

Hatzfeld Care Limited

# The Park Residential Care Home

## Inspection report

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Tel: 01964204141

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## Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Outstanding 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Outstanding 

# Summary of findings

## Overall summary

### About the service

The Park Residential Care Home provides personal care and accommodation for 35 people with mental health needs, including people who may be living with dementia. The care home accommodated 35 people across a mixture of en-suite bedrooms, external apartments and a shared flat.

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

People, staff and professionals working with the service were overwhelmingly positive about the leadership of service, which centred around the experience of people.

Staff were extremely well skilled and provided truly person-centred care which achieved outcomes for people that far exceeded expectations. Care and support was informed by the most current, evidence-based techniques. People lived in an environment that was designed and fully equipped to support them to live as independently as possible.

There was a strong focus on supporting people to be as independent as possible and to lead healthy and fulfilled lives. Staff knew people very well and used their expertise to care for people in a way they preferred. They were creative in how they supported people to maintain their hobbies and interests and keep in touch with loved ones.

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 told us they felt safe with staff. They were protected from avoidable harm and received their medicines on time and as prescribed.

Staff were kind and cared for people as individuals. They gave people the information they needed to make informed decisions about their care and support.

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 good (published 28 September 2017).

### Why we inspected

This was a planned inspection based on the previous rating.

### 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 effective?

Outstanding ☆

The service was exceptionally 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?

Outstanding ☆

The service was exceptionally well-led.

Details are in our well-Led findings below.

# The Park 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.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

The Park 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.

#### Notice of inspection

This inspection was unannounced.

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.

#### 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 we used the information the provider sent us in their 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 seven people who used the service about their experience of the care provided. We spoke with eleven members of staff including the registered manager and two deputy managers, senior care worker, medicines coordinator, life skills coach, two care workers, domestic worker and chef. We also spoke with two visiting professionals who work with the service.

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.

### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at further care records and received several testimonials from staff about their experience of working at the service.

# 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 has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- There were effective safeguarding systems in place to protect people from risk of abuse.
- Staff had received training in this area and knew what to do to make sure people were kept safe. One person told us, "[I] definitely feel safe. [Staff] are always checking on you."
- The registered manager has a good working relationship with the local authority and understood their responsibilities to report concerns.

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

- Staff protected people from avoidable harm.
- Risks to people were thoroughly assessed and monitored and staff had the information they needed to care for people safely.
- There were clear processes in place to monitor safety and lessons were learnt from accidents and incidents.

Staffing and recruitment

- Staff were recruited safely and there were enough skilled staff to keep people safe.
- Staff were not rushed and there was plenty of staff on duty to respond to people's assessed needs.
- The registered manager systematically reviewed staffing levels to meet people's changing needs.

Using medicines safely

- People received their medicines on time and as prescribed.
- The provider employed two medicines co-ordinators dedicated to the safe management and administration of medicines.
- Staff were aware of their responsibilities to review the effects of some medicines on people's physical health.

Preventing and controlling infection

- People were protected from the risk of healthcare associated infections.
- Staff followed good infection control and prevention practices and the home was clean and free from unpleasant odours.

# 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.

At the last inspection this key question was rated as good. At this inspection this key question has now improved to outstanding. This meant people's outcomes were consistently better than expected compared to similar services. People's feedback described it as exceptional and distinctive.

Staff support: induction, training, skills and experience

- Staff were exceptionally well-skilled and experienced.
- Training was focused on equipping staff with the necessary skills to meet people's specific needs. For example, staff had received additional training for one person at risk of epileptic seizures. A staff member told us, "We feel more prepared...You know exactly what is happening."
- The provider had invested heavily in the development of its staff and recognised the benefit of this in the delivery of high-quality care. A number of staff had been supported to gain further qualifications, including at degree level, to progress as leaders and gain driving qualifications. Staff told us, "The registered manager is always promoting training relevant to my job role", "We have really good training programmes here." They also described how their training enabled them to provide better care. One staff member told us, "It makes a huge difference."
- The registered manager recognised the individual learning styles of staff and had made adaptations to aid staff in carrying out their responsibilities.
- Prospective staff were required to undertake a trial shift at the home, giving people using the service the opportunity to provide feedback about their performance.

Adapting service, design, decoration to meet people's needs

- People lived in an environment which reflected their needs and enabled them to be as independent as possible. Accommodation was provided across a combination of en-suite bedrooms, external studio apartments and a shared flat. One person living in an external apartment told us, "It's nice to be able to get away...If I get bored there is always [activity]."
- The provider had maintained the premises to a high standard and people had access to a variety of spaces where they could spend time socialising with others or in private. People benefitted from a lounge equipped with pool table and bar as well as an enclosed patio and garden which looked out onto the coastline.
- People's bedrooms were distinctly personalised and one person who enjoyed gardening had dug flower beds and planted seeds around the periphery of one of the gardens.

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

- There was a truly holistic approach to assessing, planning and delivering care and support. One person told us, "[Staff] are thorough when they go through things - they just want to help me." A staff member told us, "The most important thing is what [people] want."
- People experienced consistently good outcomes. For example, with the support provided people



progressed to independent living, others had taken up educational opportunities. Where required people followed managed plans to abstain from addictive habits; such as smoking and alcohol and drug use. Several professionals working with the home praised staff professionalism and commitment to providing high-quality care and support. A visiting professional said, "[Staff] go above and beyond."

- People received dedicated help to gain the necessary skills to care for themselves from an exceptionally skilled life coach.
- People were supported according to their holistic needs. The registered manager had developed a tool to ensure the consistent development of individualised person-centred care plans.
- One person had exceeded professional's expectations in achieving milestones in further education and they had written to staff thanking them for their continued support.
- Staff went above and beyond to ensure a smooth and supportive transition for one person moving on from the service to live independently. Staff worked closely with relevant other professionals, sourced furniture and provided the person with a bespoke package of care for a period of time whilst the person adjusted to living on their own.
- The provider supported people to achieve qualifications in food safety to ensure they had the right skills to eat well.
- The service kept up to date with and contributed to university research and developments in best practice to improve people's experience of care. Changes had been made to mealtimes following evidence-based research which highlighted the link between this and risk of falls. In addition, staff were engaged in a study aimed at advancing the safe management of medicines in care homes.

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

- Staff understood the importance of eating and drinking well. They were creative in how they tailored their support in this area to meet people's individual needs, including the use of technology and individual food shopping as well as engaging people in home-cooking.
- People were provided with good quality food with a variety of different options to choose from each day. Chef's regularly celebrated different foods from around the world and hosted themed dining experiences such as a steak night on valentines' day.
- Staff made sure people with more complex nutritional needs had access to the same quality and choice of food.

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

- People received consistent and effective care and support.
- There were clear roles and responsibilities amongst staff and the registered manager fostered a work culture that valued teamwork and collaboration.
- Staff worked closely with other health professionals to support people to maintain good health and access other services. The registered manager liaised closely with the community mental health team to deliver more joined-up care and support to people.
- Staff championed best practise and supported people to lead healthy, fulfilled lives such as accessing regular exercise and quitting smoking. One staff member had developed guidance about maintaining good oral health which they presented as a colouring exercise to better engage people in the information.

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 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. In care homes, and some hospitals, this is usually through MCA application procedures 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 had the appropriate legal authority and were being met.

- Staff had a good understanding of MCA and DoLS and were confident about using the Act.
- Staff always acted in people's best interests and supported them in the least restrictive way.

# 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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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

- Staff always treated people with kindness and respect.
- We received positive feedback from people who used the service about the caring nature of staff. One person told us, "The staff are so down to earth here."
- Staff were particularly sensitive to times when people needed caring and compassionate support and demonstrated a true empathy for the people they cared for. A staff member told us, "You can't be a carer if you don't care. You have to be person-centred, because of everyone is different."

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

- Staff had plenty of time to spend with people and routinely engaged with them about how they wished to be cared for.
- Staff welcomed the involvement of advocacy services.

Respecting and promoting people's privacy, dignity and independence

- Staff knew people well and anticipated people's individual needs. They recognised distress and discomfort at the earliest stage and tailored their response to provide the right support for the person.
- Staff supported people to maintain their independence. They supported people to do what they could for themselves and helped where required. For example, people had access to facilities to do their own laundry if they wished.

# Is the service responsive?

## Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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;

- Staff worked in partnership with people in creating their care and support plans. They listened to and valued the input of people using the service.
- Staff at all levels consistently demonstrated a thorough understanding of people's individual needs by the way in which they tailored their interactions with people. This included the way in which they greeted people, diffused tensions and validated distress.
- Staff were encouraged to reflect and learn from their experiences, to continually improve outcomes for people.

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

- Staff planned activities which reflected people's individual interests. For example, a group of people with an interest in fishing took a boat trip off the coast, another group went on a trip to Liverpool to experience the Beatles tour. Last summer, staff had taken everyone at the service to an open swimming pool to enjoy the hot weather. A trip to the location of a regional television show had also been organised.
- The registered manager recognised the diversity of the staff team and had allocated the co-ordination of activities on a rota basis.
- Staff had access to a wealth of resources to support them to host activities and events including baking, games tournaments, pamper sessions, healthy living sessions, movie nights, bingo and evenings out. One person told us, "There is all sorts going on."
- Staff supported people to maintain relationships with family and friends. The service regularly hosted birthday parties and other social events. Staff also supported people to keep contact with their loved ones on an individual basis.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The provider complied with the Accessible Information Standard by identifying, recording, flagging, sharing and meeting the information and communication needs of people with a disability or sensory loss.
- Information was routinely provided to people in a way they could read or understand.

Improving care quality in response to complaints or concerns

- People knew how to raise a complaint if they wanted to.
- The registered manager took complaints seriously and learnt lessons where possible. They sought the advice of external professionals to ensure an independent and objective approach.

#### End of life care and support

- Staff had supported people to make decisions about their preferences for end of life care and the details of this were documented in personalised plans.

# 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 this key question has now improved to outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

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

- The provider demonstrated a clear vision and strategy to provide people with the very best care and support. The ethos of the service was centred around people and staff and managers were empowered to care for people in a way that exceeded expectations. People told us, "This is the best place I've ever been" and "[The service is] the nicest one in the country." Staff told us, "We are very devoted to our residents. We are very caring, and we are all passionate about the [people]."
- Staff were highly-motivated and passionate about providing truly person-centred care. Throughout and following the inspection staff and managers provided overwhelmingly positive feedback about their experience of the unwavering support they had received from the provider. Comments included, "[The Park Residential Care Home] is like a big extended family to all who live and work there and I'm proud to be a small part of the team", "...the support I have always received has made me confident within my role" and "we are all looked after by the company very well."
- Care and support focused on developing people's assessed needs and independence. The registered manager was empowered and equipped with the necessary resources to run the home. People were routinely supported to ensure they were equipped with essential everyday items, whatever their means.
- Visiting professionals routinely left feedback praising the service delivered by staff, comments included, 'All staff and management have gone above and beyond to provide support' and 'All the staff are a credit to you.'
- The provider had developed its own online system for recording and monitoring care. Staff's experience of delivering care had directly informed the creation of a bespoke system designed around the needs of the service.

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

- The provider and registered manager had excellent oversight of the safety and quality of the service.
- In addition to the managers daily oversight of the service, the provider carried out thorough monthly checks which tied in to its regulatory responsibilities.
- The registered manager had access to an electronic database which provided a central point for all the providers quality assurance processes.
- Managers across the providers homes meet monthly to share best practice.

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

- The provider and registered manager recognised the value in investing in staff's skills and development to support the consistent delivery of high-quality practice over time. The registered manager told us, "I can't move on to my next role until someone is in place to do my role and someone is in their place to do their job."
- Staff regularly consulted with people about how this wished to be cared for. From this, trips had been organised and changes made to the menu. The registered manager told us, "The best feedback we get is from the residents."
- The service had deep roots in the local community and put on a programme of events including barbeques and live music. The service had hosted a petting farm which local school children had been invited to join.
- The registered manager met regularly with professionals from the community mental health team to provide a seamless experience for people receiving care and support. Staff and the community mental health team worked together to respond quickly to people's changing mental health needs and to provide the right level of support.