

South West Care Homes Limited

Lake View

Inspection report

4 South Road
Newton Abbot
Devon
TQ12 1HL

Tel: 01626354181

Website: www.southwestcarehomes.co.uk

Date of inspection visit:

04 July 2023

19 July 2023

Date of publication:

15 August 2023

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

Lake View is a residential care home that provides personal care for people aged 65 and over. There were 15 people living at the home at the time of the inspection; some people were living with dementia. The building has been adapted to accommodate 29 people but only 20 bedrooms are actively used. There are 4 communal spaces offering people a range of places to spend time, plus a garden.

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

People looked relaxed and at ease with staff and each other. People said, "The people are all genuine. The food and cleanliness are good", "The staff are pleasant, I'm happy here" and "Everything is good, the food is very good, the staff are good too."

Relatives said they would recommend the service to other families and said the staff had the skills to keep people safe. For example, "The staff are lovely, they are friendly, caring and respectful. We are all very happy with the care (relative) is getting. The staff know her well, even the new staff." Visitors said they were welcomed by staff and could visit at any time.

Staff had received training on how to safeguard people and were able to identify different types of abuse and explain both internal and external reporting processes.

People's care needs were assessed and their health risks well managed. People's care needs were reviewed to ensure they reflected the person's current needs. Where appropriate, care records identified risks in relation to falls, nutrition or pressure care.

People were supported to have maximum choice and control of their lives and staff them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Medicines were administered and managed safely.

Relevant checks were completed as part of the recruitment process to ensure staff were suitable to work in a care setting. The new manager had recruited new staff and made changes to roles. For example, removing the role of deputy manager to recruit more staff to work directly with people. People were positive about the impact of the new activities person who worked four days a week as some people said they would like more to do.

Audits were completed to keep people and staff safe. Checks included fire equipment, hot water temperature checks and equipment were routinely serviced. Visitors and people living at the home commented positively on improvements to the cleanliness of the home. They said, "The place as a whole is cleaner and brighter. The place has been decorated and it has really lifted it."

The home was well run. People living at the care home and their relatives spoke positively about the

standard of care and the improvements being made by the new registered manager. The director updated us on the changes being made at Lake View through regular audits, support for the new registered manager and the action to update the environment.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good. (Published 15 July 2022)

Why we inspected

This inspection was prompted by a review of the information we held about this service. We received concerns in relation to staffing and the environment. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lake View on our website at 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.

Is the service safe?

Good ●

The service was safe.
Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.
Details are in our well-led findings below.

Lake View

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

1 inspector completed the inspection and 2 Experts by Experience who spoke with people living at the home and their families. 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

Lake View 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. 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.

Notice of inspection

This inspection was unannounced on the first day. The second day was announced.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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. At the time of our inspection there was a registered manager in post.

What we did before the inspection

We reviewed information we had received about the service since the home had been registered. We used all this information to plan our inspection.

During the inspection

We spoke with 7 people living at the home and 7 relatives on the phone to gain their feedback on the service. 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 may not be able comment directly on their care.

During the inspection, we also spoke with 2 staff. We gave staff an opportunity to respond to us by e-mail, and we received 10 responses. We also spoke with the new manager and the director.

We reviewed a range of records. This included care records and people's medication records. We looked at staff files in relation to recruitment. We reviewed a variety of records relating to the management of the service including audits and safety checks.

The inspection concluded on 19 July 2023 when verbal feedback was provided to the new registered manager and the director.

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

- The service provided safe care to people. People looked relaxed and at ease with staff and each other. They chatted with each other and staff commenting on events around them and sharing memories. People told us they were well looked after by staff, which made them feel safe.
- Relatives said they would recommend the service to other families and said the staff had the skills to keep people safe. "For example, "The staff are lovely, they are friendly, caring and respectful. We are all very happy with the care (relative) is getting. The staff know her well, even the new staff. There seem to be a very person-centred air about the place."
- Staff had received training on how to safeguard people and were able to identify different types of abuse and explain both internal and external reporting processes. The new registered manager was clear on their responsibility to ensure there were systems in place to protect people.

Assessing risk, safety monitoring and management

- People's care needs were assessed and their health risks well managed. Before people moved to Lake View an assessment was completed to identify the level of support they needed. This assessment included risks to their health and well-being.
- People's care needs were reviewed to ensure they reflected the person's current needs. Where appropriate, care records identified risks in relation to falls, nutrition or pressure care. People's food and drink intake were monitored, as well as their weight.
- Health professionals were contacted when people's health declined; relatives said they were kept well informed when people were unwell. They said, "The staff are very caring. There was a point when (relative) was really poorly and they were really concerned about her, a member of staff sat with her all the time until we could get there."
- Staff confirmed they were updated on each shift through verbal handovers and written records, for example, "I am informed straight away of a change in a resident's health. Firstly, verbally by the manager and it's then documented in their care plan."
- Audits were completed to keep people and staff safe. Checks included fire equipment, hot water temperature checks and equipment were routinely serviced.

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

- There were sufficient staff to meet people's care needs. The atmosphere was calm; people generally felt there were enough staff on duty. The new registered manager explained how they monitored the number of care staff needed for each shift by observing, listening to people's feedback and checking care records were up to date.
- Relevant checks were completed as part of the recruitment process to ensure staff were suitable to work in a care setting. The new registered manager had recruited new staff and made changes to roles. For example, removing the role of deputy manager to recruit more staff to work directly with people.
- People were positive about the impact of the new activities person who worked four days a week as some people said they would like more to do. On our second day of inspection, we saw how people became more animated when the activities person engaged with them individually and as a group.

Using medicines safely

- Medicines were administered and managed safely. Medicine administration records showed people received their medicines in the way prescribed for them. People said they received their medicine in a timely way, for example, "I've no issues getting my meds or getting medical care if I need it."
- Specific staff administered medicines, they were trained and had their competency checked. The new registered manager was raising awareness amongst staff to recognise pain in those who could not express their needs verbally. They had linked with health professionals to ensure people's changing needs were met.

Preventing and controlling infection

- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. Visitors and people living at the home commented positively on improvements to the cleanliness of the home. They said, "The place as a whole is cleaner and brighter. The place has been decorated and it has really lifted it."
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection. People said their rooms were cleaned regularly; they commented "The place is always clean" and "It's lovely and clean."
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Visiting in care homes

- People were supported to see visitors in line with current UK Government guidance. At the time of our inspection there were no restrictions on visiting. Visitors said they were welcomed by staff and could visit at any time.

Learning lessons when things go wrong

- There were audits in place to ensure accidents, incidents or near misses were reviewed and remedial action taken to reduce any identified or emerging risk. Where necessary, changes to practice to reduce the likelihood of a reoccurrence were made.

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.

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

- The home was well run. People living at the care home and their relatives spoke positively about the standard of care and the improvements being made by the new registered manager. The director updated us on the changes being made at Lake View through regular audits, support for the new registered manager and the action to update the environment.
- The registered manager understood their responsibilities with regards to the Health and Social Care Act 2008 and what they needed to notify us about without delay.
- The director, the new registered manager and their staff team had the skills, knowledge and experience to perform their roles to benefit people living at the home.
- The management team understood the importance of Duty of Candour and working in an open way. The CQC rating for the service was on display and statutory notifications regarding events in the home were sent appropriately. The director told us the website was being updated for all of their care homes to provide consistent and up to date information.

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

- There was a commitment to achieve good outcomes for people. This included making improvements to the environment to enhance people's well-being. For example, creating an additional communal space for people to spend time if they wanted a quieter environment. The new registered manager told us there were plans to make the garden secure and more accessible.
- During our inspection, an environmental audit was completed, the director said newly recruited maintenance staff would ensure environmental work was completed to a higher standard. Some rooms had already been updated. Decorating was underway around the home as some areas looked tired in appearance, which included some carpets and furniture. Some people had moved to bigger rooms as they became available, and relatives said this had benefited them.
- People living at the home said they would recommend the home to others as "The people are all genuine. The food and cleanliness are good", "The staff are pleasant, I'm happy here" and "Everything is good, the food is very good, the staff are good too."
- All the relatives who spoke with us said they would recommend Lake View to others because of the standard of care, the quality of the food and based on their relative's experience. Several relatives were pleased with the changes the new registered manager was making and their positive impact on the service

would also lead them to recommend the service.

- New staff had been recruited across different roles within the service. Most of the staff were positive about the teamwork in the home and were proud of its friendly and homely atmosphere. However, a few were still getting used to new ways of working, including working with new colleagues.

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

- The new registered manager had met with people living at Lake View and their family members in order to promote positive outcomes for people's well-being and reassure relatives. Our conversations with them showed they had taken time to get to know people's personalities and what was important to them. One person said, "She's been helpful. She's got big plans." And a relative said, "I would recommend the place particularly now (new registered manager) is there as you can already see where she is making a difference."
- The service worked in partnership with other health and social care organisations, which was evidenced through records, discussion and feedback.