

Robert Pattinson

Darlington Manor Care Home

Inspection report

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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

Darlington Manor Care Home provides residential care for up to 60 older people. At the time of inspection 32 people were living at the home, some of whom were living with dementia. Accommodation was spread over two floors, each with their own adapted facilities.

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

At the last inspection we recommended the provider undertake a review of the risks to people's health to ensure care records reflected those risks and, ensured medicines management followed national guidance.

At this inspection we found improvements had been made. The registered manager and provider had implemented all of the recommended actions from their last inspection and had improved how they monitored the quality of the service people received.

People and their relatives told us they felt safe and staff were supporting them well. One person told us, "Staff are marvellous!"

People's care and support needs were assessed. Records reflected people's current needs. Medicines were managed safely. Close links with other professionals had been implemented to ensure people's physical and mental health needs were continually met with changes responded to quickly.

The home had a dedicated infection prevention and control champion who ensured national guidance was being followed. The registered manager monitored all areas of the home. This ensured high standards of infection prevention and control were delivered and that suitable supplies of personal protective equipment was available. Additional activities had been planned within the home to positively support people. People were supported to keep in touch with their relatives by telephone and video calls. The provider and staff communicated regularly with family members about the latest guidance and to update on their relative's health.

Staff understood how to safeguard people from abuse. People's privacy and dignity was seen to be maintained. The staff team had the necessary skills to support people appropriately. Enough staff were on duty to respond to people's needs in a timely manner. No agency staff were working in the home. The registered manager used information from accidents and incidents to learn lessons. Staff were recruited safely.

The service was well led. The management team were praised by people, their relatives and staff, for their supportive approach. Systems were in place to monitor the quality of care provided and to continuously improve the service. The management team and staff worked extremely closely with health professionals to achieve positive outcomes for people's health and well-being.

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 7 December 2019). Two recommendations were made.

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this focused inspection to check the provider had followed their action plan and had made the necessary improvements to meet the recommendations. This report only covers our findings in relation to the key questions safe and well-led.

We looked at infection prevention and control measures under the safe key question. We look at this in all care home inspections. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Darlington Manor Care Home on our website at www.cqc.org.uk.

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 well-led?

Good 

The service was well-led.

Details are in our effective findings below.

Darlington Manor 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This focussed inspection included looking at the IPC practices the provider had in place.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Darlington Manor 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 inspection was announced. Having consideration of the coronavirus pandemic, we gave the registered manager a short period of notice of our arrival. This was to ensure safe systems were in place to protect everyone.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. 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 used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service and four relatives about their experience of the care provided. We spoke with five members of staff including the registered manager, senior support workers, support workers and housekeeping staff. We also spoke with one visiting health professional.

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.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with two relatives by telephone.

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.

Assessing risk, safety monitoring and management

At the last inspection we recommended the provider undertake a review of all people's care records to ensure they reflected the actions staff needed to take to manage risks to people's health. At this inspection we found the provider had made the necessary improvements.

- Relatives told us they felt staff kept people safe. One said, "[Staff] are so caring, we are so assured [person's name] is in the best hands."
- Care records were reflective of people's current needs. Risks related to people's health conditions had been assessed.
- Staff knew people's needs and were able to explain the level of support people required.
- The premises were maintained safely. The provider monitored the premises and addressed any areas with the registered manager implementing an action plan.

Using medicines safely

At the last inspection we recommended the provider undertake a review of their medicines management systems to ensure they reflected current guidance. At this inspection we found the provider had made the necessary improvements.

- People received their medicines when they needed them.
- Records of administration were maintained and completed accurately. Records were in place for recording the administration of medicines prescribed for 'when required' and, for medicines that come in the form of an ointment or patch.
- Medicines were administered by staff whose competencies to administer medicines had been assessed.
- Medicines were stored securely and in line with legal requirements.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe living at the service. One person told us, "Staff are great, I can't fault any of them." One relative said, "It's been a relief with all this [pandemic] going on knowing [person's name] is safe and well cared for. Staff are like [person's name] other family. They have made everything so much better for everyone."
- Staff were knowledgeable about safeguarding procedures and knew their responsibility to raise any concerns they had. Staff told us they felt listened to by the registered manager and provider.
- Staff had completed training in relation to safeguarding and a policy was in place to guide them in their practice.

Staffing and recruitment

- Enough staff were on duty to meet people's needs. One staff member said, "It has been difficult, but our staffing levels are good, I feel we still have enough time to deliver good care to people."
- The home were not using any agency staff.
- An effective recruitment process was in place.
- We observed call bells were answered promptly during this inspection.

Learning lessons when things go wrong

- Incidents and accidents were recorded and investigated appropriately. Any lessons to be learned were discussed with staff. This meant the necessary action was taken to reduce the risk of further incidents and accidents.
- Where appropriate, accidents and incidents were referred to the CQC, together with other authorities, and advice was sought from relevant health care professionals.

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 now 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

- The provider had made improvements to how they monitored the quality of the service. Where further improvements were found, clear actions and monitoring systems were in place.
- Staff spoke positively about their roles and were committed to ensuring people received good care and support. They told us the registered manager was clear about their role, responsibilities and led the service well.
- Timely statutory notifications to CQC had been received following any notifiable events at the service.

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; Continuous learning and improving care

- The registered manager clearly understood their duty of candour and the need to be open and honest. For example, when incidents had occurred in the home, lessons were learned and these were immediately communicated to staff, relatives and reported to professionals appropriately.
- One relative told us, "[Person's name] has had Covid. [Registered Manager] has been really honest and up front. They keep me up to date and ring immediately if there are any problems and get [person's] GP out immediately."

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

- All people spoken to told us the home communicated well with them. One relative said, "The home have been excellent with phone calls and video calls. We ring every morning and agree a set time to speak to [person's name] that day. Staff then call us at that time when [person's name] is ready."
- The registered manager told us how they are continually looking at alternative ways to support people and their friends/relatives to keep in touch and speak regularly.
- Individual visiting plans were in the process of being considered following recent changes to national guidance.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Working in partnership with others

- The registered manager and staff were passionate about their commitment to provide meaningful, good quality, person-centred care that met people's individual needs. One relative said, "The best thing about this home is the friendliness. Staff are like family, the atmosphere is lovely. I want [person's name] to stay here

for as long as possible."

- Staff were happy in their work. They described the management team as caring, approachable and supportive.
- The service worked closely with a range of external health and social care professionals.