

Runwood Homes Limited

Lower Meadow

Inspection report

Drayton Avenue
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Tel: 01789268522

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24 July 2017

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service in August 2016. At that inspection we found one breach of the Health and Social Care Act 2008 (Registrations) Regulations 2009 and issued a 'requirement notice' to the provider, requiring them to make improvements in how they informed us about specific events that was a part of their legal responsibility. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the regulations.

We undertook this focused inspection on 24 July 2017 to check that they had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lower Meadow on our website at www.cqc.org.uk. At the time of our visit 56 people lived at Lower Meadow.

At this inspection, we found improvements had been made. This meant the provider was no longer in breach of the regulation. We decided to review the key question of whether the service was well led.

There was a registered manager in post. 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.

Staff were complimentary about the management of the home and said they worked well as a team. Due to the re-development of the provider's other homes, some people and staff had recently been relocated to, or away from Lower Meadow, as other homes re-opened following refurbishment.

Staff and management felt the transfer of people and staff into Lower Meadow mid-July 2017 had gone well and was well co-ordinated. People, staff and families were consulted and involved in discussions around the transfer between services.

Staff who had been relocated felt supported by the new staff team and said they worked well together. Staff said the integration was 'seamless' and some staff were positive of the provider who supported them with travel arrangements to their new place of work.

Staff said Lower Meadow was a home they were proud to work in and said moving people from one of the other homes planned for re-development had a positive impact on people's health and wellbeing.

People and relatives had opportunity to share their views and feedback, for example at planned meetings and staff said the registered manager was approachable, listened and was supportive.

The provider completed regular checks to ensure they provided a good quality service and looked at ways to

ensure the service continuously improved. The registered manager understood their legal responsibilities to submit to us relevant notifications in a timely manner. Complaints were dealt with in a timely way and learning took place to ensure similar complaints did not reoccur.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well led.

Statutory notifications were sent to us and the registered manager had a programme of audits that assured them people received a quality service. Where actions were identified, improvements had been taken and people and families were able to share their views about the service they received.

Lower Meadow

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.

We undertook an unannounced focussed inspection at Lower Meadow on 24 July 2017. This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our August 2016 inspection had been made. The inspection was carried out by one inspector who inspected the service against one of the five questions we ask about services: is the service well led. This is because the service was not meeting a legal requirement.

We reviewed the information we held about the service. We looked at information received from relatives and other agencies involved in people's care. We looked at the statutory notifications the provider had sent us. A statutory notification is information about important events which the provider is required to send to us by law.

During our inspection visit we spoke with one person who lived at Lower Meadow to get their experiences of how they could provide feedback about the service they received. We spoke with the registered manager, a deputy manager and three care staff who supported people with care. We discussed the provider's action plan and how the service was making improvements with the regional care director, operations director and registered manager.

We looked at the provider records including quality assurance checks, complaints, meeting records and incident and accident records.

Is the service well-led?

Our findings

At our previous inspection in August 2016 we found the provider and registered manager had not sent us statutory notifications, as required, to notify us when specific issues had arose that affected the quality of service or care people received. At this inspection we found improvements had been made to comply with the regulations. We had received notifications in line with the registered manager's responsibilities and these notifications were sent to us in a timely way. The provider and registered manager were no longer in breach of the regulation that requires such notifications to be sent to us.

At this inspection we reviewed the key question of whether the service was well led. Staff told us they enjoyed working at Lower Meadow because, "I love my residents." Staff felt well supported because they had regular opportunities to talk about their practice and personal development. One staff member told us it was 'an honour to work for Runwood'. Some staff had transferred from a home that had recently closed for refurbishment and said the move had caused minimal disruption to people they cared for. Some staff said the provider helped them with their travel arrangements which they appreciated, because their new place of work was a further distance to travel.

Staff told us the service was well-led, because the registered manager, deputy manager, care team leaders and colleagues were approachable and supportive which they valued because they were a mix of staff from another of the provider's homes.

Staff said the combination of staff teams from both homes had integrated well and staff got on well with each other which benefitted the people in their care. Staff said the move of some people to Lower Meadow had a positive effect on their wellbeing. One staff member said some people spent time in their own room at their previous location but here, because of the move to a 'better environment' now "Came out of their bedrooms and spend time with others." This was recognised by staff and management who shared this with those people's family and friends. We overheard one relative's comment when they heard their family member was socialising more. They said, "That's great."

Staff and the registered manager felt supported with their training and personal development opportunities. The registered manager said Runwood was supporting them to complete a further management qualification and a staff member said their training equip them to support people. Staff were encouraged to obtain nationally recognised qualifications in health and social care. The registered manager told us they were proud of the staff team and their commitment to caring for people.

The registered manager and provider completed regular audits to assess the quality and safety of the service. They checked people's care plans were completed, regularly reviewed and checked that medicines were administered safely by staff who continued to be competent to administer them. They monitored and analysed accidents, incidents, falls and complaints and where issues were identified, actions were agreed and taken. For example, one complaint investigation led to improvements within the laundry system which meant people's personal items being misplaced reduced significantly and continual monitoring ensured improvements were sustained.

The registered manager increased their presence by doing a 'daily walk around' which provided opportunities to observe staff practice and for people, relatives and staff to speak with them if needed. During our discussions with the registered manager it was clear they had a good understanding of the health needs of people living in the home and the demands on staff time. Staff said the registered manager was 'visible' which they appreciated.

Action plans recorded what improvements were needed and follow up checks ensured actions had been taken. The registered manager told us visits from the regional care manager checked actions were taken and these were also monitored within the organisation. Internal quality assurance audits were completed by the regional care director as part of their monthly visits and future visits checked actions or improvements had been made.

The registered manager had plans to increase links with the local community. They told us close by was a 'dementia café' and the registered manager was in talks with staff at the current location to consider holding this at Lower Meadow. They said this could widen people's social networks and bring in new interests into the home which was what they wanted to support at the home. It was also said that this could provide support to other families and people living with dementia. The registered manager told us, "When I came here I asked what's going on...I wanted more spontaneity." The registered manager said, "It's about giving the staff the green light to do things." One staff member told us they spent hours with one person displaying all of their military memorabilia which in their previous home, they hadn't got room. They said the extra space allowed them to put this person's important possessions 'on show'. We saw this person's room and it contained the items the person wanted displayed, in the way they preferred.

The registered manager told us they were working closer with people and families to introduce more activities and interests for people. Relatives were encouraged to be part of people's lives and one relative donated their time to install a greenhouse and vegetable patch for people to enjoy. Their family member had recently passed away however the family member continued to do this and was supported by the provider. The registered manager told us they were considering ways they could display the person's name by way of remembering their time at the home. The registered manager said the vegetables grown in the garden were used for people's meals.