

Parkcare Homes (No.2) Limited

Combs Court

Inspection report

Edgecomb Road
Stowmarket
Suffolk
IP14 2DN

Tel: 01449673006

Date of inspection visit:
04 April 2019

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13 May 2019

Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service effective?	Good ●
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Is the service caring?	Good ●
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Is the service responsive?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service: Combs Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 service does not provide nursing care. Combs Court can accommodate up to 29 people, there were 22 people using the service on the day of our inspection. The service comprises of four houses on one site and one house is further subdivided into individual flats. There are also two separate self-contained flats which were not occupied at the time of our inspection.

At the time of registration the service was not developed in line with the principles of and values of Registering the Right Support however the service is working towards these principles. These values include choice, promotion of independence and inclusion.

People's experience of using this service:

- At our last inspection of 31 January 2018, the service was rated requires improvement overall. The key questions for safe and caring were rated good and the key questions for effective, responsive and well-led were rated as requires improvement.
- As that was the second time we had rated the service as requires improvement we met with representatives of the organisation in order for them to tell us how they planned to improve the service. At this inspection we found improvements had been made and the service is now rated good overall and in all key questions.
- People told us that they were content with the service. One person commented, "There are lots of things to do here." A relative told us, "Things have improved because the staff have more time to spend with [my relative]."
- The service had systems in place to keep people safe.
- Risks to people had been assessed and plans had been written to mitigate the risks.
- The registered manager used a dependency tool to determine the hours required to support people and then arranged the staffing rota to ensure there were sufficient staff on duty.
- People's medicines were managed safely.
- Infection control procedures were in place to reduce from the risks of cross infection.
- People had access to health professionals when needed. People were supported to maintain a healthy diet.
- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible.
- Staff supported people to cook some meals for themselves and to go shopping for food.
- People's privacy, independence and dignity was respected.
- People's needs were assessed prior to them coming to live at Combs Court for the purpose that the staff could meet their needs and their care plan was reviewed monthly or more frequently should the need arise.
- People were listened to in relation to their choices about how they wanted to be cared for.

- There was a complaints procedure in place and people's complaints were addressed. People were asked for their views about the service and these were valued and listened to.
- People's individual interests had been recorded and the service had increased meaningful activities to support people to achieve their individual interests.
- There was a service governance process in place designed to monitor and improve the service.

Rating at last inspection: At our last inspection on 31 January 2018 the service was rated requires improvement overall and the report was published on 16 April 2018.

Why we inspected: This inspection took place as part of our planned programme of inspections, based on the rating of requires improvement made at our last inspection.

Follow up: We will continue to monitor this service according to our inspection schedule. For more details, please see the full report which is on the CQC website at www.cqc.org.uk

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.

Is the service responsive?

Good ●

The service was responsive

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service was well-led

Details are in our Well-Led findings below.

Combs Court

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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, 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 was carried out by one inspector.

Service and service type:

Combs Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 service does not provide nursing care.

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:

This inspection was unannounced. Inspection site activity took place on 4 April 2019.

What we did:

We reviewed information provided to us from the Local Authority quality teams and information we received from the service by way of notifications. Notifications are required by law and identify incidents that had happened in the service and the actions taken in response, including safeguarding and serious injury.

We also used the information sent to us in the Provider Information Return (PIR). 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.

To gain people's views and experiences of the service provided, we spoke with four people who used the service and two people's relatives. We looked at five people's care records who used the service, including risk assessments, care plans, daily one to one support and how this time was spent and records relating to medicines administration and supporting people with their interests and hobbies. We also observed the support provided and the interaction between people and staff throughout our inspection.

We spoke with the registered manager, deputy manager and four members of care staff.

Is the service safe?

Our findings

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

Good: People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- The service had safeguarding policies and procedures in place. People continued to be supported by staff who understood safeguarding, what to look for and how to report concerns. One member of staff told us, "Our safeguard training is arranged every year."
- Members of staff informed us they were aware of how to report any concerns to the relevant external agencies.
- People we spoke with told us they felt safe. One person told us, "The staff look after us very well and I know all of the staff." A relative told us, "I am confident with the manager and staff."

Assessing risk, safety monitoring and management

- People's care records included risk assessments which informed the staff about how the risks to people's well-being were reduced. This included risks associated with travelling, falls, choking, and moving and handling.
- The fire alarm was tested weekly and a fire risk assessment had been written with reference to individuals' personal emergency evacuation plans (PEEP).
- The service had a system in place to record and analyse any accidents or incidents. This helped to identify any trends or themes.

Staffing and recruitment

- The service had robust recruitment practices in place. New staff were appointed only after checks were completed which ensured they were of good character to work with people who had care and support needs.
- There were consistently enough staff to meet people's assessed needs. People had developed a positive relationship with care staff who knew them well.
- Some people had allocated one to one time with a member of staff due to assessed support needs. The registered manager had introduced a form for the staff to sign and record the support provided during this dedicated time.

Using medicines safely

- People's medication administration records (MAR) showed people received their medicines as prescribed.
- When people were prescribed medicines on a when-required basis, there was written information available to guide staff about how and when to give the medicine to people to ensure this was given consistently and appropriately.
- Competency assessments were completed for all staff which helped to ensure they were safe to administer prescribed medicines to people.

Preventing and controlling infection

- People who used the service told us staff practiced good infection control measures. One person told us, "Like me the staff always wash their hands before we start cooking."
- Staff had received training in infection control and had access to protective personal equipment such as disposable gloves and aprons as required.

Learning lessons when things go wrong

- The registered manager had arranged meetings with staff to discuss the last inspection and plan as a result how to improve the service for the people living at Combs Court.
- Lessons were learned when things went wrong. The senior staff held regular meetings and implemented actions as necessary to improve the service and to keep people safe.

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

At our last inspection of 31 January 2018, which was published on 11 April 2018, the key question for effective was rated requires improvement. At this inspection of 4 April 2019, improvements had been made in this key question and people's needs and choices were assessed, recorded and provided in accordance with how they wished.

Good: 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

- People's needs were assessed before they started to receive support from the service. The registered manager had developed the way that assessments were conducted so that accurate information was collected including people's needs, preferences and personal histories.
- The service supported people flexibly to meet their individual hobbies and interests. One person told us, "I have lots of things to do during the day and in the evening." Another person told us, "Sometimes I stay here and go to the centre where we cook and play music and other times I go into Stowmarket."

Staff support: induction, training, skills and experience

- People were supported by staff who had received training for their roles. One member of staff told us, "I was very pleased by all the training provided when I came to work here, I felt valued by the time taken to support me."
- New staff completed training and received support from experienced members of staff before working on their own. Staff completed the Care Certificate, a nationally recognised qualification for staff new to working in care.
- Staff told us they received regular supervision and an annual appraisal. One member of staff told us, "Supervision is planned, and you can always approach the manager or deputy manager for help."

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

- The staff had worked with people to identify their choices. One person told us, "I go shopping with the staff to buy food and drinks." Another person told us about how they did some cooking on some days of the week.
- The times of meals were varied to fit in with people's choices of meal times.
- Staff told us about how they supported people to learn about various foods and to make healthy options.

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

- The staff worked with people using the service to arrange appointments with other professionals to support people's well-being. Information regarding appointments was recorded in people's care plans.
- Relatives told us that healthcare appointments were arranged as necessary and the information on the outcomes of visits shared with them.

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

- Combs Court is made up of four separate houses which are further sub divided into flats and personal rooms. People told us how their lounges had been decorated and they had been involved with the colour selections and decision making.
- There were plans in place to further develop the gardens and build upon the work which had already taken place since our last inspection. One person told us, "We are going to grow some vegetables."

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

- Staff had recorded in people's care plans the support received from health care professionals, including their GP and community nurses. Feedback and guidance was recorded to ensure people received a consistent service with regard to their needs.

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

- The Mental Capacity Act 2005 (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. The deputy manager had worked with people to determine their capacity and to ensure people were involved in the decision-making process of how they lived their lives. The registered manager explained to us how the process was used to arrange and record best interest decisions.
- 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 senior staff had made appropriate DoLS applications after assessing people in line with the MCA.

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

Good: People were supported and treated with dignity and respect; and involved as partners in their care.

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

- People told us staff treated them with kindness and understanding. One person said, "The staff are kind and I can joke with them about all kinds of things."
- People felt the staff had time to support them and they were not rushed. One person told us, "The staff take time to help me in the morning and also in the evening when I need them most."
- Relatives told us that things had improved since our last inspection and the staff knew more about their relatives than before as they worked usually in the same area of the service and with the same people for consistency. A relative told us, "I think that is treating people with respect, actually getting to know each and building up a good rapport."

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

- People informed us that they were offered choices about how they spent their day and staff listened to them to support with fulfilling those choices.
- Each person had a care plan which identified what they intended to do each day but we found from talking with the people and staff this was a guide and people could discuss making changes in keeping with their preferences at that time.
- A relative told us, "It is difficult for [my relative] to fully express their views but I feel the staff have built up a positive relationship and an understanding."

Respecting and promoting people's privacy, dignity and independence

- The registered manager had arranged for additional buildings to be constructed on the site of the service so that people could store their belongings appropriately in these buildings.
- People were treated with compassion by knowledgeable staff who respected people by addressing them by their preferred name.
- Staff knocked on bedroom doors before entering and we saw that staff spoke with people in a discreet way about if they needed assistance with their personal care needs.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs

At our last inspection of 31 January 2018, the key question for responsive was rated requires improvement. At this inspection of 4 April 2019, improvements had been made in this key question and people were receiving a responsive service which supported them to pursue their interests.

Good: People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- At our last inspection, we found that there were improvements needed with supporting people to pursue their interests and hobbies. People's care plans identified their wish to go out in the evenings to clubs, but this was not always happening. At this inspection, we found improvements had been made, for example the service had employed a driver to take people to events in the evenings. More staff could drive and were taking people out for shopping trips and to pursue leisure interests. Some people had assessed needs to have one to one staff support, and people told us this was happening and information had been recorded accurately
- People told us they were content using the service, and they received personalised care which met their needs. One person told us, "The staff are lovely, and we have really good meals." Another person told us. "I go out a lot more now than I did a year or so ago." Another person informed us they took part in some activities but only those in which they chose.
- There was a programme of activities which reduced the risks of people becoming isolated. Since our last inspection the service had re-opened the activities room on site where people could watch films, play games, cook and play music. One person told us, "There is a new member of staff and she arranges a disco about every two weeks." We spoke with staff and they informed us the discos were arranged with people to pick a theme and then people were supported to find costumes appropriate for the disco theme. The next one was based on the mad hatter's tea party.
- Some people were employed and other people undertook voluntary opportunities away from Combs Court.
- Prior to joining the service an assessment was carried out to determine if the staff could meet the person's needs.
- The service provided consistent staff which helped to develop positive relationships between the people using the service and staff members. One person told us, "I know all of the staff very well."
- The service supported people flexibly to meet their individual hobbies and interests. One person told us, "I have lots of things to do during the day and in the evening." Another person told us, "Sometimes I stay here and go to the centre where we cook and play music and other times I go into Stowmarket."

Improving care quality in response to complaints or concerns

- The service had a complaints policy and procedure which had been developed with the people in mind that were using the service to support them to make a complaint should the need arise.
- Information about how to raise a complaint was given to people upon joining the service.

- People felt able to raise concerns if they wished to and none of the people we spoke with as part of this inspection said they had raised any formal complaints. One person told us, "The managers are very good and they would sort out any problems."

End of life care and support

- Nobody living at the service at the time of our inspection required support with end of life care.
- People would be supported to remain with the service in their own home and supported by staff who knew them well. The managers of the service planned to work with other professionals to support people appropriately at that time in their life.
- The service was taking part in the Learning Disabilities Mortality Review Programme (LeDeR) as organised by Bristol University.

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 our last inspection of 31 January 2018, the service was rated requires improvement overall. At this inspection of 4 April 2019, improvements had been made and the quality assurance systems were now effective in identifying and rectifying shortfalls in the service.

Good: 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

- Since our last inspection, the registered manager had developed service governance systems to improve monitoring and in order to identify issues, take appropriate action and deliver person-centred care. Some audits were carried out daily to check that care had been delivered and medicines given as prescribed. Staff showed us the monitoring systems which they were responsible for completing, which clearly demonstrated overall improvements in the governance of the service.
- The registered manager had spoken with staff and agreed how to devise a recording system for people receiving one to one hours of support. Sometimes people did not wish for the dedicated support at the pre-arranged time. We saw this was carefully recorded including the reasons why and the time was offered at a later date or sometimes later that day and again this was recorded.
- One person told us, "We are going out more now or going to the centre at Combs Court, so I am not in the house so much."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The service was well-organised and there was a clear staffing structure. The staffing rota was organised in advance rather than from week to week as it was in the past. One member of staff told us, "So much easier to plan ahead now and we do usually work on the same units to get to know people but there is overtime which can be elsewhere, so we do get to know all of the people."
- Staff understood their roles and responsibilities and found the management team supportive. A member of staff told us, "The manager or deputy comes around each day to check how things are."
- The senior staff felt valued and well-supported by the management team because they were available to support at anytime through the on-call process.

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

- Relatives told us they were encouraged to comment on the care delivered. A relative told us, "There have been reviews of [my relatives] care and I feel I can talk with the team leader."
- Staff spoke positively about the support they received from the management team. A member of staff told

us, "We have been consulted about the hours we work and shift patterns and the manager has done a good job in bringing all of that together." People living at Combs Court told us there were always enough staff on each shift to support them.

Continuous learning and improving care

- The management team supported a culture of continuous learning and improvement. Staff informed us that the managers were supportive of training requests. The registered manager frequently reviewed the training programme and worked with the staff to arrange and provide training.
- The management team positively encouraged feedback, reviewed the quality of the service and acted on any identified shortfalls to continuously improve the service. The management team felt that in the past the service had been highly stretched to meet the needs of some people no longer using the service. They had taken action to review the preadmission assessment process in order that the service could meet the needs of the people that came to live at Combs Court.

Working in partnership with others

- The service worked collaboratively with other agencies such as the local authority.
- The registered manager had sought the support of other organisations to work together to support the people living at Combs Court. This included people who used the service, their families and representatives, GPs, community nursing teams and other health care professionals.