

Hedges House Residential Care Hotel Ltd

Hedges House Residential Hotel Limited

Inspection report

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22 December 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of Hedges House on 04 March 2016. At which we found a breach of legal requirements. This was because the provider failed to carry out mental capacity assessments before making decisions on behalf of people with limited capacity. This is a required stage in applying for legal authorisation to deprive individuals of their liberty in order to maintain their safety.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 22 December 2016 to check they had followed their plan and to confirm they now met legal requirements.

This report only covers our findings in relation to the latest inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Hedges House Residential Hotel Limited' on our website at www.cqc.org.uk.

Hedges House provides care and support for older people and younger adults. The home is situated near the centre of Lytham. The building provides accommodation over three floors and there is a passenger lift for people's ease of use. Bedrooms are offered on a single room basis only and there are a range of communal lounges, dining areas and a conservatory.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

During this inspection, we found the management team and staff had in-depth training about the Mental Capacity Act 2005 (MCA) and associated Deprivation of Liberty Safeguards (DoLS). They demonstrated a good awareness of related principles and we observed they used this in practice. A staff member told us, "I give them the choice about what they want to wear and how they want to do something, like washing and dressing. It's an important part of helping the residents to make decisions."

The registered manager had introduced new documents and completed required procedures to demonstrate they worked effectively under the MCA. For example, a new consent form was implemented and we saw these were signed to evidence people had agreed to their care.

Those who lived at the home and their representatives told us they felt safe and comfortable at Hedges House. We found staff treated individuals with respect and consistently offered choice and support to make their own decisions. We did not observe people being deprived of their liberty during our inspection. One person who lived at the home said, "I've never seen staff force residents or be rough with them."

We could not improve the rating for effective from requires improvement because to do so requires

consistent good practice over time. We will check this during our next planned comprehensive inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found action had been taken to improve the home's effectiveness.

Staff and the management team received MCA training and were knowledgeable about the associated DoLS.

People and relatives said staff never forced anyone to do anything and they assisted them with their day-to-day decisions.

Records we looked at contained evidence of signed consent to care. We observed people were relaxed and treated with respect.

Requires Improvement 

Hedges House Residential Hotel Limited

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 inspection team consisted of one adult social care inspector.

Prior to our unannounced inspection on 22 December 2016, we reviewed the information we held about Hedges House. This included notifications we had received from the provider. These related to incidents that affect the health, safety and welfare of people who lived at the home.

We spoke with a range of people about Hedges House. They included one person who lived at the home, two relatives, two staff members and the registered manager. We did this to gain an overview of what people experienced whilst living at Hedges House.

We also spent time observing staff interactions with people and looked at records. We checked documents in relation to one person who lived at the home.

Is the service effective?

Our findings

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. 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. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA and whether any conditions on authorisations to deprive a person of their liberty were being met.

At our comprehensive inspection on 04 March 2016, we found the provider did not have required processes and documentation in relation to the MCA. These included legal procedures that must be completed to deprive individuals of their liberty in order to maintain their safety. We saw supporting mental capacity assessments were not always available and no formal training had been provided to guide staff about the MCA. Records did not consistently include written consent from the person or an appointed representative.

This was a breach of Regulation 11 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Need for consent.

At our focused inspection on 22 December 2016, we found the provider had followed the action plan they had written and were meeting the requirements of the regulation. The registered manager was improving systems, recordkeeping and staff awareness in relation to the MCA and associated DoLS.

The registered manager had a good understanding of their responsibility to notify CQC when a person's DoLS had been legally authorised. Additionally, staff had received in-depth, relevant training to underpin their roles and responsibilities, which included detailed learning workbooks. The registered manager told us, "We've done a lot of training since and discussed correct procedures with social workers." We checked staff understanding of the principles of the MCA and DoLS and found they were knowledgeable about their responsibilities. One staff member said, "The training was so important to do. I learnt a lot." People who lived at Hedges House and their relatives stated they felt staff were knowledgeable and experienced about relevant processes. One person confirmed, "I believe the staff are well trained, especially when someone is upset or angry. They manage that really well."

Those who lived at the home, families and friends explained they felt safe, secure and comfortable. One person commented, "People can come and go as they please." A relative added, "Everyone can go where they want and the staff don't prevent them from doing so." We observed people were relaxed and comfortable. Staff engaged with them in a caring, patient manner and consistently supported them to make their day-to-day decisions.

The registered manager commented they were awaiting the only DoLS authorisation they had applied for

since our last comprehensive inspection. We looked at this person's records and saw the provider had implemented a new consent form. This covered agreement to, for example, recordkeeping, physical examination, information sharing and taking of photographs. The person's representative had signed agreement and there were records of meetings to ensure everyone involved made decisions according to their best interests. The care file also contained guidance for staff about the approach to consent and MCA processes. This advised staff to ensure people had time to consider their decisions and to always work in a person-centred way. One person who lived at the home told us, "I just let the staff get on with my care because they know me so well. Having said that, they still always ask me if it is ok to do things."