

# Care UK Community Partnerships Ltd

## Church View (Murton)

### Inspection report

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Date of inspection visit:  
25 January 2024  
29 January 2024  
02 February 2024  
08 February 2024

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22 February 2024

### 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

Church View (Murton) is a residential care home providing personal care to up to 42 older people and people living with a dementia. At the time of our inspection there were 37 people using the service. Church View (Murton) was purpose-built to accommodate people in 1 building.

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

People told us they felt safe and happy at the service. Medicines were managed safely. Risks to people were carefully assessed and monitored. Staffing levels were monitored to ensure people received effective support from staff who had been safely recruited. Effective infection prevention and control systems were in place. 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.

The registered manager and provider carried out a range of quality assurance checks to monitor and improve standards. People, relatives and staff spoke positively about the culture and values of the service. Feedback was sought and acted on. Staff worked in effective partnership with external professionals.

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 11 January 2018).

### Why we inspected

We undertook this inspection as part of a random selection of services rated Good and Outstanding.

As a result, we undertook a focused inspection to review the key questions of Safe and Well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good.

You can read the report from our last comprehensive inspection, by selecting the 'All inspection reports and timeline' link for Church View (Murton) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

<p><b>Is the service safe?</b></p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p><b>Good</b> ●</p>
<p><b>Is the service well-led?</b></p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p><b>Good</b> ●</p>

# Church View (Murton)

## 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 Health and Social Care Act 2008.

#### Inspection team

An inspector and an Expert by Experience carried out this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

Church View (Murton) is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Church View (Murton) is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### 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 professionals who work with the service. We used the information the provider

sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke with 5 people who used the service and 5 relatives about their experience of the care provided. We spoke with 12 members of staff including the registered manager, care and domestic staff.

We reviewed a range of records. This included 3 people's care records and medicine administration records. We looked at 2 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.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People felt safe at the service. One person told us, "I've no worries." A relative we spoke with said, "I know [named person] feels safer here than anywhere else."
- People were safeguarded from abuse. Staff received safeguarding training and told us they would immediately raise any concerns they had. One member of staff said, "I would have no issues reporting anything that concerned me to my manager and believe it would be investigated. Any feedback given is listened to."

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

- Risks to people were safely managed. Regular risk assessments were carried out to help keep people safe. One person said,, "They (staff) know what they're doing. I feel perfectly safe in their hands."
- The premises and equipment were monitored to ensure they were safe to use. Required testing and servicing certificates were in place.
- Accidents and incidents were monitored to see if lessons could be learnt to keep people safe. This included checking for trends and any underlying risks at the service.

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty.

Staffing and recruitment

- Staffing levels were monitored to ensure people received safe support. People and relatives spoke positively about staffing at the service. One person said, "There's always someone about keeping an eye on things and I just ask or buzz if there's not."
- The provider's recruitment policies minimised the risk of unsuitable staff being employed. Applicants were interviewed, references sought and Disclosure and Barring Service checks completed.

#### Using medicines safely

- Medicines were managed safely. Clear records were kept of the medicines people used and when these were administered. People told us they received their medicines when needed.
- Staff received training in medicines management to ensure this was managed safely. Regular checks were carried out to see if additional training or support was needed.

#### Preventing and controlling infection

- The provider had effective infection prevention and control systems in place. These included regular cleaning and systems to prevent visitors from catching and spreading infections.

#### Visiting in care homes

- People could see visitors whenever they wished and no restrictions were placed on this. A relative said, "You can visit anytime, within reason."

# 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 our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; 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; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- People, relatives and staff spoke positively about the culture and values of the service. One relative said, "There's a lovely calm, happy atmosphere." A member of staff said, "I cannot imagine working anywhere else and enjoy coming to work, which makes all the difference."
- Staff felt supported in their roles and empowered to support people to achieve good outcomes for people. One member of staff said, "Working in Church View has been a dream come true for me and I love it here."
- People, relatives and staff said the service was well-led by the registered manager and provider. One relative said, "[The registered manager] is lovely and very hands on. She's always around or you can see her in her office."
- The service had open and transparent communication with people and relatives, including when things went wrong. People and relatives said they received regular updates from the registered manager and staff.
- The registered manager and provider used a range of tools to effectively monitor and improve standards at the service. Where issues were identified action was taken to address them.

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

- Feedback was sought from people and relatives, and was acted on. Methods for doing this included feedback surveys and meetings. A relative told us, "The ring me every few weeks, or I ring them."
- Staff felt engaged in how the service was run. Regular meetings took place where staff were encouraged to share their views. One member of staff said, "Any feedback given is listened to."

Continuous learning and improving care; Working in partnership with others

- The service worked in effective partnership with other organisations to help people achieve good care outcomes. Records confirmed that advice was sought from external professionals and acted on.