

Jewish Care

Pears Court

Inspection report

Sandringham
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Stanmore
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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

Pears Court is an extra care scheme which provides people with long-term placements in their own homes and flats. Pears Court comprises 48 one and two-bedroom apartments to rent set in beautiful countryside on the Stanmore Hertfordshire borders. During the day of our inspection two people received the regulated activity personal care.

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

Systems were in place to protect people from harm and abuse. These included safeguarding policies and appropriate training for staff. Personalised risk assessments helped keep people safe and supported their independence. Safe recruitment procedures were complied with. The suitability of staff was assessed before they were recruited to support people using the service. Suitable infection control practices helped to prevent and control the spread of infections including COVID-19.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People received consistent care from regular care staff who had a good understanding of their care needs and preferences. Care staff were punctual and stayed the agreed amount of time. People received an assessment of their needs and preferences. Care plans developed from these assessments provided the information and guidance staff required to ensure people's individual needs were met in the way they wanted. Care plans were person centred. Staff received appropriate training to carry out their role effectively.

People received person-centred care based on their individual needs, choices and preferences. Staff who supported them were aware of their individual preferences and were knowledgeable about people's needs and how these should be met. Staff treated people with kindness, dignity and respect and spent time getting to know them. Care plans reflected people's likes, dislikes and preferences. There were a variety of activities available for people to engage with.

Quality checks monitored the care and support provided to people so that improvements to the service were made when deficiencies were found.

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

Rating at last inspection and update

This service was registered with us on 26 March 2021 and this is the first inspection.

Why we inspected

This was a planned comprehensive inspection because the service was currently unrated.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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.

Pears 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. 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 Health and Social Care Act 2008.

Inspection team

The inspection was carried out by one inspector.

Service and service type

This service provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is bought or rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. Care Quality Commission (CQC) does not regulate premises used for extra care housing; this inspection looked at people's personal care and support service.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was not a registered manager in post. However, the manager was in the process of registering with the CQC.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or manager would be in the office to support the inspection.

Inspection activity started on 6 July 2022 and ended on 7 July 2022. We visited the location's office on both days.

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. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We reviewed a range of records which related to people's individual care and the running of the service. These records included two care records, three staff personnel records, policies and procedures relating to the management and quality monitoring of the service.

We spoke with two people who received the regulated activity and five additional people who also lived in the service. We spoke with six members of staff including the manager and operation manager. We contacted one social care professional for their views of Pears Court, but at the time of the completion of this inspection report, had not received a response.

Is the service safe?

Our findings

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

This is the first inspection of this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- There were systems and processes to help safeguard people from the risk of abuse and to keep them safe.
- Care staff spoken with told us that they would report any safeguarding concerns to the manager and said they were confident that this would be dealt with appropriately by the manager. One care staff told us, "If I had any concerns, I will first of all speak to the person and reassure the person and then talk to my manager about this."
- Care staff had received safeguarding training and regular refreshers were arranged annually to ensure they had up to date knowledge.
- People who used the service told us that they were safe at Pears Court. One person told us, "Pears Court is definitely a safe place to live, I just have to click my fingers and someone would be with me in minutes to help me."

Assessing risk, safety monitoring and management

- People's risk in relation to receiving and care and support had been assessed and plans to manage such risks were developed to provide staff with the guidance to keep people safe.
- We found that risk assessments and risk management plans were comprehensive and were reviewed at regular intervals or as a response to people's changing needs.
- People told us that they had been fully involved in formulating and discussing their risk assessments and risk management plans. One person told us, "Myself and my son met with one of the team leaders and we discussed how to keep me safe while cooking. As a result, they changed my hob because I had difficulties with the previous hob. This helped me to cook safely on my own."

Staffing and recruitment

- Sufficient staff were deployed to meet people's needs and appropriate recruitment checks were carried out to ensure staff were suitable to support people who used the service.
- Recruitment checks included references from previous employers, proof of identity, proof of the right to work in the UK and Disclosure and Barring Service (DBS) checks. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- The current staffing levels met people's required support needs. The manager was fully aware that people's needs may change, and additional hours were required. The service had an action plan in place to respond to such changes and additional staff were available if and when required.

Using medicines safely

- People's medicines were managed safely.

- Currently two people were assisted with their medicines. We found that people's medicines were stored, administered, ordered and disposed of safely.
- Medication Administration Records (MARs) were completed diligently and had no gaps.
- Staff supporting people with their medicines had received training and their competency had been assessed.
- People who used the service raised no concerns around the support they received with taking their medicines. One person told us, "[Staff] support me. They will remind me to take my tablets. This has never been an issue." Another person told us, "Staff come every other day and help me with applying my creams."

Preventing and controlling infection

- People who used the service were suitably protected from the risk of catching and spreading infections.
- People who used the service were responsible for the upkeep and cleanliness of their environment. However, they were provided with three hours per week, which can be used for cleaning their flats.
- Staff had received infection control training and regular infection control audits were carried out by the service. Staff were observed to wear appropriate personal protective equipment (PPE) and regular Covid testing of staff was ongoing. This ensured that people were protected from catching infections such as COVID 19.
- People who used the service raised no concerns around poor infection control and the environment was found to be clean. High-risk areas were cleaned more regularly to reduce the risk of infection spreading.

Learning lessons when things go wrong

- The service had a system to report, record and monitor incidents and accidents.
- We viewed incidents or accidents documented since registering with CQC. We found these records to be comprehensive and action had been taken by the manager to reduce the risk of similar accidents and incidents happening in the future.
- The manager explained that incidents and accidents will be discussed during team meetings to ensure lessons were learnt so that this reduced the risk of similar incidents and accidents occurring in the future.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently better than expected compared to similar services.

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

- People's needs were assessed to ensure their needs were met and care was delivered in line with standards, guidance and law.
- Records showed that people's needs were assessed at the start of the care package. The initial assessment involved the manager meeting the person and gathering information from them (if able to provide it) and where applicable others involved in their care. This assessment helped the service to determine if they had the right staff with the appropriate skills and abilities to support the person and meet their care needs.
- A detailed and personalised care plan was developed from the initial assessment and the commissioning local authority's support plan. This was reviewed and updated as staff got to know the person and when their needs and preferences changed. The care plan included personalised guidance for staff to follow to ensure the person received the care they needed in the way they wanted.
- Care support plans included information about people's needs and their goals as well as action required by staff to help support meeting people's needs.
- Assessment of people's needs included the protected characteristics under the Equality Act 2010. For example, people's marital status, religion and ethnicity was consistently recorded.

Staff support: induction, training, skills and experience

- Staff were supported and trained to ensure they had the right skills and experience to support people appropriately.
- Staff had been consistently supported through an induction, training and regular supervisions.
- Staff had access to a wide range of training, which included medicines, safeguarding and manual handling training. Staff demonstrated a good understanding of their role and were skilled in supporting people around their required needs.
- New staff received an in-depth induction which included learning practical skills as well as theory. Staff new to the care sector completed the Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It is made up of the 15 minimum standards that should form part of a robust induction programme.
- The manager provided ongoing support to staff. This included regular one to one supervisions and appraisals as well as regular staff meeting during which specific issues relating to the care provided were discussed.

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

- People who used the service currently did not receive support around eating and drinking. All people who used the service took responsibility for their dietary needs independently.

- Care plans viewed provided information about people's dietary needs which was based on the information obtained during their assessment. Functional assessments of people's kitchens had been carried out and where required due to people's needs, alternative hobs had been provided and installed by Jewish Care to ensure people's independence was maintained. One person told us, "I am visually impaired and found the induction hob difficult to use and they changed it to a conventional cooker. This helps me to be able to cook for myself."
- People who used the service had also access to a reasonably priced restaurant on site, which provided Kosher meals if they felt they did not want to cook or just wanted to socialise with others.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Systems were in place to support people to access health care professionals and services where required. The manager provided us with examples and evidence of where she had communicated with other health care professionals about the person's care and support needs.
- The manager told us that the service always tried to help and enhance people's lives where possible. This was confirmed by one person who told us that following a fall the service took immediate action and contacted external health care professionals to support the person.
- The service had an in-house service which helped new people to ensure they received the correct benefits and assist people with filling out forms to ensure their benefit reflects their entitlement.
- Staff completed notes for each visit, recording the care and support provided to help the service to monitor and review people's progress.

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 MCA 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 when this is in their best interests and legally authorised under the MCA.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- All people who used the service had capacity to make decisions about their care and where they wanted to live.
- People's capacity had been assessed during the admissions process.
- Some people had Lasting Power of Attorney (LPA). LPA's are legal documents that let people (the 'donor') appoint one or more people (known as 'attorneys') to help them make decisions or to make decisions on their behalf. Information of LPA was documented in people's care folders and a copy was kept on file.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant 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 who used the service were treated well and their equality and diversity was respected.
- Staff on all levels showed kindness and care for people who used the service. One member of staff told us, "I know that people are happy here, they tell me every day and their smiles say it all." People told us that staff treated them with kindness and respect. One person said, "I am very happy here. All staff are very pleasant, and I don't have any problems. Staff are very helpful and nice. There is a nice atmosphere
- People's diversity was celebrated; the culture of the home was inclusive, and individuality positively embraced. Pears Court is a Jewish service and all religious festivals were celebrated, and people were encouraged to engage in the celebrations. For example, the manager told us how people arranged family meals for relatives and friends during Passover or how people helped to build a booth during Sukkot. People told us that their spiritual needs were met. One person said, "I can see and meet the rabbi if I want in private."

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

- People who used the service were regularly consulted about their care and were given a range of opportunities to express their views and make decisions about their care.
- People confirmed they were involved in decisions about their care, and records showed relatives had been included and kept informed as needed. One person said, "The manager always asks me about Pears Court and if I need anything else done for me" and "Staff would always ask me if I need anything else done for me."
- People made all of their own decisions about their care, such as what time they wanted to get up, what they wanted to eat and how they wanted to spend their day. One person said, "If I need anything done for me, I just have to ask and they [staff] sort it out."
- Tenants had regular tenant meetings during which they were able to discuss and raise any issues in relation to living at Pears Court. For example, people told us about issues they had in relation to the water reservoir and how this could be used better. They told us, that following this meeting the provider had sourced contractors to look into this and they had been told that work would start soon.
- Care plans contained information about the support people needed to make decisions. For example, they described the person's communication needs and how information could best be presented to meet those needs.

Respecting and promoting people's privacy, dignity and independence

- People's rights, privacy, dignity and independence was respected and promoted.
- People told us they felt respected by the staff, and we saw care was provided in a way which promoted people's privacy, dignity and independence. Care was offered in a dignified way with positive interactions

seen throughout the inspection.

- People told us, "I am very happy here all the staff are very pleasant, I have no problems they [staff] are very helpful and nice and it is a very nice atmosphere."
- Staff demonstrated a good understanding of the importance of promoting people's independence. The manager said, "Staff are fully aware of the importance of promoting people's independence; it's intrinsic to their work."
- People's private information was kept securely, and the service complied with data protection law. The information we saw about people was kept in locked offices or on password protected electronic care management systems.

Is the service responsive?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated 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

- People received personalised care and support to ensure they had choice and control over their lives and their needs and preferences were met.
- We looked at the care support plan for two people receiving care from the service and noted that this was personalised and met the people's needs and preferences. Assessments and care plan showed that the service had obtained the information they needed from the people and their relatives and the commissioning local authority to ensure they received personalised care.

- Care and support plans had been reviewed regularly and updated when people's needs had changed. People who used the service told us they had been consulted and involved in the planning of their care. One person told us, "The manager meets with me regularly and asks me about the carers and if I need anything changed. The carers are excellent. I also have my relative who will talk to the manager if I need anything."

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- People's communication needs were understood and supported by staff. This information was clearly documented in their care support plan. This included information about people's preferred communication method.
- Some people who used the service had visual aids to help them to maintain their independence. The service had installed a multi-memo voice recording device with push button activation on the notice board. This helped people who were visually impaired to listen independently to what was displayed on the notice board, in particular around activities and meetings which had been planned.
- The manager was aware of the importance of information being as accessible as possible to people and told us they would make sure information was always provided in a way people understood, such as in large print.

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

- Involvement and engagement of friends of families was paramount at Pears Court. People who used the service had access to take part in a wide range of activities and social clubs arranged and organised by Pears Court and Jewish Care.

- On the site of Pears Court Jewish Care had a daycentre which enabled people to take part in activities and sessions. Pears Court had also a number of clubs which included a Bridge Club, a painting club and gardening club. The latter gave people the opportunity to grow their own fruit and vegetables on an allotment on the site. One person told us, "I recently had some courgettes which I planted they were lovely."
- During the recent Queens Jubilee celebration Jewish Care arranged a garden party which was attended by people from Pears Court, friends and families. One person told us that they enjoyed in particular the afternoon tea.
- During our visit we saw friends and relatives coming and going and people made use of the café available in the foyer to meet them.

Improving care quality in response to complaints or concerns

- The service had a complaints policy in place. This was included in the information people received when they started receiving care. The manager had systems in place to support and provide people using the service and others, to make a complaint.
- The manager understood the importance of encouraging people and relatives to raise concerns as part of improving the quality of care people received.
- Staff knew any complaints and concerns about the service that were brought to their attention by people, people's relatives or others, needed to be recorded and promptly reported to the registered manager.
- There had been a number of complaints mainly in relation to the building since registering with the CQC. We saw that these had been well documented, and action taken by the provider to resolve these. For example, one complaint by people was in regard to the door handles accessing their balconies. As a result, the service had replaced all door handles without any additional cost to people. This enabled people to access their balconies more easily and safely.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Pears Court promoted a positive person-centred culture. People who used the service were empowered and encouraged to comment and be involved in the running of the service and the service achieved positive outcomes for people.
- People who used the service and relatives spoke highly about the communication and information they received from the provider. One person said, "We have regular tenant meetings where we discuss issues in relation to our tenancy. We recently raised some issues about the lake in the surrounding area and I know they [Jewish Care] are dealing with this but it will take some time."
- During both days of our inspection we saw people coming to the office and discussing issues with staff in relation to Pears Court. Staff were seen to be always welcoming and showing a real interest in what people had to say.

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 manager was aware of duty of candour expectations, including informing people about any untoward incidents and knew the importance of being open and honest when something goes wrong.
- The manager knew what type of events they needed to notify us and other organisations about.

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

- The service had a range of effective quality assurance systems. This ensured care and support was frequently monitored and improvements made quickly when shortfalls were found. We viewed the six-monthly health and safety monitoring and performance audit carried out on 14 June 2022. The audit highlighted one minor issue which we saw had been completed.
- The manager told us that she also observed care workers when supporting people to ensure care was carried out appropriately and people's needs were met to a high quality standard.
- People who used the service spoke highly about the quality of care received at Pears Court. One compliment made stated, "I am really enjoying living at Pears Court, the staff are wonderful and extremely friendly and caring. Another comment made, "Thank you for your continued care and all the staff at Pears Court, everyone tries to do the best they can to make improvements."
- The manager encouraged staff to share feedback with her. Staff performance was monitored through regular one to one supervision.

- Staff received regular updates from the manager; this included up to date guidance on the COVID-19 pandemic.
- Policies and procedures were in place and updated when required to provide guidance to staff on how to deliver care appropriately.

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

- There were systems in place that encouraged and supported staff, people and those important to them to be fully involved in people's care.
- The manager demonstrated good understanding of people's protected characteristics. For example, she said, "While Pears Court is a Jewish service, if people chose not to take part in religious activities offered this is absolutely fine."
- The manager gained feedback about the service during regular tenants' meetings but also due being available for people to talk to her anytime they wished.
- The manager spoke about the importance of effective communication with a health care professional involved in the person's care. Records showed that the manager had been in contact with the commissioning local authority about the person's needs.