

Cinnabar Support and Living Ltd

The Stratford's Residential Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

The Stratfords Residential Home is a residential care home providing personal care to up to 12 people. The service provides support to older people and people living with learning disabilities. At the time of our inspection there were 12 people using the service.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

Right Support:

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.

Staff supported people to access health and social care services. Staff supported people with their medicines safely and in their preferred way.

People received care and support to maintain an environment that suited their needs and preferences.

Right Care:

Staff communicated with people in ways that met their individual needs.

Staff understood how to protect people from poor care and abuse. Staff had training on how to recognise and report abuse and they knew how to apply it. The service employed staff to meet people's needs and keep them safe.

Right Culture:

The ethos, values, attitudes and behaviours of the registered manager and staff team ensured people lead confident, inclusive and empowered lives.

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

Rating at last inspection

The last rating for this service was good (published 18 May 2018.)

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Stratfords Residential Home on our website at www.cqc.org.uk.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

The Stratford's Residential Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services .

Inspection team

This inspection was carried out by 1 inspector.

Service and service type

The Stratfords Residential Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. The Stratfords Residential Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

During the inspection, we spoke with 3 people who use the service, 3 staff members, and the registered manager. We looked at multiple records including care plans, risk assessments, employment records and audits.

Is the service safe?

Our findings

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

At our last inspection we rated this key question Good. The rating for this key question has remained Good. This meant people were safe and protected from avoidable harm .

Systems and processes to safeguard people from the risk of abuse

- People felt safe receiving care within the service. One person told us, "I feel safe living here. It's a well run organisation."
- Staff were aware of safeguarding procedures and understood the signs of abuse and what to do if they had concerns. One staff member said, "Everything gets reported to the manager. I know to contact the safeguarding team or CQC if I needed to."

Assessing risk, safety monitoring and management

- Risk assessments were in place to help ensure staff worked safely with people. This included assessments about moving and handling, supporting people when they felt upset and managing any healthcare related risks. For example, one person used a percutaneous endoscopic gastrostomy (PEG) and guidelines for how staff should support the person with this were in place.
- Staff and the registered manager knew people well and understood what signs to look out for when people were unhappy, or needed support in any way.

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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- The service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.

Staffing and recruitment

- Staff were recruited safely. This included ID checks, employment references 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.
- There were enough staff to support people safely and in a timely and prompt manner. One person told us, "The staff usually arrive quickly if I push my buzzer."

Using medicines safely

- Staff were trained to administer medicines safely. Where medicines were required to be administered on an as and when basis, or covertly, we saw that suitable protocols and permissions had been put in place and adhered to.
- Medicines administration records (MAR) were used accurately to document any medicines that were administered. Records were reviewed and monitored by management to ensure any errors were found and acted upon.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

The service was open to visiting, and following government guidelines within this area.

Learning lessons when things go wrong

- Systems were in place and being used to record any accidents or incidents. Staff we spoke with told us they regularly discussed any incidents that occurred, to identify potential causes, and reduce the likelihood of recurrence.

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 we rated this key question Good. The rating for this key question has remained 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

- There was a positive culture within the home. One visiting professional we spoke with told us, "I couldn't fault the place. It's the perfect place for [person] to live. The registered manager was instrumental in arranging the right care for them. It's a fantastic place, If it were my own family member living here I would be happy."
- Staff spoke with people kindly and told us how they promoted people's independence as much as possible for each individual.

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 the provider understood information sharing requirements, and knew that when concerns had been identified, appropriate notifications should be sent to the CQC and the local authority as required by law.

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

- Staff were clear about their roles and were positive about how they supported people. One staff member said, "We work as a team and have a good laugh. We can depend on each-other, the managers are there for us. We are well supported."
- Systems and processes were in place to ensure that all aspects of the service were monitored, and actions taken to address any issues.
- The registered manager understood their role and how to support the staff team. Staff were clear about their responsibilities, and who to report to if they had concerns.

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

- People and staff were all able to feedback about the service formally and informally. Questionnaires were used to record people's, staff, relatives and visiting professionals opinions on the service.
- Staff told us they were able to feedback to management on the service. One staff member said, "The staff team can speak, we don't hold back."
- Care plans were devised involving people and relatives, and considered people's equality characteristics.

Working in partnership with others

- The registered manager and staff team were open and honest during our inspection, and receptive to feedback we gave.
- The service regularly worked in partnership with other health and social care providers to ensure people received the support they required. This included social workers, district nurses, and GP's.