

Glenfield Healthcare Limited

Glennfield Care Centre

Inspection report

Money Bank
Wisbech
Cambridgeshire
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Tel: 01945581141

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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

Glennfield Care Centre provides accommodation, support and care, including nursing care, for up to 88 older people, some of whom have mental health needs. 87 people were living at the service on the day of our inspection.

This inspection was undertaken by one inspector and an expert by experience of people living with dementia. At the last inspection on 30 October 2014 the service was rated as 'good'. At this inspection we found the service remained 'good'.

A registered manager was in post at the time of the inspection. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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 2008 and associated Regulations about how the service is run.

People were at the heart of the service. Staff understood what was important to each person and worked closely with each other and other professionals to promote people's well-being and happiness.

People had health, care, and support plans in place which took account of their needs. These recorded people's individual choices, their likes and dislikes and any assistance they required. Risks to people who lived at the service were identified, and plans were put into place by staff to minimise these risks and enable people to live as independent and safe life as possible.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service support this practice.

People and relatives said staff were always very kind and caring. Staff treated people with dignity and respect at all times.

Staff understood their roles and responsibilities and were supported by the registered manager to maintain and develop their skills and knowledge by way of supervision, observations, and appraisals. Staff were trained to provide safe and effective care which met people's individual needs and knew people's care requirements well. Staff had the necessary training and used recognised distraction techniques to lessen people's anxiety.

People and their visitors were able to raise any suggestions or concerns they might have with the registered manager and team of staff. They said that they felt listened to as communication with the registered manager and staff team was good.

Arrangements were in place to ensure the quality of the service provided for people was regularly monitored. We found that people who lived at the service and their relatives were encouraged to share their

views and feedback about the quality of the care and support provided.

Further information is in the detailed findings below.

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 remains good.

Is the service effective?

Good ●

The service remains good.

Is the service caring?

Good ●

The service remains good.

Is the service responsive?

Good ●

The service remains good.

Is the service well-led?

Good ●

The service remains good.

Glennfield Care Centre

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 checked 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 27 April 2017 and was unannounced.

The inspection was carried out by one inspector 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.

We reviewed previous inspection reports and notifications received by the Care Quality Commission (CQC). A notification is information about important events which the service is required to send us by law. We also looked at information we held about the service.

We spoke with 11 people who were able to express their views. We observed how staff interacted with people who lived at the service. We used observations as a way of viewing the care and support provided by staff. This was used to help us understand the experience of people who were present on the day of the inspection, but could not talk to us. We spoke with the area manager, the registered manager, the care manager, three care staff, three nurses and a housekeeper. We also spoke with seven visitors of people who lived at the service and three healthcare professionals who visited the service on the day of the inspection. We also spoke with a representative from the local authority safeguarding team and the local contracts monitoring team to obtain their views about the service provided at Glennfield Care Centre to aid with our inspection planning.

We looked at records in relation to three people's care. We looked at records relating to the management of risk, minutes of meetings, staff recruitment and training, and systems for monitoring the quality of the service.

Is the service safe?

Our findings

People and their visitors told us they/ their family member felt safe living at Glennfield Care Centre. Comments included, "The girls [staff] check on you at night. They look in to see that you are okay." "I brought a radio in for [family member] and the electrician checked it was safe before they used it." "When the residents [people who use the service] are in the lounges the staff make sure that wheelchairs and things are out of the way so that others don't trip over them." "The staff are so attentive and always looking out for [family member]. It gives me and the family so much confidence that they are safe here and it takes a lot of worry away." And "I have no qualms about security. I forgot to sign in one day and they caught up with me and asked me to sign in."

Staff demonstrated a good awareness of safeguarding procedures and who to inform if they witnessed or had an allegation of poor care or harm reported to them. A representative of the local authority adult safeguarding team confirmed the registered manager had responded appropriately to safeguarding concerns which ensured the safety and welfare of the people involved.

Systems were in place to identify and reduce the risks to people using the service. Staff understood the support people needed to promote their independence and freedom, yet minimise their assessed risks. For example, when using mobility equipment and ensuring that the area is clear of obstacles.

Staff only commenced working in the service when all the required recruitment checks had been satisfactorily completed. This included; completing an application form, a criminal records check and references. A review of the personnel records showed all checks were completed before staff commenced working in the service.

People told us and we observed that there were enough staff available to meet their needs. One person said, "I never have to wait they [staff] come as quickly as possible." A visitor confirmed to us that, "No-one ever seems to be left on their own; there is always a member of staff around."

Staff had a good knowledge of the medicines people were prescribed. We saw that systems were in place for staff to manage people's medicines consistently and safely. Records were well kept and accurate.

Is the service effective?

Our findings

Visitors felt that staff knew the needs of their family members well. Staff confirmed the training and support they received had given them the skills, knowledge and confidence they needed to carry out their duties and responsibilities effectively. This had included training to meet people's specific needs, such as dementia, positive behaviour (guidance for staff where people display behaviours that challenge others) and how to manage a person's Percutaneous Endoscopic Gastrostomy (PEG). This is where a PEG tube is passed into a person's stomach through the abdominal wall, as a means of feeding when they are unable to eat orally.

Staff spoken with told us they received regular supervision and a yearly appraisal. They said that these meetings gave them the opportunity to discuss the support they needed and to talk about and agree their training and development needs.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). Staff confirmed they had received training in the Mental Capacity Act 2005 (MCA). They showed a good understanding of promoting people's rights, equality and independence. We saw that appropriate DoLS authorisations were in place to lawfully deprive people of their liberty for their own safety.

People told us, and we could see for ourselves that they could choose what to eat from a choice of freshly prepared food. One person commented, "The food is good. It is well cooked. You get a hot meal and a sweet [dessert] and there is always an option to choose from. You can get a drink when you want, juice, tea and everything." Visitors made the following comments, "They have been so good regarding [family member's] food. They like finger food. They [staff] will leave it on the table and encourage them to feed herself. They were hardly drinking and they have given them a different cup and now they drink plenty." And, "[family member] has put on weight in here. I have had to get them a bigger shirt and trousers."

People told us they access a range of health services. One person said, "The doctors come if I need them. The staff sort it out." One visitor told us, "They call the dietician and the skin person and if the doctor has been in the evening they call me and tell me what is happening." Another visitor told us, "[Family members] health has improved since they have been here." Visitors told us they often attended health appointments with their family member with support from staff. Where they were unable to attend they confirmed they were kept informed of their family member's health, and any appointments and treatments. Another visitor told us, "If I comment on something they've [staff] have usually picked it up already". Therefore people could be confident that their health care needs would be met.

Is the service caring?

Our findings

The feedback we received about the quality of care at Glennfield was extremely positive. Our discussions with staff and the comments of all the people we spoke with showed there was a strong person centred culture. People were treated as an 'extended family' by staff.

People told us staff treated them with kindness and respect at all times, and their comments included, "I get on well with the girls [staff]. They are all good. They will do anything for me. They alter the bed so I am comfortable." "The staff are alright, they treat me well." "I have nothing but praise for the staff here." Another person said, "The staff are good here. If you get upset they put their arm round you and talk to you. I am very happy here." One visitor told us, "My [family member] is here and I visit every day and this has now become my big second family." Another visitor said, "I would be quite happy to live here myself." A third visitor told us, "It's a lovely place. They treat [family member] like family." A fourth visitor said, "Everyone is so friendly, even the cleaners and the handyman. You are a guest in their home. I have not seen a miserable face and they all seem to care about each other as well as the residents [people who use the service]."

A visiting healthcare professional told us, "It's great here I am in twice a week. I cannot fault the staff, residents [people who use the service] are settled, and communication is very good. I would not hesitate to put my mum or any of my relatives here. Care is really good." Another visitor was very complimentary about the care at Glennfield and said, "I felt at ease as soon as [family member] arrived here. They were almost dead and with the 24 hour care they have given them they are still here 6 years later."

Staff we spoke with were proud of the work they did. One member of staff told us, "I love it here. I wouldn't want to work anywhere else. We are like one big family." We saw staff interacted very well with people and were caring and compassionate towards them. There was plenty of chatting and laughter in a relaxed, friendly atmosphere. A visitor said, "Everyone speaks to you, the cleaners, the kitchen staff and the carers. I never see a dull face." Another visitor told us, "Everyone treats you the same. Even the cleaners and gardeners talk to you." Staff talked about people in a respectful way and we observed they offered assistance discreetly and in a way that protected people's dignity."

Comments from people who used the service showed us that staff were highly respectful of their privacy and dignity. Staff were able to describe examples of how they promoted people's privacy and dignity and we saw staff always knocked on people's doors and waited for an answer before entering. One person told us, "The staff will always knock on the door before coming in. They shout out to me if I don't answer straightaway." A visitor said, "Once when I visited they were washing and changing [family member] so as to protect their dignity they asked me to wait outside."

A visitor told us they were kept informed and involved in their loved one's care, and commented, "We have had a joint discussion about [family member's] care plan and their medication has all been explained." People and visitors confirmed that there was no restriction on visiting and could come at any time and that they were made to feel welcome. A visitor said that whenever they visit, "The staff always make you feel welcome and warm and one of the family" Another visitor told us, "The show of affection you have seen

today is not put on."

Staff received training in equality and diversity. Staff ensured people's individual needs, such as their faith, were met. A vicar visited the home once a month to hold a service for those who wished to join in. Since our last inspection, the service has completed the 'Gold Standard Framework' for end of life care. This is a nationally recognised approach and showed the service was proactive in applying best practice to ensure people had the most positive and dignified experience at the end stages of their lives. We noted very positive feedback in thank you cards from relatives, indicating that staff provided highly sensitive and compassionate care in the end stages of people's lives.

Is the service responsive?

Our findings

Care records we saw showed that people's general health and health specific issues, such as epileptic seizures, were documented and monitored. Where necessary, referrals were made to the relevant health care professional if there were any concerns. People who lived at the service had varying complex health and support needs that required staff understanding, and personalised support and care. Staff we spoke with gave us examples of their knowledge of people's different requirements and we saw that staff were responsive to people's needs throughout the day.

Regular reviews of people's care were taking place with people's social workers, advocate, (if required), their family, relevant staff and the registered manager. These meetings reviewed what was working well and any changes in the persons care and support were agreed. A visitor said, "I have been involved in [family members] care plan. We have had it reviewed quite regularly." Another visitor told us "When [family member] first came here they talked to us about his life and history and really wanted to get to know him. Staff continually discuss with me the care and support that is provided." A third visitor whose family member has behaviour that can challenge others said, "The insight by the [registered] manager has been invaluable. In each situation the staff have been unbelievable. I have been upset by it all and they have really helped me to understand what is happening and reassured me that they are here to help [family member] They have contacted me about everything and they have been so supportive. When [family member] was [displaying behaviour that challenged others] they monitored them to make sure they didn't hurt themselves and were placed on 15 minute observations." A fourth visitor said, "They [staff] always let me know if anything has happened or changed. They are very good at keeping me informed."

People told us and we saw that they had access to a range of activities and had good links with the community. On the day of the inspection, people were due to go out on a trip but unfortunately the mini bus broke down. People decided they would like to do some singing and have cream cakes. This was organised by the staff. All people and their visitors had a really good afternoon with lots of singing, laughter and eating of cakes with the staff which took place. One person told us they always had plenty to do. Visitors confirmed people went out frequently and there was always various activities taking place. Visitors made comments such as, "[Family member] loves dancing and they have got them up and they really enjoyed themselves." "[Family member] helps out with the tea trolley and they collect eggs from the chickens." "I think the activities are very good. They really try to get people involved in things." "They [staff] encourage my [family member] to get involved in the activities. They fetch them from their room and take them to the activity. They can go into the garden if they want."

The service user guide, which sets out an overview of the service provided at the home, was given to people when they first started living at the service. This guide explained the provider's complaints procedure and timescales. Visitors said that they knew how to raise concerns or complaints. They told us that the registered manager and staff were always willing to listen to their views and responded to their concerns. One person said, "I haven't got anything to complain about." Another person told us, "I would speak to the Manager if I wasn't happy." A third person said, "I would speak to the Team leader, she would sort it out." One visitor said "I have no hesitation in talking to anyone about an issue. I know they will help and deal with it."

Is the service well-led?

Our findings

A registered manager was in post. 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 2008 and associated Regulations about how the service is run.

People and their visitors told us the registered manager was approachable and listened to what they had to say. One person told us, "I like the manager as she helps me a lot." Another commented, "The manager is easy to talk to and she's always around." A visitor told us, "The [registered] manager has been great. She is so helpful and I feel I can talk to her whenever I need." Another visitor commented, "Nothing is too much trouble for the [registered] manager or any of the staff."

The registered manager was dedicated to providing a good service and was passionate about the people living there. They described the culture in the service as open, transparent, friendly and one that treated people with dignity and respect. They worked alongside staff to assess and monitor the culture in the service, which helped them to identify what worked well and where improvements were needed. Staff had a clear understanding of the vision and values and were observed treating people with respect and dignity throughout the inspection.

Everyone we spoke with felt there was clear leadership across the service and organisation. Staff told us the service was well organised and that the registered manager was approachable and supportive. Staff confirmed regular staff meetings took place to share information and ideas on how to improve the service and to ensure people's needs were being met. A staff recognition scheme was in place which recognised people who consistently made a difference to people using the service, or their colleagues. The activities co-ordinator had been entered and won the organisations Cambridge Regional Award and a team leader had won the Team Leader Award.

The provider had a range of systems in place that assessed and monitored the quality of the service, including any shortfalls and the action taken to address them. Monitoring of the service provided also included carrying out surveys to obtain feedback from people using the service, their relatives and staff. We reviewed the results of these surveys. All contained positive feedback about the service provided, the staff and the registered manager.