

Risedale Estates Limited

Risedale at Aldingham St Cuthberts Nursing Home

Inspection report

Aldingham
Ulverston
Cumbria
LA12 9RT

Tel: 01229869203

Website: www.risedale-carehomes.co.uk

Date of inspection visit:
15 March 2016

Date of publication:
13 May 2016

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We carried out this inspection on 15 March 2016. The inspection was unannounced.

We last inspected this home in April 2014. At that inspection we found the service was meeting all of the regulations that we assessed.

Risedale at Aldingham St Cuthberts Nursing Home provides accommodation for up to 43 people who may be living with dementia and need personal and nursing care. The home was purpose built as a care home for older people. The accommodation is all on the ground floor, around a central courtyard, which gives people living in the home safe access to a pleasant outdoor area.

There was a registered manager employed at the home. 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 and associated Regulations about how the service is run.

People who lived at the home received a high quality of support from staff who knew them well.

There were enough staff, with the appropriate skills and knowledge, to support people.

People who lived at the home and their relatives were included in planning the support provided. The staff knew people well and knew how they communicated their wishes.

Visitors were made welcome in the home and people were supported to maintain relationships that were important to them.

The staff treated people in a kind and caring way. People were given choices about their lives and the decisions they made were respected.

People received health care support from a range of appropriate services to support them to maintain good health.

All of the staff understood their responsibilities around protecting people from abuse. They were knowledgeable about the Mental Capacity Act and people's rights were protected.

People had a choice of food and drinks that they enjoyed. Where people required support to enjoy their meals this was provided in a patient and discreet way.

The staff in the home felt well supported by the registered manager and the registered provider. The registered provider carried out checks on the service and maintained oversight of the quality of the care

provided.

The atmosphere in the home was welcoming and inclusive. The focus of the service was to support people so that they enjoyed a good quality of life.

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.

The staff knew how to recognise and report abuse.

There were enough staff, with appropriate skills and knowledge, to meet people's needs.

Medicines were handled safely and people received their medicines as they needed.

Is the service effective?

Good ●

The service was effective.

The staff in the home were trained to meet people's needs.

People received the support they needed to eat and drink enough to maintain their health and wellbeing.

The staff respected people's rights and understood their responsibilities under the Mental Capacity Act 2005.

Is the service caring?

Good ●

The service was caring.

The staff treated people in a kind, caring and respectful way.

The staff knew people well and respected their choices and decisions.

Is the service responsive?

Good ●

This service was responsive to people's needs.

Care was planned and delivered to meet people's needs.

Visitors were made welcome and people were supported to

maintain relationships that were important to them.

People knew how they could raise concerns or request changes to the service provided. Where people had requested changes, these were agreed if possible.

Is the service well-led?

Good ●

The service was well-led.

There was a registered manager employed in the home. The registered manager set high standards, which were understood by the staff in the home.

The atmosphere in the home was welcoming and inclusive. The focus of the service was to support people so that they enjoyed a good quality of life.

The registered provider carried out checks and maintained good oversight of the quality of the service.

Risedale at Aldingham St Cuthberts Nursing Home

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 checked 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.

This inspection took place on 15 March 2016 and was carried out by two adult social care inspectors.

There were 40 people living in the home at the time of our inspection. During the inspection we spoke with 12 people who lived in the home, six visitors, eight members of the care team, four ancillary staff, the registered manager and the registered provider's Director of Nursing. We observed care and support in communal areas and looked at the care records for six people.

People who lived at the home were not easily able to tell us their views about their care. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

The registered manager of the home had completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. Before our inspection we reviewed the information we held about the service, including the information in the PIR. We also contacted local social work and commissioning teams to obtain their views about the service.

Is the service safe?

Our findings

People who lived in the home could not easily tell us their views about their care. We saw that throughout our inspection people looked comfortable and relaxed in the home and with the staff who were supporting them.

Visitors we spoke with said they were confident people were safe in the home. One person told us, "I have never seen anything I didn't like" and another person said, "I'm sure Mum's safe here".

We spoke with four relatives who visited the home regularly, they told us they had never seen or heard people being treated with anything other than kindness and respect. One visitor said, "The staff are always like this, kind and patient with people, they are just lovely, so respectful".

All of the staff we spoke with told us that they had completed training in how to identify abuse. They told us that they were confident that all of the staff in the home were committed to protecting people from abuse. One staff member said, "None of the staff here would stand for any nonsense, we're here to look after people properly. If I saw anything I wasn't sure about I'd tell the nurse on duty or manager [registered manager] immediately". Another staff member said, "We [staff] are constantly told that if we have any concerns we can speak to the manager. If I thought someone was doing something wrong I'd report it". The staff in the home understood their responsibilities around protecting people from abuse.

Some people needed staff to use specialist equipment to assist them to move around the home. All the staff we spoke with said they had received training in how to move people safely. We saw that equipment was used safely and the staff gave people clear guidance and reassurance when assisting them to move.

Visitors we spoke with told us that there were enough staff in the home to meet people's needs. One told us, "They seem really well staffed here, there are always lots of staff about". The staff we spoke with told us that they had the time they needed to provide people's care and to be able to spend time with them. During our inspection we saw that the staff took the time to sit with people and to chat to them.

The home provided support to people who required nursing care. There were appropriately qualified and trained nurses employed at all times.

People were protected because risks to their safety had been identified and managed. We saw that regular checks were carried out on the safety of equipment in the home and of the premises. Water temperatures were monitored to protect people from the risk of scalding and all fire safety equipment was checked each month.

We observed how medicines were managed in the home. We saw that trained staff supported people with taking their medicines. Accurate records were kept of the medicines people required and that they had taken. People received their medicines as they needed and as their doctors had prescribed.

The registered provider carried out checks on new staff to make sure they were suitable to work in the home. All new staff had to provide evidence of their good character and were checked to make sure they did not have a criminal conviction that would make them unsuitable to work in the home.

Is the service effective?

Our findings

People who lived in the home could not easily tell us their views about the care they received. One person we spoke with told us, "The staff are good" and another person said, "The staff know what to do for me".

Visitors we spoke with told us that the staff employed in the home provided a high quality of care and were good at their jobs. One person told us the staff were "brilliant" and another person said, "The staff here are amazing".

All of the staff we spoke with told us that they had completed training to give them the skills to support people who lived in the home. One staff member told us that all the staff were well trained and said, "We have had so much dementia training". We saw that the staff on duty had the skills and knowledge to meet people's needs. Training records we looked at confirmed that the staff had received appropriate training.

We saw that the staff in the home respected people's rights and understood their responsibilities under the Mental Capacity Act 2005, (MCA). The 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.

Throughout our inspection we saw that the staff on duty gave people choices about their daily lives and care and respected the decisions people made. People were asked if they wanted to take prescribed medicines and these were only given with their consent.

The care records we looked at showed that where people were not able to make important decisions about their lives appropriate people had been included in making decisions in the individual's best interests.

One person who lived at the home had a deprivation of liberty authorised by the local authority. We saw that this was to ensure the person's safety. During our inspection we did not see anybody being subjected to any form of restraint.

We observed the midday meal being served in the two communal sitting rooms. We saw that most people enjoyed the meals provided. The staff were attentive to people's needs, providing support as individuals required and in a patient and discreet way. Where the staff saw that a person was not enjoying their meal we saw they offered them a range of choices and provided an alternative that they did enjoy. People received the support they needed to eat and drink enough to maintain their health and wellbeing.

The home was a specialist service for people living with dementia. The environment had been designed and

adapted in line with best practice. There were rails in the corridors to assist people to walk independently. These were painted in a colour to contrast with the walls so they were easy for people to see and to use. Light switches and call bells were also in contrasting colours to the walls. The home was built around an attractive enclosed garden so that people had access to a safe outdoor area.

Visitors we spoke with told us that the staff in the home monitored their relatives' health and sought advice from appropriate health care services as required. One person said, "The staff are very good and always get the doctor quickly if Mum isn't well".

During our inspection we observed that the staff quickly noticed changes in people's behaviour that may have been due to their feeling unwell. A staff member told us that they had arranged for the doctor to visit one person because they had noticed the person appeared unusually tired.

People received health care support from a range of services including the optician, chiropodist and specialist mental health services. People who lived in the home received the support they needed to maintain good health.

Is the service caring?

Our findings

People who lived in the home could not easily tell us their views about the service. We saw that people were treated with kindness and respect and were relaxed around the staff who were working with them.

People enjoyed spending time with the staff and we saw the staff were very attentive to people's needs. We saw people laughing and joking with the staff and one person telling the staff that they loved them.

A visitor to the home told us the staff were "loving". They said the staff understood that people may need reassurance by gentle physical contact and always provided this as people wanted. Another visitor told us the staff were "amazing" and a relative said the staff were "brilliant".

During our inspection we saw that the staff in the home knew people well. They knew how people communicated their wishes and how their body language may show if they were anxious or in pain.

The support some people required could vary from day-to-day or at different times during the day. We saw that the staff gave people opportunities to carry out tasks for themselves and only provided support if people needed it. One person was receiving assistance from a staff member to eat their meal. They moved to take the cutlery from the staff member to eat on their own and the staff member respected their wish. We saw that, even though it took more time for the person to eat independently, the staff member gave them the time and encouragement to do this. Care was provided in a manner that promoted and supported people's independence.

We saw that the staff on duty had a good understanding of how to support people to maintain their privacy and dignity. People were spoken to in a friendly but respectful manner. They were asked discreetly if they needed support and this was given in a respectful way. We saw that the staff supported people to return to their bedrooms if they required assistance with their personal care and ensured the doors to bathrooms and toilets were closed when people were using them.

Most people who lived in the home had close family or friends to support them to make decisions about their lives. The registered manager knew how to contact appropriate advocacy services if an individual required independent support to express their views or wishes.

Throughout our inspection we saw the home was clean and there were no lasting unpleasant odours. There were four housekeeping staff on duty during the inspection and they worked around the home making sure all areas were clean and fresh smelling. A visitor we spoke with told us, "The cleaners do an amazing job, there are never any nasty smells here, they are really on top of things". This helped to maintain people's dignity.

Is the service responsive?

Our findings

People who lived in the home could not easily share their views of the service with us. Visitors we spoke with told us that this was a good service that provided a high quality of care to people.

The visitors told us that they were always made welcome by the staff who worked in the home and said they could visit whenever they wished. One person told us, "The staff make us very welcome, they are always friendly and offer us a drink". Another visitor said, "We come here regularly, it's always the same whatever time we come, whichever staff are on, there's always a smile and cup of tea". People who lived in the home could see their friends and relatives as they wished. This helped them to maintain relationships that were important to them.

The service focussed on supporting people in a way that placed them at the centre of their care. People were treated as individuals and with respect and kindness. We saw that staff gave people their time and attention.

We saw that the staff in the home responded promptly when people required assistance. They were very attentive and knew people well. The staff knew how people communicated their wishes and needs and provided support as people required.

The support each person required was set out in their care plan. We saw that people who lived in the home and their relatives had been included in developing the care plans. The care plans gave staff good information about the support people needed and their preferences about their lives. People's care was planned and delivered to meet their needs.

The care plans were reviewed monthly or as the support a person required changed. This ensured care staff had up to date information about how to support people.

All of the visitors we spoke with told us that they knew how they could complain about the service provided to their relatives. They all told us that they had never needed to make a formal complaint. One person told us, "If I have a concern I speak to the nurse or to the manager [registered manager]. They listen to me and any 'niggles' are sorted quickly". Another visitor told us, "Things aren't always perfect, but if you ask for anything to be changed they are happy to do it".

The registered provider had a procedure for receiving and handling complaints about the services it provided. A copy of the complaints procedure was displayed in the home. Formal complaints could be made to the registered manager of the home or directly to the registered provider's Director of Nursing. This meant people could raise concerns with a senior person in the organisation who was not responsible for the day-to-day management of the home.

Is the service well-led?

Our findings

All of the staff and visitors to the home that we spoke with told us this was a well-managed service. From our observations we saw that the home provided people with a high quality of care that met their needs and promoted their rights.

All of the visitors we spoke with told us that this was a good service. One visitor said, "I couldn't be happier with the care, this is a lovely home and people are treated really well". Another relative told us, "All homes should be like this, the staff are marvellous and really committed, I'm confident this is a good service".

Throughout our inspection we found the atmosphere in the home was welcoming and inclusive. People were treated with kindness and respect. The focus of the service was on providing people with high quality care that met their needs and gave them a good quality of life. We saw that the staff in the home asked people if they were happy as they provided their support. Where people requested any support this was provided promptly.

The staff we spoke with told us that the registered manager set high standards. They said they knew the registered manager was committed to providing people with the best quality of care. All of the staff said they felt well supported by the registered manager and the registered provider. They told us that they were happy working at the home. One staff member told us, "I love my job" and another said, "I love working here".

As people were not easily able to share their experiences of the service, the registered provider had asked their relatives or visitors to complete a quality questionnaire to gain their views. These were then used to develop the service further.

The registered provider had good systems to maintain oversight of the quality of the service. Senior managers in the organisation carried out regular unannounced visits to the service. At these visits they checked the quality and safety of the environment and spoke with staff, people who lived in the home and their visitors. This helped the registered provider to assess the quality of the service people received.

The registered manager had been in post for approximately two months at the time of our inspection. They had identified areas of the service that they wished to improve further and were being supported in this by the registered provider.

The registered provider had a staff training centre and provided their staff with a range of training. They also invested in supporting staff members to complete professional qualifications including as assistant practitioners and as registered nurses. All of the staff we spoke with told us that the organisation provided good support and was a good employer.

The registered provider owned and managed six care homes in the Furness area. They had good systems in place to monitor all of the services and to ensure that learning was shared between them.

Registered providers of health and social care services have to notify the Care Quality Commission of important events that happen in their services such as serious injuries to people and applications made to deprive a person of their liberty. The registered manager of the home had informed us of significant events as required. This meant we could check that all appropriate actions had been taken.