members. The procedure was clear in explaining how a complaint should be made and reassured people these would be responded to appropriately. Contact details for external organisations including social services and the Care Quality Commission (CQC) had been provided should people wish to refer their concerns to those organisations. We saw complaints received by the registered manager had been taken seriously and responded to appropriately.

Is the service responsive?

Our findings

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Is the service well-led?

Our findings

People who stayed on holiday at The New Mayfair, staff and relatives told us they felt the service was managed well and was well led. Comments included from a relative, "Nothing was too much trouble. For example we had to change the time [relative] was helped and that was no bother for the management and staff."

We found The New Mayfair had clear lines of responsibility and accountability. The registered manager and staff team were experienced, knowledgeable and familiar with the needs of people they supported. This was confirmed by talking with staff, relatives and people who stayed at The New Mayfair.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.'

The management team had a range of audits in place to continually monitor and improve the standard of the service for people whilst on holiday. For example, infection control, medication and the environment auditing was completed. A recent medication audit found minor discrepancies with record keeping. This was highlighted and action taken to ensure any mistakes were reduced in future. This showed the management team continually strived to improve the service and monitor their performance.

People who stayed at The New Mayfair and their families were encouraged to complete a survey at the end of their holiday. We looked at completed surveys from 2018 and they were positive in their responses. For instance comments included, 'Everything was excellent 10 out of 10.' Also, 'In my opinion does not need any improvements, a great holiday.' In addition staff and management meetings were held on a regular basis and minutes kept of the meetings. Suggestions would be discussed from meetings and ideas implemented if agreed.

The service worked in partnership with other organisations to make sure they were following current practice, providing a quality service and people in their care were safe.

The service had on display in the reception area of their premises their last CQC rating, where people could see it. This has been a legal requirement since 01 April 2015.