

Holidays With Care Ltd

The Bond Hotel

Inspection report

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Blackpool
Lancashire
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Tel: 01253341218

Date of inspection visit:
17 May 2017

Date of publication:
07 July 2017

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

This inspection visit took place on 17 May 2017 and was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service to people. We needed to be sure that we could access the office premises.

At the last inspection in November 2015 we asked the provider to take action to make improvements because of recommendations we made about the service. This was in relation to recruitment practices and induction training for new staff. In addition we found gaps in their auditing systems to monitor the service. During our inspection visit on 17 May we found the provider had addressed all the concerns and was now meeting the recommendations.

Holidays with Care Ltd is a personal care service supporting people with a range of disabilities and special needs whilst staying at the Bond Hotel in Blackpool. The agency will support people with their personal or social care needs during their stay.

There was a registered manager in place. 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 2008 and associated Regulations about how the service is run.

No new staff had been recruited since the previous inspection. However we looked at recruitment of two staff currently going through the process. We found appropriate checks were being followed through. Also they had reviewed their policies for recruitment and improved their procedures to ensure suitable staff were employed. In addition all checks were to be completed prior to personnel starting employment at the service.

We found medication procedures at the service were safe. Staff who would be responsible for the administration of medicines had received training to ensure they had the competency and skills required.

Risk assessments had been developed to minimise potential risk of harm to people during their stay at The Bond Hotel.

Induction training for staff was now in place and updated to ensure new staff were trained well to start their role at the agency.

The registered manager and provider had improved their range of audits recommended from the last inspection so they could monitor the service better. For example regular audits took place such as, medication, care plans and staff training. This ensured the quality of the service could be measured and improvements made where required.

We found the service had systems in place to record safeguarding concerns, accidents and incidents and take necessary action as required. Staff had received safeguarding training and understood their responsibilities to provide safe care for people

The service had a complaints procedure which was made available to people when they received a service. People we spoke with told us they were happy and had no complaints.

Staff, people who received a service and relatives told us the registered manager was supportive and approachable. The management team met with people and provided opportunities for them to comment about the quality of their care.

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.

Safeguarding procedures were in place and staff understood how to safeguard people they supported.

Assessments were undertaken of risks to people who used the service. Written plans were in place to manage these risks.

Systems were in place to make sure the management team and staff learn from events such as accidents and incidents.

Staffing levels were sufficient with an appropriate skill mix to meet the needs of people who used the service.

Is the service effective?

Good ●

The service was effective.

People were supported by staff that were sufficiently trained, skilled and experienced to support them to have a good quality of life.

The registered manager contacted other healthcare professionals as required, if they had concerns about a person's health whilst staying at The Bond Hotel.

Is the service caring?

Good ●

The service was caring.

People who used the service told us they were treated with kindness and compassion in their day to day care.

Care and support had been provided in accordance with people's wishes and needs whilst on holiday.

Staff were respectful of people's rights and privacy.

Is the service responsive?

Good ●

The service was responsive.

Care plans were in place outlining people's support needs during their stay.

The service worked with other agencies such as district nurses to make sure people received care in a coherent way.

People knew their comments and complaints would be listened to and responded to.

Is the service well-led?

Good ●

The service was well led.

Systems and procedures were in place to monitor and assess the quality of service people received.

The registered manager consulted with stakeholders, people they supported and relatives for their input on how the service could continually improve.

A range of audits were in place to monitor the health, safety and welfare of people.

The Bond Hotel

Detailed findings

Background to this inspection

We carried out this comprehensive 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 visit took place on 17 May 2017 and was announced.

The inspection team consisted of one adult social care inspector.

Before our inspection visit on the 17 May 2017 we reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people the service supported. We also checked to see if any information concerning the care and welfare of people supported had been received.

We spoke with a range of people about The Bond Hotel. They included two people who used the service, three relatives, two staff members, the registered manager and one of the directors of the agency. This helped us to gain a balanced overview of what people experienced accessing the service.

We looked at care records of one person, staff training records, medication documentation and records relating to the management of the home. In addition we looked at staffing levels. We also checked the building to ensure it was clean, hygienic and a safe place for people to live.

Is the service safe?

Our findings

The people we spoke with who received a service told us they felt safe whilst on holiday and felt the service was reliable. One person said, "A good service that helps us to have a holiday. We feel safe coming here and with the staff that supports us."

The registered manager had procedures in place to minimise the potential risk of abuse or unsafe care. Records seen confirmed the registered manager and staff had received safeguarding vulnerable adults training. One staff member said, "I know the safeguarding procedure and would be confident what to do should I see something wrong." The service had a whistleblowing procedure and staff were aware of the process.

The registered manager had a system to record accidents and incidents. These would be discussed between the registered manager and staff. They would be analysed by the management team and action to reduce risk and keep people safe were learnt from incidents. We checked their documentation and no accidents or incidents had been reported.

We found by talking with people who used the service and staff members, staffing levels were suitable with an appropriate skill mix to meet the needs of people who visited The Bond Hotel. For example the registered manager tried to match specific staff to people they supported who had similar interests. In addition a staff member might have specific skills to support a person. We confirmed this by talking with a relative of a person who used the service. They told us the registered manager on meeting their relative allocated a specific staff member who had skills and knowledge that would best support the person. The relative said, "They were great, the person who helped us mostly during the week was so in tune with [relative] disabilities. It really helped for us to have a good holiday." Other comments from people who used the service about staffing levels included, "Always on time and were never rushed." Also, "They do try and use the same staff which is good because we get to know them."

In addition staff told us they worked flexibly to meet the needs of people whilst on holiday. There were plans in place to ensure staffing levels were maintained should people leave or go off on sick. The registered manager said they had an on call system 24 hours should people require assistance.

Care plans looked at had risk assessments completed to identify the potential risk of accidents and harm to staff and the people in their care. Risk assessments we saw provided clear instructions for staff members when delivering their support. The agency completed risk assessments in relation to the person and the hotel room they used. In addition any equipment identified for use would be risk assessed to each individual who used the service.

We looked at recruitment processes the service had in place. No new staff had been employed since the last inspection. However two new staff were going through the process. We looked at their new policy which had been updated from the last inspection. Changes had been made to ensure all checks were completed. The registered manager told us they were up to date with recruitment procedures.

We looked at the procedures the service had in place for assisting people with their medicines. The registered manager told us staff supported people with their medicines if required. At the time of the inspection visit staff were not assisting with administering medicines. However staff employed by the service received training. This was to ensure they were competent to administer medicines should they need to. Staff we spoke with confirmed they had been trained and assessed as competent to support people with their medicines. A staff member said, "Only staff that are trained would ever do medicines for people."

Each room people who used the service stayed in had a locked facility for medicines when they arrived. We checked medication records of people who previously used the service and stayed at The Bond Hotel. Medicines administration record (MAR) sheets were legible and did not contain any gaps. This meant people had been given their medicines as prescribed.

Is the service effective?

Our findings

People who used the service received effective care because they were supported by a trained staff team who were trained to support people with complex needs. In addition some staff had been at the service for a long period. They were confident in their skills to ensure people received a good service. One staff member said, "I have been here a while and feel the guests receive a good service because we know what we are doing and are well trained." A person who used the service previously said, "It was really wonderful. The staff knew what it was all about and confident in their ability to provide us with the right support we needed during our stay."

Induction training for staff was now in place and updated to ensure new staff were trained well to start their role at the agency.

Individual training programmes had been developed for staff. We found training courses were relevant to the needs of people who used the service. For example training consisted of safeguarding vulnerable adults, moving and handling and first aid. Access to training events was good and staff were encouraged to further their skills by continuously updating their training. This was confirmed by talking with staff. One staff member said, "We are supported to further our knowledge by attending training." For example I want to do my National Vocational Qualification (NVQ) to level three four and five and the manager is great with that."

Staff received supervision on a regular basis and annual appraisals. Staff we spoke with confirmed this. These were one to one meetings held on a formal basis with their line manager. Staff told us they could discuss their development, training needs and their thoughts on improving the service.

The registered manager and staff we spoke with demonstrated an understanding of the legislation as laid down by the MCA. They demonstrated a good awareness of the legislation and confirmed they had received training. 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's care records included the contact details of health professionals. For example their General Practitioner (GP) so staff could contact them if they had concerns about a person's health.

Staff were available to support people to access healthcare appointments whilst they were on holiday if needed. They liaised with health and social care professionals involved in their care if their health or support needs changed. For example district nurse could visit the hotel if people who used the service required their support. This was confirmed by talking with staff and records we looked at.

Is the service caring?

Our findings

We spoke with people who used the service and previously used the service by telephone. We asked about staff who supported them and how they felt they were cared for. Comments received were all positive and included for example, "Fantastic staff very professional and so caring and kind." Also, "We would recommend this hotel and the agency to everyone. We wish we would have known about The Bond years ago."

People we spoke with told us they were treated with respect and kindness by all the staff and management team. One person who used the service said, "They were sensitive to my [relative] needs and so patient and kind. We cannot wait till we come again."

We found from care records of people who used the service daily events that were important to them had been recorded. This was so staff could provide care to meet their needs and enjoy their holiday. Information was also contained daily of how the person was in terms of social and health care. This supported staff to be aware of any issues when they visited the person or when the next staff member was due to support them.

Staff told us they received guidance during their regular training in relation to dignity and respect. Their practice was monitored when they were observed by the registered manager when visiting people. When we arrived we were taken to a person who was staying at The Bond Hotel and using the service. We noted the staff member knocked on the door and waited for a response before entering. They also called out their name and introduced themselves on entering. One person who was using the service said, "All the staff knock first. They are so polite and respectful to myself and my [relative]."

Staff we spoke with demonstrated an appreciation and knowledge of people's individual needs and how to promote people's privacy and dignity. One staff member said, "We treat people as an individual and aware they are on holiday." Staff gave us examples of how they promoted people's privacy and dignity when providing personal care. For example they ensured they were in a private space and people were comfortable when receiving personal care. Staff showed concern for people's wellbeing and were caring and supportive. One person who used the service said, "They need to help me bathe and I don't feel embarrassed with them they are all so sensitive and caring." Discussions with staff confirmed their understanding of equality and diversity and how to relate this to the care they provided.

In addition people who used the service told us staff were always smartly dressed in uniform and carried photograph identity badges. This was so people could recognise them when they came to their rooms to support them. One person who used the service said, "That is what we like, always smartly turned out and we knew by their photograph they were the right people coming into our room. They were so polite and respectful."

Care plans reflected what support people required from other agencies when they visited The Bond Hotel such as district nurses. This meant staff were aware of the needs and support individuals required. A staff member said, "If there is any district nurse input they need when they get here it is usually set up from their

own town. We would work with them to make sure people get the right care when they are here."

Is the service responsive?

Our findings

People who used the service told us they were more than happy with the care and support they received whilst on holiday at The Bond Hotel. For example comments included, "The support was fantastic. " Also, "The care was focused on making sure we had a good holiday. Absolutely great support from the staff."

We found person centred care plans had then been developed when people arrived in addition to their care plan from their home. This set out how support was going to be delivered. We saw documented evidence staff had supported and encouraged people to express their views and wishes during their stay. This enabled people to make informed choices and decisions about their support whilst on holiday at The Bond Hotel.

Care plans were discussed with the service prior to their visit and a care plan sent to the service. Care support was then discussed on arrival and any additional needs would be added to their care plan and implemented. This was to ensure the staff team were aware of what care and support was needed One person who used the service said, "They were so flexible and responded to any additional requests without a bother. Nothing but helpful that's what they were."

The management team responded to any issues people had at the time of their stay. For example if any extra visits were required for people staying at The Bond Hotel during their stay. This was not a problem for the staff and changes were made and the service responded to the person's needs. We spoke with a person who said, "They were so good and extra visits were not a problem for the staff and manager." One staff member said, "We are flexible and if people suddenly need more help whilst here we will respond." Other people we spoke with confirmed they found the service was flexible and responsive in changing the times of their visits when required.

We found Information on how to make a complaint was available in the documentation provided for people who used the service. People were encouraged to give their views and raise any complaints or issues with the registered manager. The registered manager made contact with every person who received a service on a regular basis either in person. One person who received a service when asked about complaints said, "I know who to contact we did receive information about how to complain but no need to."

The registered manager told us constant engaging with people who used the service and were frequent visitors to the hotel developed relationships. It also encouraged people to discuss any complaints they may have. People told us they were aware of the formal complaint procedure and they were confident the registered manager would address concerns if they had any.

No complaints had been received since they were last inspected. However the registered manager had a system ready to ensure complaints would be investigated.

Is the service well-led?

Our findings

People we spoke with told us they felt support provided met their needs and the service was organised and well led. One person who received a service said, "We never knew about this place but it is fantastic. The service is so well run we would certainly come back again."

The registered manager had procedures in place to monitor the quality of the service provided. They had improved their range of audits recommended from the last inspection so they could monitor the service better. For example regular audits took place such as, medication, care plans and staff training. Any issues found on audits were acted upon and any lessons learnt to improve the service going forward. For example an audit of care plans identified missing documents. This was looked into and action taken to ensure all documentation on the person using the service was available for staff. We found medication audits were carried out weekly to ensure safe practices were followed.

Comments from staff, relatives and people who used the service told us the agency was well led, and supported them in their role. Comments from staff included, "Really good the service is now run so well [registered] manager] always helps out and supportive." A relative said, "[Registered manager] and staff were tremendous. Nothing was too much trouble." Also, "All they wished and worked towards was making our stay a pleasant one. We cannot speak highly enough about the place." A staff member said, "We are so well supported by [registered manager]."

We found the service had clear lines of responsibility and accountability with a structured management team now in place. The registered manager was experienced, knowledgeable and familiar with the needs of the people they supported. The directors of the agency supported the registered manager and this was confirmed through our discussions with the registered manager and staff. One staff member said, "We have a settled staff and manager now so we know the system which helps."

The registered manager sought the views of people they supported through 'feedback forms'. These were given to all people who used the service at the end of their stay. We noted from 12 returned surveys over a period of 11 months all were very positive. No issues were written down. For example responses included, 'The care is excellent'. And, 'I can only talk good about the place and we will be returning'. The registered manager told us any negative comments they received from surveys would be identified and action taken to address the issues.

People were regularly asked their opinions whether support they received was sufficient and reliable. This was confirmed by talking with people who used the service. For example one person said, "I was so impressed by the way [registered manager] checked with us daily to see if everything was alright. It was so refreshing."

Weekly staff meetings were held and records confirmed these were well attended. Staff we spoke with felt the meetings were useful and gave them a chance to discuss the week ahead and the needs of people who were staying that particular week. One staff member said, "Yes every week we have meetings it gives us a

chance to discuss the guests that were coming and what was needed."

The service had on display in the reception area of the building and in the office their last CQC rating, where people visiting the home could see it. This is a legal requirement from 1 April 2015.