

Parkcare Homes (No.2) Limited

95 Bromyard Road

Inspection report

95 Bromyard Road
St Johns
Worcester
Worcestershire
WR2 5BZ

Date of inspection visit:
05 December 2019

Date of publication:
16 December 2019

Website: www.craegmoor.co.uk

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

95 Bromyard Road is a residential care home providing personal care to six people [females only, who may have autism and/or additional mental health support requirements] aged up to 65 and over at the time of the inspection. The service can support up to six people in one adapted building.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

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.

People liked living at the home and felt safe because staff and management were kind and caring towards them.

There was enough staff available to care for people and to spend time with them doing things people enjoyed, so the risk of people feeling anxious or isolated was reduced. People were supported to have the medicines they needed to remain well. Action was taken to ensure the risk of people becoming ill through infection was reduced and systems were in place to manage people's safety.

People felt listened to and supported by the registered manager, service manager and staff.

The provider and the registered manager checked on the safety and quality of the care provided to people.

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

Rating at last inspection

The last rating for this service was Good (published 5 January 2018)

Why we inspected

To assure ourselves the service was meeting people's needs, that staff had the necessary skills and experience and the management processes were effective we completed a focused inspection. We reviewed the key questions of Safe and Well Led only

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.

95 Bromyard Road

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

One inspector conducted the inspection.

Service and service type

95 Bromyard Road is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 focused inspection was unannounced on 5 December 2019.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

Before the inspection visit, we reviewed information we had received about the service since the last inspection. This included information about incidents the provider must notify us of, such as any allegations of abuse. We sought feedback on the service from the local authority and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and

social care services in England. We used all this information to plan our inspection.

During the inspection-

We spoke with four people who used the service about their experience of the care provided. We spoke with four members of staff including the service manager, team leader and two support workers. We reviewed a range of records. This included two people's care records and multiple medication records. We looked at two 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 the last inspection this key question was rated as Good. At this inspection this key question has now remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems and handovers between shifts were in place for staff to regularly communicate information about people's safety needs, and to promote people's safety.
- The registered manager and staff had received training and understood what action to take in the event of any concerns for people's safety. One staff member told us, "We had a full days training on safeguarding, it was amazing, really interesting, it included looking at case studies and what action we should take."

Assessing risk, safety monitoring and management

- People told us staff helped them feel safe living at the home. One person said, "The staff and management are so very kind, I can go to them if I have any concerns. They know me, and they will sort it." Staff were knowledgeable and understood the risk assessments which included ways to help people stay safe if they chose to spend time in the community.
- Staff had assessed people's safety and well-being needs and considered when planning their care. A staff member told us "The care plans and risk assessments are very comprehensive, telling us exactly what we need to know in order to keep people safe."
- When people's physical needs or well-being changed their care and risk plans were updated. People's wishes, and the views of other health and social care professional were considered when people's safety plans were amended.

Staffing and recruitment

- The suitability of potential staff to care for people was checked prior to their employment. The registered manager also undertook regular checks on the continued suitability of staff to care for people, to provide on-going assurance.
- There were enough staff to care and support people at times people when they required.

Using medicines safely

- People received their medicines from staff who had been trained to do this, and whose competency was regularly checked.
- People were receiving their medicines when they should. The provider was following safe protocols for the receipt, storage, administration and disposal of medicines.
- Checks were regularly made on the medicines administered, so the registered manager could be assured people were receiving their medicines as prescribed. These included daily stock counts.

Preventing and controlling infection

- The home had benefitted from a refurbishment programme and was clean.

- Staff confirmed equipment, such as aprons and gloves, was available for them to use, to reduce the likelihood of the spread of infections.

Learning lessons when things go wrong

- The registered manager monitored and communicated to staff any information about incidents, so any learning could be taken, so risks to people were reduced.

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 the last inspection this key question was rated as Good. At this inspection this key question has remained the same. 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

- The registered manager and service manager ensured they knew and understood people's needs by regularly providing support and care for people, so felt they led by example. The service manager told us, "I think it's important to spend time directly supporting people who live here, that way people trust us, and we make sure we know their needs. It's especially important as we write their care plans."

- People told us the registered manager had an "open door policy" which meant they could go into the office at any time to share any concerns or just go for a chat with the registered or service manager. We saw people were listened to and treated with respect, by providing time and reassurance to alleviate their anxiety.

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

- We saw when any notifiable incidents had occurred they had been reported to the Care Quality Commission [CQC] as required.
- The provider had displayed their inspection ratings in the home as required.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Staff members told us they received regular supervisions, where they were able to discuss anything professionally or personally with the management team. The service manager told us, "It's important to care for all your staff as well as the people who live here."
- Staff were clear about their roles and responsibilities and they told us the team working was very good. One staff member told us, "All the staff here are passionate about the care we provide. I love working here."

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

- The provider sought the opinions of people who used the service. People and relatives were given the opportunity to attend meetings and reviews to discuss and share any concerns.
- Records showed management staff worked in partnership with people, their relatives and when applicable social care agencies to ensure people received care that met their needs.
- People's equality and diversity needs were identified and understood by the service and supported. For

example, specific requests relating to people's choices, such as having female members of staff only employed were respected and facilitated by the provider.

Continuous learning and improving care

- Quality checks were completed within the service. These included audits on care files and medicines. Any improvements identified had been acted upon and rectified.

Working in partnership with others

- The registered manager and service manager worked closely with other agencies to ensure people received the care they needed and received the best possible outcomes.