

Liskeard Eventide Home Limited

Liskeard Eventide Home

Inspection report

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21 November 2016

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Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Outstanding 

Summary of findings

Overall summary

This inspection took place on 16 and 21 November 2016 and was unannounced. The service provides accommodation and personal care for up to 26 older people. At the time of our inspection there were 25 people using the service. The service was last inspected in February 2014; we had no concerns at that time.

The service has a registered manager. 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.

Eventide Residential care home offers care and support to predominantly older people. People consistently told us about the excellent care they received. They told us the staff were 'wonderful' and patient and caring. We observed staff demonstrated empathy in their conversations with people and in how they spoke about them. The service had received numerous compliments.

Comments from families and professionals ranged from 'Excellent', to 'fabulous' for the quality of care which people received. Staff developed exceptionally positive caring and compassionate relationships with people. The ethos of the home was that of an extended family. People were treated with dignity and respect and staff were caring and compassionate towards them.

People were fully supported in innovative ways to follow their interests and take part in social activities. The home had a wide range of activities suited to the individual needs of people and which brought positive outcomes and pleasure to their lives. Activities were designed to stimulate conversation, promote interaction with others, maintain manual dexterity and mobility and to have fun. People, families and staff had regular meetings to discuss what people would like to have in the home with regards to equipment, activities and daily routines. Everyone was encouraged to take part in fund-raising for the different projects people had chosen, including people, staff and families. Regular fetes at the service and community concerts were held to help with this.

People benefitted from their fund raising projects and to date this had provided a 'comfort fund' to support activities for people to use. The registered manager and management committee had also secured Lottery funding which had helped to fund the creation of Liskeard Eventide Community garden. This was a garden terrace open to the local community as well as people who lived at the service and used as a venue for many events. People told us there were lots of activities going on at the service and they enjoyed these and had fun taking part. People's wellbeing had improved because staff engaged with people in ways that prevented them becoming isolated. People who were disinclined to join in with group activities were offered one to one time with staff to pursue activities they enjoyed.

People, families and professionals consistently gave us positive feedback about how the service was personalised to meet people's individual needs. Staff knew each person as an individual, their preferences

and interests.

People experienced effective care and support that promoted their health and wellbeing from staff that had the knowledge and skills needed to carry out their role. People were supported by enough skilled staff so their care and support could be provided at a time and were convenient for them. Each person's needs were assessed and care records had personalised information about how to meet them. Care was focused on people's wishes and preferences and people were supported to remain active and independent. Care staff felt the information available to them enabled them to offer care in the way each person wanted.

People told us the food was "excellent" and they really enjoyed meal times. There was a varied diet and choices available according to people's likes and dislikes. Specialist diets such as gluten free and diets to cater for low sugar and low fat options were catered for.

Health and social care professionals gave positive feedback about the personalised approach of staff towards people and how well people were cared for. Comments included, "I have visited this home quite a few times for reviews and I have never had any concerns. The staff are very caring. In particular I have been impressed with the compassion and perseverance I have seen when they have been supporting some people with complex care needs."

People were cared for by a motivated and well trained staff team. The registered manager and management committee offered strong and effective leadership to the service. Regular residents meetings ensured people were involved in the running of the home and a suggestion box was available where people were encouraged to share their ideas.

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. Staff understood their responsibility in ensuring people were protected from the risk of harm.

People told us they felt safe living at Liskeard Eventide care home and with the staff who supported them.

People received their medicines on time and medicines were managed in a safe and competent way.

Is the service effective?

Good ●

The service was effective. People were supported by staff to eat and drink and people told us the food was 'excellent'.

People were supported by skilled and experienced staff who knew them well.

People were asked for their consent in all areas of their personal care and in decision making and their wishes were respected.

Is the service caring?

Outstanding ☆

The service was outstanding in providing caring support. People and relatives consistently said staff developed extremely positive, caring and compassionate relationships with them.

The ethos of care was person-centred and each person was valued as an individual.

People could express their views and make decisions, which staff acted on. People's privacy, dignity and independence was respected. .

Is the service responsive?

Outstanding ☆

The service actively promoted people's well-being. People were supported to follow their interests and take part in social activities.

People's care and support needs were monitored and reviewed to ensure people's health and well-being were paramount.

There was a complaints system in place. People and relatives told us they had no need to make any complaint.

People told us they could receive visitors whenever they wished.

Is the service well-led?

The service was well led. There was a strong leadership in place and staff were highly motivated to offer the best quality of care.

There were a system of audits in place which identified shortfalls which were then addressed.

People, their families and professionals had nothing but praise for the way the service was managed.□

Outstanding ☆

Liskeard Eventide 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 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.

This inspection took place on 16 and 21 November 2016 and was unannounced. The inspection team consisted of one inspector.

Before the inspection we reviewed the Provider Information Return (PIR) and previous inspection reports. The PIR 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. We also reviewed the information we held about the service and notifications we had received. A notification is information about important events which the service is required to send us by law.

During the inspection we spoke with six people who used the service, four relatives who were visiting, eight members of care staff, the registered manager, care manager, training manager, four members of the management committee for the service and one health professional who regularly visited the service. In addition, we observed staff supporting people throughout the home and during the lunchtime meal. We also inspected a range of records. These included four care plans, four staff files, Medication Administration Records for everyone who lived at Eventide, training records, staff duty rotas, meeting minutes and the service's policies and procedures.

Is the service safe?

Our findings

People spoke fondly of the staff at Eventide Residential Home and told us they felt very safe. One person said, "I feel completely safe here. There are always staff to help me and if I need to use my bell to call someone they come really quickly and with a smile. They are lovely." Staff told us they believed people were safe living at Eventide and safety was something that was paramount to the running of the service. Professionals who regularly visited the service told us, "I think this is a safe and caring service" and "I have no concerns about the safety of people living at Eventide at all."

Policies and procedures in relation to the safeguarding of adults accurately reflected local procedures and included relevant contact information. Safeguarding information posters were displayed throughout the home to ensure people, relatives and visitors had access to information on how to raise issues outside the service if they wished.

All of the staff we spoke with were clear about the service procedures for reporting any safeguarding concerns and understood procedures for reporting to social services appropriately. Records showed the service was actively involved in helping to ensure people who used the service were safe and protected from all forms of abuse. Where the home had previously had concerns in relation to one person these had been reported and appropriate actions taken to protect the individual concerned. The registered manager told us the service's actions in relation to this incident had led to a more stringent procedure for protecting people's personal belongings. "

People's care plans included detailed and informative risk assessments. These documents were individualised and provided staff with a clear description of any identified risk and specific guidance on how people should be supported in relation to the identified risk. Where accidents or incidents had occurred these had been appropriately documented and investigated. Where these investigations found that changes were necessary in order to protect people these issues had been addressed and resolved promptly.

People lived in a well maintained, clean and tidy home. There were detailed cleaning schedules available within the home and all staff had completed infection control training. The service employed a housekeeping manager who had worked at Eventide for a number of years. This meant there was someone in post who had clear responsibility for the cleanliness and condition of the building.

The provider had installed CCTV equipment outside the building in order to monitor people arriving and leaving the building. This was used to help ensure people were protected as the building was not locked during the day. People living at Liskeard Eventide were provided with a magnetic fob to allow them to come and go safely from the building when the building was locked later in the day. The installation and use of the CCTV equipment had been discussed with people prior to its installation and was explained to anyone thinking of moving into Liskeard Eventide prior to their arrival at the home. The CCTV system coverage was not continually monitored but was reviewed when necessary.

There were appropriate emergency evacuation procedures in place, regular fire drills had been completed

and all fire extinguishers had been recently serviced. All lifting equipment within the home was in good condition and had been regularly tested and serviced. All electrical equipment had been tested to ensure its effective operation.

A concise but detailed emergency plan for the service was available and details for the evacuation of each person living at Liskeard Eventide, was available outside each person's room.

We saw people were able to easily request support from staff using a combination of a call bell system in their rooms and a pendent call system while in the services communal areas and gardens.

During the inspection we saw staff were not rushed and responded promptly and compassionately to people's request for support. People told us, "they come quickly when you press your bell." There were ample staff available in the home to meet peoples care needs. We found six care staff were on duty each morning, five in the afternoon and two waking care staff on duty overnight. Additional support was provided by two catering staff, three domestic staff, two administrative staff, the care manager and registered manager.

We inspected the home's staff rota and found there were sufficient staff employed to meet peoples care needs. Relatives told us "there are always plenty of staff available to help and encourage people to be as independent as they can be" and "It was one of the reasons I was keen for my [relative] to come to Eventide. They are well staffed and have a great local reputation for the quality of the care they are able to provide."

People were cared for by suitable staff because the provider followed robust recruitment procedures. Interview records demonstrated prospective staff members' employment histories had been reviewed in detail as part of the recruitment process. Disclosure and Barring Service checks had been completed before staff were appointed to positions within the home. In addition appropriate recruitment checks had also been completed for all members of the management committee.

A safe or lockable drawer was available in each person's room to enable people to store their valuables securely. In addition, the service had appropriate arrangements available to support people with their day to day finances. People's monies were held in a designated account that could be immediately accessed when required and transactions were fully documented and regularly audited.

People received their medicines safely, when they needed them. We saw medicines were dispensed to each person directly from medicines trolley and people were provided with appropriate drinks to aid them to take medicines. The Medication Administration Records (MAR) had been correctly completed.

All medicines that require stricter controls by law were stored securely and accurately documented. Regular medicines audits had been completed by the care manager. A recent external audit of the homes medicine procedures had been completed by a pharmacist. All staff who dispensed medicines had received appropriate training and there were robust procedures for the investigation of medicines errors within the home.

Is the service effective?

Our findings

Staff and managers knew people well. They spoke warmly of the people they cared for and were readily able to explain people's care needs and individual personalities. People who lived at Liskeard Eventide and their relatives told us, "fabulous staff; couldn't fault them", "the staff are great", and "I could not say a negative thing about any of the staff or the management. They can't do enough for you and they always do it with a smile."

People were cared for by well trained staff. We inspected the home's training matrix used to manage the training needs of the staff team. We compared the information in the training matrix with the certificates available in the four staff files we inspected. The training matrix accurately recorded details of the training staff completed. These records showed staff had completed training in relation to the safeguarding of adults, manual handling, infection control and food hygiene training. Staff had received additional training in a variety of topics including dementia awareness, the Mental Capacity Act and Deprivation of Liberty Safeguards and safe handling of medications.

The training manager was a qualified registered mental health nurse and held appropriate training qualifications which qualified them to train staff. Staff told us, "you could not fault the training we receive here; there is lots of it and it's a good mix of hands on training in our training room and personal training that we do on-line."

There was a formal procedure for the induction of new members of staff to Liskeard Eventide Residential Home. Each new member of care staff spent their first day of work being shown round the service and reviewing the home's policy documents. Staff then shadowed experienced staff until they felt comfortable and had been assessed as competent to carry out tasks alone. All staff undertook the Care Certificate which replaced the Common Induction Standards with effect from 1 April 2015.

The registered manager told us staff were supported to complete health and social care diploma training. Training records showed most staff either held, or were working towards, their diploma.

Supervisions and spot checks were being used to improve performance. Staff records showed that supervision was held regularly with staff. Staff told us they found supervision helpful. One of the care staff said, "We receive regular supervision and it provides a space to talk about your work and think of areas you might need to develop." Staff also received an annual appraisal. This meant staff had a formalised opportunity to discuss their performance and identify any further training they required.

People had access to healthcare as required. Care records demonstrated the service had worked effectively with other health and social care services to help ensure people's care needs were met. Managers had made appropriate referrals to health professionals including GPs, district nurses, dentists and speech and language therapists. The home had followed expert guidance when provided and had maintained detailed records in relation to the effects of treatment interventions at the request of clinical professionals.

Professionals who worked regularly with the service told us, "I find them knowledgeable, willing to help and responsive to what I ask of them" and "I usually deal with the head of care and I find them on the ball. They clearly know the resident's needs and are able to take the right action when needed." One person told us about on-going medical issues they had recently experienced and we noted the GP was due to visit the person that day. Each week a local GP carried out a clinic at Liskeard Eventide to see anyone who needed to be seen. The registered manager told us how invaluable this close working relationship with the local GP surgery was to the people at Liskeard Eventide.

There was a high standard of decoration and maintenance of Eventide. People lived in a home that was beautifully presented, well maintained and decorated in a homely manner. For example, we saw craft projects presented around the home that people had made such as a 'poppy tree' to commemorate Remembrance Sunday.

Communal rooms were light, airy and comfortable. Two lounges were available to allow people to have a choice about where they could spend time together or choose to sit quietly and watch television. The majority of bedrooms had en-suite facilities including a wash hand basin and toilet. Three bedrooms were fully equipped with en-suite showers. Currently three of the 26 bedrooms do not have access to an en-suite toilet but all three rooms are beside a bathroom with toilet facilities. There is one bathroom with a bath hoist to assist people into the bath and there were two walk-in baths used for bathing or showering. There was also a large wet room with showering facilities.

The home had front, side and rear gardens for people to enjoy outside space when the weather was fine. A terraced community garden had been added within the grounds of Liskeard Eventide. This provided a seated area with space to undertake outside activities such as summer fetes. The communal garden was built following a successful National Lottery grant. The registered manager told us this facility was open to the entire Liskeard community and had been used to host various community activities including fund raising activities and bands who had played there. The registered manager told us, "It is a great asset to have this community garden and helps to bring people from the local community into the lives of the people who live here. It has been a great asset to us".

People's consent to care and treatment was sought in line with legislation. Although everyone in the home had capacity to make decisions for themselves, the managers we spoke with had a good understanding of the requirements of the Mental Capacity Act (MCA) and associated Deprivation of Liberty Safeguards (DoLS).

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 can only be deprived of their liberty so that they can 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. There were no restrictive practices within the service and we observed people moving freely around the building and leaving the service to visit local community facilities. People chose how to spend their time. We observed people chatting together and with staff and visitors in the dining room and lounges, spending time in their own rooms and taking part in various activities throughout the home.

People's dietary needs were planned for as part of the care planning process. Care records showed that people's needs regarding food and drink had been discussed and agreed with them. People told us they had a wide choice of tasty, freshly prepared food and could request different things at any time. One person told us they had asked for scampi because they enjoyed this and this was made available for them. This demonstrated the service understood people's preferences could change and were responsive to making sure changes were made quickly to meet people's needs.

Meal times were a sociable experience at Eventide. People told us the food was "excellent" and they really enjoyed meal times. There was a varied menu and choices available according to people's likes and dislikes. Specialist diets such as gluten free and diets to cater for low sugar and low fat options were catered for.

The dining room was smartly laid out and people clearly enjoyed meeting together and discussing the day's news. The atmosphere in the dining room was extremely positive and meals were delivered in the style of a good quality restaurant. Staff checked with people regularly that they were enjoying their meals and offered an alternative if a person had changed their mind about their choice of meal. For example, we saw one person decided they did not want a full meal and requested some soup and this was arranged without fuss.

People were able to choose what they ate and the cook had been provided with specific guidance on people's dietary requirements. Everyone told us the food was "excellent". People commented, "I really enjoy the food and the good choice we are offered" and "I am offered a sherry with lunch, it's very civilized and the temperature and presentation and choice of meals is really very good." People were offered a choice of beverages at lunch which included soft and alcoholic drinks. We saw drinks were served regularly throughout the day and people told us drinks were "always" left available in their rooms overnight.

Is the service caring?

Our findings

Outstanding care for the people who lived at Liskeard Eventide was evident in all aspects of how the service operated. The home was gifted to the town of Liskeard after the war and is held in high esteem by the local community. The management committee members were drawn from the local community and the passion for providing outstanding care was at the forefront of how the service was run.

People told us they were happy living at Liskeard Eventide. Comments included, "I am very happy here. The care I receive is absolutely fantastic. Nothing is too much trouble" and "On the whole I think Eventide is absolutely brilliant. The care I receive is second to none. The food is fantastic and we have so many different activities laid on. I just could not fault it." Relatives echoed the positive sentiments about the care provided at Liskeard Eventide, comments included, "It is just home from home. The staff always go above and beyond for my [relative]. I really didn't think [relative] would be happy leaving their own home but in fact the opposite has been true. It truly is her home now" and "I can't fault the care; it is first class in every respect."

We witnessed numerous examples of staff providing support with compassion and kindness. Staff spent time chatting easily, laughing, and joking with people. We saw that where people requested support it was provided promptly and discreetly by staff. Everyone we spoke with was complimentary of the staff who supported them. Throughout the inspection it was notable that staff were not rushed in their interactions with people. We saw that staff, management and management committee members who visited Eventide all spent time chatting with people individually and supported them to engage with activities.

The home was fully staffed and the staff team was very stable with a number of staff having worked in the home for over 10 years. Professionals who visited the service regularly told us, "the staff are very caring and appear genuinely so. There is a lovely atmosphere when you visit the home."

Staff said they loved their jobs principally because Liskeard Eventide provided compassionate care. Comments included, "What I love about my job is that we have time to spend with people. We aren't totally rushed off our feet but instead we can get to know the residents and really try our hardest to make Eventide a 'home from home'".

The provider understood the importance of family relationships and friendships for people and worked hard to help ensure these were maintained. One resident told us how excited they were about a relative coming to stay at Liskeard Eventide for the Christmas period using the respite room that was available. This was something that had happened in previous years and staff reminisced happily about shared memories when the relative had stayed previously. It was clear how much it meant to the person to be able to share important holidays with a relative.

Relatives were actively encouraged to visit regularly and people were encouraged to invite their friends and relatives to attend the activities and concerts in the home. Another person was supported to follow their relative's travels while they were away and the activities co-ordinator had helped them to print out a map of where the relative had travelled to and mark it. This meant the person had a focus for their discussions when

they were missing their relative and were able to mark the time while they were away.

During lunch time people were greeted warmly as friends, by staff on arrival and supported to tables of their choice. Staff were always on hand to ensure the comfort of people and attend to their needs. Carers supported people appropriately, checked they had everything they needed and whether they wanted any more food or drink. Throughout the meal we heard staff chatting and laughing with people about activities that had taken place and it was clear there was an easy ambience between people and the staff who provided care and support to them.

When offering support staff spoke politely and made efforts to ensure they were at the person's eye level. People in the home were smartly dressed and well cared for. People told us the staff respected their wishes and we saw staff were consistently patient and respectful in how they interacted with people.

The manager and staff knew people well and were able to explain people's individual likes and preferences in relation to the way they were provided with care and support. There were extensive life histories recorded in people's care plans that recorded how people had lived their lives before coming to Liskeard Eventide. For example, one person had been brought up and lived on a farm and agriculture and animals were a large part of their lives. The registered manager had arranged for a visitor to bring a new lamb to the service. This had brought great pleasure to people. This demonstrated how people were encouraged and supported to continue to take pleasure in areas of their lives they had enjoyed before moving to the service.

Staff had worked with people to create various art pieces such as the remembrance poppy tree on which people had written their own personal tribute to a friend or family member who had been lost in war. People told us how much they had enjoyed and been touched by being involved in this. This showed the service recognised the importance to people of officially marking important events such as this and the emotional impact this had on people who had experienced war time experiences, sometimes very close to home.

People told us they were treated with dignity and that their privacy was respected by staff. We saw staff ensured doors were closed when personal care was taking place and always knocked on people's doors before entering. People's comments included, "This is my home and I wouldn't expect someone to just walk into my bedroom unannounced and they don't do that here. Even if I use my bell they always knock and check before coming in."

Care records showed that people's wishes in relation to their end of life care had been discussed and preferences recorded. Training records showed all senior staff had completed training in palliative and end of life care. The registered manager explained that wherever possible the service would agree to allow people to stay at Liskeard Eventide at the end of their lives if this was appropriate and was what they and relatives wished to happen. People were confident they would be able to remain in the service until the end of their lives. One person told us, "I'd rather not have to go into hospital if I could avoid it. I'd like to stay here as long as I can and I've been told they'll do everything they can to help me do that."

Is the service responsive?

Our findings

Liskeard Eventide put the people who used the service firmly at the heart of how it was run. People told us and we saw numerous examples of how person-centred the service was at tailoring quality activities to meet people's specific needs.

People's care plans were detailed and informative. They included records of initial assessments completed prior to individuals moving into the service. People and their relatives were encouraged to visit Liskeard Eventide before moving in. This gave people a chance to meet other residents, get to know staff and gain an understanding of how the service operated. Once a person decided to move into the service one of the managers visited the person at home to discuss the details of their specific care needs and their wishes. During this assessment meeting details of the person's life history, likes, preferences and interests, care needs and medical conditions were discussed, in order to establish that the home was able to meet their care needs.

Care plans had been developed from the information people provided during the assessment process and had been updated regularly to help ensure the information was accurate. The care plans provided staff with clear guidance on each person's individual care needs and contained sufficient information to enable staff to provide care effectively. The care plans included clear instructions for staff to encourage people to be as independent as possible, while providing information on the level of support normally required. For example, one care plan informed staff, that although the person had limited mobility to walk very far, they had agreed to continue to walk short distances daily in order to maintain their independence and mobility for as long as possible. In order to support this, staff encouraged the person to walk during the day and staff would walk behind with a wheelchair. This meant the person felt reassured that when they needed to rest, staff were there to support them.

Care plans included photographs of the person and additional information about people's background and life history. They were set out clearly and provided current information and guidance for staff about how people should be supported. Staff told us, "the care plans are good. They are also updated as soon as anything changes and reviewed at least monthly. The information you need is in there and is easy to find." The care plans included clear informative daily records of the care provided and activities each person had engaged in.

Information about people was shared effectively between staff. A staff handover meeting was held prior to each of the three shift changes each day. Staff told us they shared information about how people had spent their day, changes to medical conditions or care needs and details of planned activities or appointments. We saw this information was then passed on to the shift coming on duty by the senior member of staff. This meant staff received up to date information about people's needs immediately before the beginning of their shift.

Liskeard Eventide employed an activities co-ordinator whose sole responsibility was to ensure people were offered appropriate and individualised activities that were meaningful to them. Each person had a separate

activities folder with detailed information on their likes, dislikes and preferences for how they spent their time. For example, some people were very social and enjoyed group activities so it was important that they were supported to be able to join in with these. Other people enjoyed more solitary pursuits and benefitted from one to one time with the activities co-ordinator. We saw this was recorded and planned for so each person's needs could be met. For example, we saw one person enjoyed completing crosswords. However as their eyesight had deteriorated this had become more difficult to do. The activities co-ordinator had sourced large print crosswords and included lots of these in the person's activities file so they were always available when the person wanted to work on one.

There was an active and vibrant atmosphere to live at Liskeard Eventide. We saw there was a detailed calendar of activities available to advise people of what had been planned. Planned activities included, bingo, quizzes, community shop, animal visits, film nights, concerts and events held by local community groups within the home. In addition we saw staff, visitors and management committee members regularly engaged with people in informal activities including reminiscing, chatting and playing a variety of games including dominos, puzzles and fitness games. A relative told us, "There are usually activities going on in the afternoon, often people come in and sing or there are craft activities and often shows like the recent 'swinging sixties' show which everyone loved.

People and their relatives told us their well-being had improved because staff engaged with people in ways that prevented them becoming isolated, while also being respectful of people's choice not to always take an active part in activities."

People were involved in the planning of activities with support from the activity co-ordinator and specific activities had been arranged to meet peoples' needs. For example one person had a life- long love of cooking and it had been arranged for them to take part in baking cakes at the service. We saw photographs of them doing this had been included in their activities file and it was clear they took great pleasure from this.

In addition to the activities that took place at Liskeard Eventide, people also enjoyed maintaining social activities within the local community. Currently the average age of people who live at Liskeard Eventide is 95 years, so the amount of activities that people were able to continue to do outside the service was limited. Nevertheless, a small group of residents enjoyed going to a church service in Liskeard town and a taxi was arranged by the service to assist with transport for this. The service also encouraged as many people as were interested to go to the annual Liskeard Christmas pantomime held in the town.

The home received large numbers of visitors. Staff explained that people were encouraged to invite friends and relatives to the home for meals to help maintain their relationships, and further develop the homes links to the local community. Members of the management committee, who were all local people, told us how important they thought Liskeard Eventide was to the local community and equally how important the input of the local community was to the service. Some committee members had experience of having relatives living at Liskeard Eventide. Other members were involved because they wanted, "to put something positive into the local community." All were clear about the need to keep standards of care high.

People actively participated in local community events. At the time of our inspection the service was preparing to host a Christmas fair to which local people, friends and family would be invited to attend. In addition, religious services were held weekly including the offering of Holy Communion. People told us how important it was to them to be able to continue to be involved in the life of the local churches. The registered manager explained that the home had good links with local faith groups and was able to arrange a variety of services within the home to meet people's individual needs. This demonstrated a respect for

people's cultural needs and beliefs.

We saw people were involved in the planning and development of new ideas for the home. The regular residents' meetings were well attended and there was a suggestion box in reception available for people to post their ideas and comments. We reviewed the minutes of these meetings and found suggestions people had put forward had been adopted by the home. For example people had requested changes to the menu and that specific dishes be served more regularly. The requested changes had been made by the cook.

People told us, and we saw photographs of, the celebratory birthday held in honour of the Queen's 90th birthday held earlier in the year. Many people had dressed in their finest outfits and enjoyed the garden party held in the Queen's honour. The home was decked out in Union Jack flags and people had joined together to write to the Queen to congratulate her on her birthday. The registered manager showed us a return letter from Buckingham Palace to the residents of Eventide, thanking them for their good wishes.

People were able to make choices and staff respected their decisions. On the day of our inspection we saw people chose where and who they sat with at lunchtime, how they spent time during the day and which of the activities they engaged with. People said, "I decide how I spend my days and what time I get up or go to bed." During the inspection we saw that staff were mindful of when people had had a disturbed night and did not disturb them to get up from bed until they were ready to. Staff explained that it was important for people to have choice and control over their lifestyle.

None of the people we spoke with had any complaints about the quality of care they received at Eventide. People were aware of how to make complaints and we saw that copies of the service's complaints procedures were displayed at various locations around the home. People told us they would raise any issues or complaints with staff or management. People's comments included, "I have never had to complain about anything but I know if I did it would be sorted out right away" and "How could you complain about living here? It's like a little paradise and I couldn't be happier."

Liskeard Eventide Residential Home regularly received compliment cards and letters of thanks from people's friends and relatives. One recently received card said, "huge thanks to you for your fabulous care and kindness".

Is the service well-led?

Our findings

Everyone we spoke with including people who lived at Liskeard Eventide, their relatives, staff and visiting professionals were all consistently positive and complimentary about the service. People told us how happy they were with the care provided and said that they enjoyed living in the home. People told us, "I couldn't be anywhere better!"

Staff morale was high and the atmosphere was warm, happy and supportive. Staff told us, "I count myself lucky to be happy in my work. It's a brilliant place to work", "I really enjoy working here and making a positive difference to people's lives" and "I would be happy for my own relatives to come to Eventide. It is a lovely place to live and work, I think." The culture of the service was open, honest and caring and fully focused on people's individual needs.

The healthcare professionals we spoke with all complimented the service on the quality of care and support it provided. Professionals' comments included, "It seems like a lovely home. The staff are on the ball, co-operative and well managed. Very good."

The service was provided by a charitable organisation set up by members of the local community to provide a home for elderly people. Strategic leadership was provided by a volunteer management committee whose specific responsibilities were clearly defined. A chairperson headed up the committee for a maximum period of two years and was supported by ten committee members. Each member had responsibility for certain functions in the service. For example, all committee members carried out regular audits of the quality of different aspects of the running of the service such as care and quality assurance.

The committee were also responsible for supporting and supervising the service's managers and ensuring their views were accurately represented at board meetings. The registered manager told us "the committee are very supportive and a very regular presence in the home. We are very lucky that there is so much commitment to the success of the home by the local community".

The management committee were equally glowing about the work carried out by the registered manager and her commitment to making sure standards in every department at Liskeard Eventide remained high. Comments included, "[Registered manager] has brought about so much positive change like the décor and ensuring that everything is kept to a high standard. If something isn't exactly how it should be we hear about it and it has to be right." We saw that the excellent relationship between the management committee and the registered manager supported the delivery of very good quality care.

The service provided apprenticeship opportunities to young adults from the local community by making it possible for them to join the service in an employed capacity as a cadet. The management of the service had been innovative in providing opportunities such as this to attract high calibre individuals to work within the adult social care sector. The registered manager acknowledged that working in care provided many different professional opportunities and it was important that young people should have an opportunity to experience this before discounting a career within this sector.

The registered manager explained that people sometimes started work from school in a work experience role and then returned to become a cadet. We saw these opportunities were well managed and designed to provide young people with an appropriate introduction to the care sector while ensuring the safety of people at the service. Cadets started off as assistants to carers, helping out with domestic tasks and bringing drinks to people while personal care tasks were carried out by the carer. Cadets were appropriately employment checked and had a full Disclosure and Barring check (DBS) before beginning to work at the service. If the cadet enjoyed working at the service they undertook the Care Certificate and could then progress to becoming a carer. At this stage they were encouraged and supported to study for their diploma level two in health and social care. We spoke with one cadet working at the service and they told us how much they enjoyed their role. We saw how much people enjoyed their company as they spent time talking and helping people. This demonstrated the provider was creative when finding ways to recruit new staff.

There were regular staff meetings and the minutes of these meetings demonstrated that issues raised by staff had been addressed and resolved by the homes leadership team. The management committee visited the home regularly and routinely spoke with staff on a one to one basis to enable staff to provide direct feedback on their experiences to senior leadership. Staff told us, "We have regular staff meetings as well as our supervision slots and annual appraisal. There is lots of opportunity to talk about work and personal issues. Management, including the committee members, are supportive" and "Every week there is something left from the committee for staff in the staff room like a cake or chocolates. It's a way of saying 'thank you' for the team work that goes into making Eventide a great place to live and to work."

Managers and staff were actively encouraged to continue their professional development and health professionals and relatives expressed to us their confidence in the management of the service.

The registered manager was an active participant in a number of local peer support groups where they sought to share their experience and learning with other care providers. The registered manager commented, "I have brought a lot of learning from previous roles with me to Eventide. My aim is to empower staff to work to their highest ability and I hope that I facilitate that. My office is at the centre of the home and I am always on hand when anyone, be that a resident, a family member, visitor or staff want to talk to me."

All carers who worked at Liskeard Eventide had signed up and abided by the principles of being a 'Dignity Champion'; this was that carers believe passionately that being treated with dignity is a basic human right. The organisation 'Dignity in Care' encourage care staff to be ambassadors for their local community to raise awareness and understanding of the principles behind compassionate, person-centred care for people looked after. Management ensured the topic of dignity in care was regularly discussed at team meetings and that staff were given the opportunity to bring the topic to life in a meaningful way for the people who lived at the service. For example, during the run up to Remembrance Sunday, people were encouraged to take part in making their own remembrance token to hang on the poppy tree. Inspectors saw how very personal and meaningful these were for the people who had made them.

The service is an active member of Liskeard Care Homes Community Group. This is a scheme established by Devon and Cornwall Police force to share good practice and highlight any safety issues that care home providers need to be aware of. It also acts as a forum for local providers and management to meet together regularly and chat informally and share news of what is going on in the local area.

We saw plans for the forthcoming Liskeard Eventide academy. This will be a training venue based beside the service from which a wide range of training will be offered to carers from both the service and other local care services, both residential and community. Liskeard Eventide employed a training manager, who is a qualified registered mental health nurse and is also qualified to offer a wide range of different training to

others. The registered manager told us, "We very much want to work in collaboration with other local services; to be able to share best practice for the benefit of all our residents. We have a great venue here with parking and a great trainer, so we are looking forward to getting this off the ground in 2017."

The leadership team provided strong role models for staff. Managers and committee members knew people well and demonstrated through their commitment an evident concern for people's welfare and the service's focus on providing excellent personalised care. A member of the management committee told us, "the residents have to come first, that's always the priority", "It's a huge commitment but I absolutely love it" and "I feel very positive, It represents three or four hundred hours of my time and I am proud of it". Staff said, "Management and all the committee members are all really supportive of the home".

The service engaged positively with the local community and invited them regularly to participate in fund raising events. Money raised from such events was put directly back into a 'comfort fund' to organise more and varied activities for the people who lived at Eventide. Records showed recent activities had included musical events, amateur dramatic performances, visits from local choirs and garden parties to name but a few. It was evident that the management committee alongside senior staff and the activities co-ordinator had been creative and enthusiastic innovators of new activities, that people had wanted and enjoyed.

The management committee volunteered considerable amounts of their time and energy to support the service. They were actively involved in the day to day operation of the service and their contribution was valued by people, staff and managers. For example, each month at least one member of the committee volunteered to undertake a piece of work monitoring the quality assurance at the service. During the two days of our inspection we observed members of the management committee spending time chatting with people and staff and taking an interest in the day to day running at Eventide. Each Friday a member of the committee would take time to go around each person who lived at the service with a trolley selling sweets and small conveniences, such as magazines and tissues. This was very popular with everyone we spoke with.