

C.T.C.H. Limited

# Redlands Acre

## Inspection report

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### Ratings

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

## Overall summary

### About the service

Redlands Acre is a residential home which provides personal care for up to 33 older people and people living with dementia. The home consists 25 bedrooms, a large conservatory area, and eight self-contained care suites at the rear of the home. At the time of our inspection 25 people were living in Redlands Acre.

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

The provider had made improvements to their fire safety arrangements and medicine management systems since our last inspection. Quality monitoring systems had been fully embedded and used to ensure appropriate action was taken when shortfalls had been identified. The registered manager had ensured that improvements which had been made before the last inspection, were now embedded and consistently operated.

People felt safe living at Redlands Acre. People's risks were known by care staff. Care staff were fully aware of their responsibilities to raise concerns and the registered manager and provider ensured lessons were learnt from any incidents or accidents.

The provider and register manager ensured the home was safe, well maintained and free from infection.

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 requires improvement (published 16 August 2019) and there was one breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of the regulations.

### Why we inspected

We undertook this focused inspection to check the provider had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

The ratings from the previous comprehensive inspection for those Key Questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from Requires Improvement 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 Redlands Acre on our website at [www.cqc.org.uk](http://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.

# Redlands Acre

## 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.

#### Inspection team

The inspection team consisted of one inspector and an assistant inspector.

#### Service and service type

Redlands Acre 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.

There was a registered manager at Redlands Acre. 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.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

The provider had not been asked to complete a provider information return prior to our 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. We reviewed information we had received from the provider, including statutory notifications and used all of this information to plan our inspection.

#### During the inspection

We spoke with four people who used the service and one person's relatives about their experience of the service. We spoke with eight members of staff including four care staff, a housekeeper, deputy manager, registered manager and a representative of the provider.

We reviewed a range of records; this included four people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

# 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 requires improvement. At this inspection the rating of this key question had improved to good. 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. People and relatives told us they felt Redlands Acre was safe. Comments included: "I'm safe and happy here" and "I feel very safe here."
- Staff knew what action to take if they suspected abuse, poor practice or neglect. All staff were aware of the need to report concerns to the registered manager or provider and knew which organisations to contact outside the home if required.
- The registered manager and provider reported and shared appropriate information with relevant agencies to safeguard people. The registered manager ensured people and their relatives were informed of any concerns and learnt from any incidents or concerns.

Learning lessons when things go wrong

- Incidents and accidents were reported, recorded and investigated to find out why things had gone wrong and ensure appropriate action was taken to keep people safe. Any learnings identified through investigations was shared with staff and used to prevent similar incidents occurring in future.
- The registered manager used incident and accident audits to identify possible trends which may require them to adjust the support people received.
- Following the last inspection, the registered manager and provider ensured that people's personalised emergency evacuation plans in the event of a fire had been rewritten or updated. Fire drills had been implemented and all staff were confident of the action they required to take in the event of a fire alarm.

Assessing risk, safety monitoring and management; Preventing and controlling infection

- People's risks were identified and assessed by the registered manager and care staff at Redlands Acre. Staff completed risk assessments in relation to people's health and wellbeing as well as the actions required to reduce these risks. One person was cared for in bed. They required assistance to reposition to maintain their skin integrity. Care staff understood this risk and their responsibility to raise any concerns.
- Where people required assistance with their mobility, an assessment was in place which documented the support they required. We observed care staff assisting people with their mobility and following their assessed plan of care. Staff used safe techniques to assist people with their mobility.
- Where people had been assessed at risk of falls, staff followed clear guidance to ensure people's health and wellbeing were promoted. Staff understood the importance of monitoring people after a fall, especially if they were on blood thinning medicines or had injured their head.

Preventing and controlling infection

- The home was clean and well presented on the day of our inspection and staff protected people from the

risk of infection. Staff had received training in infection control, which gave them the knowledge and skills to provide care in a hygienic and safe way, reducing the risk of contamination and spread of infection.

- Following a visit from Food Hygiene Standards, the service had made improvements to their kitchen, as shortfalls had been identified. These improvements aimed to protect people from preventable risks.

#### Using medicines safely

- People received their medicines as prescribed. Care staff kept a clear record of the support they had provided people regarding their prescribed medicines.
- A number of systems had been implemented since our last inspection which enabled care staff to identify any concerns quickly to help maintain people's wellbeing. These systems had been embedded and enabled staff to ensure people received their medicines as prescribed. One member of staff told us, "Medicines are managed well now, it enables us to pick up issues."
- Where people received 'as required' medicines (such as pain relief and medicines used to assist people when they became agitated) there were clear protocols in place.

#### Staffing and recruitment

- There were enough staff, at any given time, to meet people's needs. The registered manager informed us they had managed to reduce agency usage. People spoke positively about the staffing at Redlands acre and the support they received. Comments included: "The staff have time to assist me with walking" and "If I need staff they do come quickly."
- Staff told us that there were enough staff to meet people's health needs and enable them to engage with people and promote their wellbeing. Comments included: "I do believe we have enough staff on, we're never rushed"; "We are at a good point at the moment" and "Now it's fantastic, we were quite low, (registered manager) upped them. It's really good now. We have more time."
- Staff recruitment systems and records showed pre-employment checks were completed to help protect people from those who may not be suitable to work with them. All staff worked a probationary period and disciplinary action was taken, when needed, to ensure expected standards were met.

# 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 inspection this key question was rated as requires improvement. At this inspection the rating of this key question had 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.

At our last inspection the provider had not always ensured that systems to monitor the quality and risks in the service had been operated effectively. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection we found improvements had been made. Systems which had been implemented prior to the last inspection had been embedded and sustained.

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

- The registered manager and provider had taken appropriate action following our last inspection. They had ensured quality assurance systems had been embedded. These systems addressed shortfalls found at the last inspection in relation to the management of people's prescribed medicines and fire safety processes.
- Audits carried out by the registered manager and deputy manager identified and helped drive improvements. Weekly medicine audits had consistently evidenced improvements in relation to the management of people's prescribed medicines.
- Staff were supported by the registered manager and understood their individual roles in supporting people at Redlands Acre. Comments included: "I love it here now, I feel supported" and "I feel supported and absolutely listened to."
- The registered manager and provider understood their regulatory requirements. They had demonstrated this by responding to breaches of the regulations from the last two inspections.

Continuous learning and improving care

- The registered manager carried out monthly incident and accident audits. They used these audits to identify any trends throughout the service or actions they could implement to protect people from avoidable harm.
- Staff were supported to continuously develop through training and reflective learning. Staff spoke positively about the support they received from the registered manager when things hadn't gone as planned. The registered manager used meetings to enable staff to reflect on their practices and develop.

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

- The registered manager ensured they involved people regarding key activities at Redlands Acre. For example, the views of people had been sought in relation to the activities and events they enjoyed. People

had used a meeting to discuss more activities with animals. One person spoke positively about the registered manager, they said, "[registered manager] is always around and approachable." One member of staff said, "[registered manager] is good, she likes to keep people informed and gets involved with residents."

- Staff told us the registered manager sought their views. Comments: "She listens, I've gone to her about things that would worry me, she got on top of that quite quickly" and "She's listening and action on things. Having a new manager has been good. I am so much happier and people are much happier. [Registered manager] is wonderful"
- Care staff were provided clear information they needed on people's needs, the providers expectations and changes in the home, through meetings and staff handovers. For example, changes to the home's medicine administration systems had been discussed and actions implemented.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Working in partnership with others

- The registered manager and staff had a clear focus that Redlands Acre was people's home and that they worked for people. People told us that staff focused on them and their needs. Comments included: "The girls look after me" and "I'm very happy here." One person's relative visited daily and had become a volunteer in the home, spending time and engaging with people as well as visiting their loved one.
- The registered manager and provider had taken action to engage local communities with the home. They had further plans to drive this engagement, inviting the community to the home as well as supporting people to use local amenities.
- The service worked with a range of services aimed at supporting care homes in Gloucestershire. This included support from Inclusion Gloucestershire (a local charity providing quality checking by people who use adult social care services) and local authority commissioners. The service had worked on guidance provided by Inclusion Gloucestershire, providing a clearly signed access route for people using wheelchairs. The registered manager and provider were planning to discuss Inclusion Gloucestershire's recent views with people living at the home to fully involve them in future decisions.

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 registered manager and provider were fully aware of their legal responsibility to notify CQC of notifiable events. The provider understood their responsibility to be open and honest when an incident had occurred. They had demonstrated this when following concerns, they had ensured people and their representatives, as well as relevant agencies were informed.