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Brooklands Care Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

Brooklands Care Home is registered to provide care and accommodation for 43 people. At the time of our inspection 39 people were living at the home. The home is purpose built and supports people who have needs associated with ageing and are living with a dementia related illness.

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

People were safe and protected from abuse and avoidable harm. Risk assessments helped protect the health and welfare of people who used the service. People received their medicines when they needed them from staff who had been trained and had their competency regularly checked. There were sufficient staff numbers to meet people's needs. The recruitment processes ensured new staff were suitable to work in the home. Infection control was well managed and the home was clean and free from hazards.

People were supported to live healthy lives because they had access to professionals, a well-trained staff team and a choice of a nutritious diet. The home worked effectively with other organisations to provide effective and consistent care. 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 were treated as individuals which helped protect their dignity. People's equality and diversity was respected by a caring staff team and where they wished they were supported to continue with their religious needs. Staff gave people their time and understood this was important in supporting people's well-being. They knew the importance of encouraging people to maintain their independence.

The staff knew people well. They planned and provided care to meet people's needs and to take account of their preferences. They had a wide range of organised activities and entertainments to choose from. Links with local community groups were well developed to enhance people's lives. People could see their visitors as they wished and maintain relationships that were important to them

The home was being well-led by the registered manager and people's views about the quality of care were used to make improvements. Everyone we spoke with told us they would recommend the home and were happy with the way the home was managed. Staff were well trained and supported for their role. They felt valued and enjoyed working at the home. The provider regularly carried out checks on key aspects of the home such as plans of care, staff competency and safety of 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

The last rating for this service was Requires Improvement (published 14 July 2016) and there were two breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the

provider was no longer in breach of regulations. There was also an inspection on 28 July 2017 however, the report following that inspection was withdrawn as there was an issue with some of the information that we gathered.

Why we inspected

This is a planned re-inspection because of the issue highlighted above.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Brooklands Care Home

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

The inspection was carried out by one inspector, a specialist adviser and an Expert by Experience. 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

Brooklands Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with CQC. 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.

What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We reviewed information we had received about the service since the last inspection. We asked the local authority and Healthwatch for their views of the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. Neither organisations had any concerns. We used all of this information to plan our inspection.

During the inspection

We spoke with sixteen people who used the service and five relatives about their experience of the care provided. We spoke with seven members of staff including the registered manager, the deputy, care staff, cook and domestic staff. The providers managing director, regional manager and compliance manager were also present and spoken to. We spoke with a range of NHS staff visiting the home; a community matron, district nurse and a dietician. We looked around the home to check it was clean and a safe place for people to live. We observed a medicines round and observed lunch time on both floors.

We reviewed a range of records. This included six people's care records and medication records. We looked at five staff files in relation to recruitment and staff training. We also looked at a range of records relating to the management of the service, including how the registered manager and provider monitored the quality and safety of the service.

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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- At the last inspection we found recruitment procedures were not always robust enough to ensure the suitability of staff to work at the home. On this inspection we found staff had been recruited safely.
- The provider had carried out appropriate checks on staff to ensure they were safe to work with vulnerable people. This included a full employment history with relevant references.
- People received effective and timely care and support. The provider had well-established systems to ensure staff were deployed in sufficient numbers and with the right skills. One person told us, "Staff come straight away when I ring the buzzer." A relative told us, "There's always plenty of staff around when I visit."

Using medicines safely

- People's medicines were managed in a safe way. The registered manager ensured staff who handled medicines were trained and had their competency regularly checked. Medicines were stored securely to prevent their misuse. The staff kept accurate records of the medicines they had given to people to ensure they received them as prescribed by their GP.

Systems and processes to safeguard people from the risk of abuse

- People were safe and protected from abuse. The provider had safeguarding policies and procedures in line with local authority guidance to protect people from harm and abuse. Staff were trained in safeguarding people.
- All the staff we spoke with said they were confident people were safe in the home. All the staff we spoke with were aware of the whistle blowing policy and would report any poor practice. People told us they felt safe in the home. One person said, "I am very safe here."

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

- Risks to people's health, safety and well-being were assessed and managed effectively. This included assessments of specific risks, such as the risk of falls, risks arising when moving and handling people and for meeting people's nutritional needs. Staff were provided with guidance on how to manage the risks in a safe and consistent manner.
- The provider had carried out environmental risk assessments in areas such as fire safety, the use of equipment and the security of the building.
- The registered manager promoted an open and transparent culture in relation to accidents, incidents and near misses. Where they identified any areas of concern these were shared with the staff team to ensure lessons were learnt to improve the service.

Preventing and controlling infection

- People were protected from potential cross infection during the delivery of personal care. The provider had effective infection control procedures. Staff received training and were provided with appropriate protective clothing, such as gloves and aprons. The home had achieved a 5 Star 'very good' rating from the national food hygiene standard rating scheme.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has improved to good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

At our last inspection the provider had failed to ensure staff had all the training, supervision and support they needed to carry out their role effectively. This was a breach of regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 18.

- Staff were trained and skilled to provide people's care. They told us they had completed a range of training to give them the skills and knowledge to support people. They said this included completing qualifications in health and social care. The training records confirmed staff were well trained.
- The registered manager provided staff with induction training and supervision. Supervision provided them with the opportunity to discuss their responsibilities, concerns and to develop their role. Some staff had taken on champion roles to lead staff development in areas such as health and safety and in dementia care.
- People spoke highly of the staff team. One relative told us, "The staff know what they are doing and are really on the ball when it comes to looking after health issues. They take good care of my [relative]."

Ensuring consent to care and treatment in line with law and guidance

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 to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA.

At our last inspection the provider had failed to ensure procedures were in place so people were not unduly deprived of their liberty. This was a breach of regulation 13 (Safeguarding service users from abuse and improper treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 13.

- People's rights were protected. The service had clear processes for applying the principles of the MCA. Where the registered manager identified people required restrictions on their liberty, to ensure their safety, he had applied to the local authority for a DoLS authorisation. A DoLS tracker was being maintained to follow the progress of these applications. The DoLS already in place were being correctly applied to ensure people were safe and had their rights protected.
- Staff asked for people's consent before providing care and respected the decisions people made. People maintained control of their lives with support from staff as they required. Staff had received training and demonstrated a good understanding of the principles of the MCA.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The registered manager ensured people's needs were assessed before they were offered accommodation in the home. This ensured the facilities and service were suitable to meet individuals' needs.
- Care plans contained a full assessment of people's needs. These were reviewed and updated when changes occurred, which identified people's ongoing health and social care needs.
- Staff applied their learning in line with expert professional guidance, such as the management of nutrition, skin integrity and falls. The registered manager had implemented CQC recent guidance on oral care for people and added this into people's care plans.

Supporting people to eat and drink enough to maintain a balanced diet

- Most people enjoyed the meals and drinks provided. The provider used a catering company and the menu had been developed with people in the home and the cook to offer more variety and choice. One person said, "The food is good." Another person told us, "I can ask for what I want." While another person said, "I would like a steak or chicken and chips." The registered manager said they held regular meetings with the catering company to give feedback but there was also a separate budget to meet individual requests.
- Staff monitored whether people were at risk of poor nutrition and involved healthcare professionals as needed. Staff were aware of the specific dietary needs of older people and were aware of people's food allergies and dietary preferences.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- People received appropriate support to meet their healthcare needs. People's physical and mental healthcare needs were monitored to recognise any signs of deteriorating health so action could be taken. The advice given by the healthcare services was included in people's care plans.
- Healthcare professionals told us that staff were knowledgeable and skilled in making assessments of when to seek advice. One told us, "People make really good progress when they come here. Staff are really good at communication, follow-up and know people really well."

Adapting service, design, decoration to meet people's needs

- Brooklands Care Home was purpose built as a care home for older people. There was a passenger lift and each floor had adapted bathrooms. The garden was accessible and well used, with raised borders to increase people's enjoyment. We discussed with the registered manager how signage could be increased upstairs for the benefit of people living with dementia. He advised us that this was being looked at as part of a dementia care strategy for the home.
- People could bring their own items into their rooms to personalise them as they wished.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Respecting and promoting people's privacy, dignity and independence

- Staff respected people's privacy and supported them to maintain their dignity. People were complimentary about the care and support they received. They said, "The staff are brilliant you couldn't ask for better, they always take time for a chat." A relative told us staff always made sure their relative was well dressed and presented with their favourite pieces of jewellery and with a particularly hair style they liked.
- Staff supported people to maintain their independence. People told us this was important to them. The staff team were knowledgeable about accessing services, so people could have equipment and adaptations to keep them safe and promote their independence.
- The service ensured people's care records were kept securely. The language used in daily notes and care plans was respectful and was written in a positive manner.

Ensuring people are well treated and supported; respecting equality and diversity

- People told us they were treated by staff in a very kind and caring manner. A number of staff had worked in the home with the same people for several years and this had led to strong and meaningful relationships with people. There were warm interactions between people and staff. The staff gave people their time and understood the importance of this in supporting people's well-being.
- Staff noticed if people were anxious or distressed and gave them prompt support and reassurance. We saw the staff used caring and empathetic interactions which helped to calm and reassure people.
- Staff were aware of people's religious, cultural and social needs. We saw one person being supported by staff in their native language. Staff had learnt words and phrases to greet and speak with them. Staff helped them to celebrate a religious festival by decorating the home and providing special food for the occasion.

Supporting people to express their views and be involved in making decisions about their care

- People were supported to make decisions and were able to express their views. People and relatives were asked for their views in satisfaction surveys. The results of the survey were mostly positive with many compliments which included, "The care staff are brilliant. They take time to sit with me." A number of people comment on wanting more choice at mealtimes and the provider had worked to build this in. One person said, "I love Scouse. I asked and we do get it now."
- People told us staff respected the choices they made. People chose where to spend their time and if they wanted to be on their own or with other people. One relative told us their relative liked to spend time on their own but said the staff regularly checked they had everything they needed and respected these wishes.
- Information was readily available about local advocacy contacts, should someone wish to utilise this service. Advocacy seeks to ensure that people are able to have their voice heard on important issues.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People's care and support was centred around their choices and preferences. The registered manager and staff understood people's needs well and recognised the importance of appropriately supporting people on an individual basis. They understood the importance of promoting equality and diversity and respecting individual differences.
- People's care plans described their health, care and support needs and included their preferences, routines and social needs. Daily records were written in a respectful and meaningful way, with any changes being recorded so action could be taken, such as seeking a referral to a GP.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The staff knew how people communicated and gave people the support they needed to understand important information. People's communication needs and preferences were recorded in their care plans to guide the staff on how to support them. We saw how photographs of plates of food had been taken to help people make a choice at meal times.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were able to maintain relationships that were important to them. They told us their friends and relatives could visit them as they wished and said there were no restrictions on when they could see their visitors. One relative told us how staff had organised a wedding anniversary party in the home for all the family. Another relative told us they had been grateful when staff had brought their family member along to a family gathering.
- People were provided with a range of activities and entertainments. The home had a mini bus to take people out and people spoke of enjoying going to the airport as one of the trips. The home had activity co-ordinators and entertainers and singers were booked on a regular basis. We noted that staff were good at spontaneously offering people things to do, such as setting up a painting activity or playing tennis on Wii player.

Improving care quality in response to complaints or concerns

- The provider had a procedure for receiving and responding to complaints about the service. People told

us they had no complaints or concerns and would feel confident talking to staff or the registered manager if they had a concern or wished to raise a complaint. The registered manager told us in future informal complaints and actions would also be recorded to assist in improving the service offered to people.

End of life care and support

- The staff gave people the support they needed to remain in the home, if this was their wish, as they reached the end of their lives. The staff told us they had been trained in how to support people who were reaching the end of their lives. The home worked with local healthcare services to ensure people were able to remain comfortable and pain free at the end of their lives.
- We saw a number of relative's thank you cards commenting on the high standard of end of life care for their relative.

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 requires improvement. At this inspection this key question has improved to 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; Continuous learning and improving care

At the last inspection the manager was still to be registered with us. At this inspection a different registered manager had now been in post for the past two years.

- The home was well-led. People, relatives and staff all spoke highly of the registered manager and how well the home was managed. Everyone we spoke with said he was approachable and open to ideas and suggestions.
- The registered manager and staff were clear about their roles and responsibilities. The provider and registered manager regularly reviewed the quality of care people received. They carried out various audits which included care files and medicines records. We saw action had been taken where inconsistencies were identified.
- The registered manager understood the legal requirements to notify CQC of incidents of concern, safeguarding and deaths.
- The registered manager kept abreast of latest good practice and research. People had recently benefitted from the introduction of good practice in 'Oral Care in Care Homes' guidance and national good practice to reduce falls.

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

- The registered manager and staff team demonstrated a commitment to providing person-centred care and to ensure people received good quality care. People's wishes were respected, and care was arranged around people's preferences and requirements.
- People told us this was a good home and said they were well cared for and happy living here. One person told us, "I cannot fault the place. The staff are spot on."
- Staff told us they felt valued and listened to and the management team gave them support to do their jobs well. One staff member said, "It's very well run here, very supportive atmosphere and we're always encouraged to talk any issues through. Team work is good."

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

- The management team were aware of their responsibilities regarding duty of candour. They promoted and encouraged candour through openness. Good relationships had been developed between management, staff and people using the service and their family members. There was a duty of candour notice board in the home and this shared scores from the latest provider audit with actions.
- People, their relatives and staff told us the registered manager was visible, approachable and supportive. The registered manager held meetings with people in the home, relatives and the staff to gather their views and to take action. For example after recent complaints about the laundry the registered manager had allocated two members of staff to these duties and complaints had reduced significantly.

Working in partnership with others

- The staff worked with other services to ensure people received the care they required if their needs changed. Where specialist services were involved in providing people's support, the advice they had given had been included in people's care plans. Communication was described by these partnerships services as being very good and staff and the registered manager as being open and responsive.