

Sanctuary Care Limited

Guy's Court Residential Care 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

Guy's Court Residential Care Home provides residential care for up to 37 people. Situated in Fleetwood, the home has a car park and disabled access to the building. It is a three-storey purpose built home, with a passenger lift. At the time of the inspection visit there were 25 people who lived at the home.

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

The building was clean and hygienic and staff were seen to wear appropriate personal protective equipment (PPE). They had an infection prevention and control policy in place with regular audits undertaken. There were sufficient staff to meet people's care and support needs. One staff member said, "We are encouraged to spend time with residents, I do feel we have enough staff to do that." Staff were employed following a thorough recruitment process. People's safety was at the centre of care delivery. One person said, "They are all very good and you don't feel rushed when they are here to help you." Risks were assessed and carefully monitored to ensure individuals safety. People received their medicines safely.

The management team had auditing systems to maintain ongoing oversight of the service and make improvements where necessary. Regular surveys were sent to people and the latest results analysed, highlighted people were happy at Guy's Court Residential Care Home. Quality assurance systems ensured people were able to give their views of the service. We found the management team acted upon suggestions or ideas that were made by people, to ensure the service continued to evolve and improve the home.

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 20/09/2020).

Why we inspected

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

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 well-Led findings below

Guy's Court Residential Care 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 Care Act 2014.

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

The inspection was carried out by one inspector.

Service and service type

Guy's Court Residential Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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 announced. There was a prevalence of COVID-19 in the geographical area at the time of the inspection and we needed to ensure it was safe and there were sufficient management staff available to support the inspection.

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 commissioners who work with the service. We also looked at information we had received and held on our system about the service, this included notifications sent to us by the provider and information passed to us by members of the public.

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

We used all this information to plan our inspection.

During the inspection

We spoke with four people who lived at Guy's Court Residential Care Home, five members of staff and the registered manager. We observed staff interaction with people. In addition, we reviewed a range of records. These included care records of people, medication records, two staff files in relation to recruitment and staff training records. We also reviewed a variety of records relating to the management of the service. We had a walk around the premises and looked at infection control measures.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at their quality assurance systems and training schedules for staff.

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 'Good'. At this inspection, this key question remains the same. This meant people's outcomes were consistently good, and people's feedback confirmed this

Staffing and recruitment

- Staff recruitment processes were robust. Pre-employment checks were completed to help ensure suitable people were employed. We confirmed this by talking with two recently employed care staff.
- Newly recruited staff told us they worked with experienced staff members until they felt comfortable to work care for people independently. One staff member said, "Very good induction process."
- There were sufficient staff at the time of the visit to support people's care needs. People we spoke with told us they did not have to wait long if they required help. For instance, one person said, "Personally I have never had a problem when I needed someone to give me a hand. I have never had to wait long."

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe and confident with staff that cared for them. Observations found sufficient staff available in communal areas to ensure people's safety.
- There were effective safeguarding processes in place. The registered manager and staff members had a good understanding of safeguarding. They understood their responsibilities for keeping people safe and the processes for reporting any concerns.
- Staff told us they had received training in areas of keeping people safe and protecting them from abuse and records showed regular training was in place.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The registered manager had good processes in place to manage people's safety and reduce risks. Risks to people and the service were assessed and managed well. This helped to protect people's safety.
- The registered manager reviewed incidents as part of lessons learned, to ensure risks were assessed to prevent reoccurrence where possible.

Using medicines safely

- The registered manager had good systems and procedures to manage medicines safely. Staff received training on a regular basis and staff confirmed this.
- Staff maintained appropriate records for the receipt, administration and disposal of medicines. There were written protocols to guide staff on the administration of medicines prescribed 'as and when' required.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.

- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.
- The provider was facilitating safe visiting in line with government guidance. This meant people could visit their relatives all days of the week in line with government guidance. Indoor visiting was suspended during the COVID-19 outbreak other than in exceptional circumstances; essential care givers were able to continue to visit indoors.

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 'Good'. At this inspection, this key question remains the same. This meant people's outcomes were consistently good, and people's feedback confirmed this

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

- People received person centred care and support. One person said, "I am involved on how they care for me we are not all the same the staff are very good and know me well." Care records were up to date and easy to follow to ensure people received the right care and support. People we spoke with described a positive, caring environment.
- Staff and people were consistently complimentary about the registered manager. Comments included, "We have a great manager who makes herself available. [Registered manager] takes an interest in everyone and doesn't just sit in the office all day."
- Staff said their views and suggestions were listened to and they felt valued by the registered manager.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 management team had auditing systems to maintain ongoing oversight and continued development of Guy's Court Residential Care Home. They had systems in place to address any issues or shortfalls to improve the service.
- The registered manager encouraged candour through openness. The registered manager and staff were clear about their roles, and understanding of quality performance, risks and regulatory requirements.
- The registered manager understood their responsibilities to keep CQC informed of events which may affect people and the care delivery. They were open and honest about what achievements had been accomplished. In addition, what had not worked so well and where improvements might be needed.

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

- The registered manager encouraged people to provide their views and about how the service operated through one to one meetings, group meetings with staff and people who lived at the home.
- Relatives were involved in the service and consulted about the care and support through surveys/questionnaires. Positive results were received from recent surveys. The registered manager informed us any negative comments would be addressed.
- The management team and staff involved people in the running of the home and gave consideration to their equality characteristics. This ensured people were treated fairly and as an individual. One person said, "Everyone is looked after fairly with consideration to their own circumstances."

Working in partnership with others

- Records highlighted advice and guidance was sought from health and social care professionals when required.
- The registered manager worked closely with other agencies and relatives to share good practice and enhance care delivery.