

Signature of Reigate (Operations) Limited

Reigate Grange

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Reigate Grange is a residential care home providing personal and nursing care. The service can support up to 87 people. The service is purpose-built and provides accommodation and facilities over three floors. The second floor provides care and support to people who are living with dementia, this area is called Hilltops. The other areas of the home provide care for people requiring 'assisted living'. Some people lead a mainly independent life and use the home's facilities to support their lifestyle. There 58 people using the service at the time of the inspection.

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

People and relatives were positive about the service and the care they received. There was a calm and relaxed atmosphere throughout the service with people and staff forming meaningful relationships. The registered manager, provider and management team regularly spent time with people and staff. People were confident that any concerns would be addressed and felt listened to. Robust quality assurance processes were in place to monitor the quality of the service provided and ensure that action was taken where improvements were required. Staff felt supported and valued in their roles.

People told us they felt safe living at Reigate Grange. Staff were aware of their responsibilities in keeping people safe and any safeguarding concerns were reported in line with requirements. Accidents and incidents were monitored and action taken to ensure they did not happen again. Safe recruitment processes were followed to help ensure only staff suitable to work in care services were employed.

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 (8 August 2019)

Why we inspected

We undertook this targeted inspection to check on specific anonymous concerns we had received about people's safe care and the management of the service. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

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?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Reigate Grange

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.

This was a targeted inspection to check on specific anonymous concerns we had received about the safety of people's care and the management of the service.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by three inspectors. Following the inspection an expert by experience telephoned people and relatives to gain their views of the service. 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

Reigate Grange is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 unannounced.

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. 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.

During the inspection-

We spoke with two people who used the service about their experience of the care provided. We spoke with 11 staff members including the registered manager and regional manager, team leaders, care staff and nurses. We reviewed a range of records which included recruitment files for six staff, accident and incident monitoring and complaints records.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data, meeting minutes and quality assurance records. We spoke with a further five people and four relatives who had regular contact with the service to gain their views.

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. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check on specific anonymous concerns we had about the safety of people's care. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People and their relatives told us they felt they felt safe living at Reigate Grange. One person said, "I do feel safe here, very much so. I am happy here, it has a lovely happy atmosphere. It is a very generous place to live." A second person told us, "I would recommend this home as it was important we found somewhere we could feel safe and well cared for." A relative told us, "Prior to Covid I popped in four to five days a week unannounced and my relative was always well looked after. They are very strict with PPE and ensure everyone is Covid secure."
- Robust systems were followed to ensure potential safeguarding concerns were reported to the local authority safeguarding team. Where additional information was requested this was provided in a timely manner.
- Staff were aware of their responsibility to keep people safe from potential abuse and had completed safeguarding training. They were able to demonstrate an understanding of the types of potential abuse, signs which would raise concerns and reporting procedures. One staff member told us, "It's our priority to make sure everyone is safe. If I thought there were any concerns I'd escalate it and tell safeguarding if nothing was done."

Learning lessons when things go wrong

- Relatives told us the service acted in an open and transparent manner and ensured they were informed of any concerns. One relative told us, "If my relative has a fall or is out of sorts they call me straight away."
- Accidents and incidents were closely monitored and action taken to minimise the risk of them happening again. Reports of accidents and incidents were completed in detail and reviewed by the registered manager to ensure appropriate action was taken.
- Accidents and incidents could be reviewed by the provider at any time. The central system also enabled the registered manager and head office staff to analyse any emerging trends. Where required, referrals were made to health and social care professionals such as the GP, local authority and physiotherapy team.
- Systems were in place to review risks arising from accidents and incidents. Weekly clinical review meetings between staff were held to ensure that all appropriate action had been taken and that any safety measures implemented were proving effective.

Recruitment

- Safe recruitment procedures were in place to assess the suitability of prospective staff. Staff recruitment files contained application forms, evidence of face to face interviews, references and photo ID.

- Prior to starting employment each staff member had undergone a Disclosure and Barring Service (DBS) check. DBS checks identify if prospective staff have a criminal record or are barred from working with people who use care and support services. Staff we spoke with confirmed they were not permitted to start their employment until all recruitment checks had been completed.

Using medicines safely

- People told us they received their medicines in line with their prescriptions. One person said, "They bring around my pills every morning and night. I know what they are all for. They do it very well."
- Each person had a detailed Medication Administration Records (MAR) listing any allergies or requirements when taking their medicines. MARs were clear and accurate, with no gaps in administration.
- Where people needed their medicines to be administered covertly (without their knowledge or consent) a care plan was in place which reflected their needs in this area. Authorisation had been gained from the person's GP to confirm this was in the person's best interests in line with the Mental Capacity Act (2005)(MCA).
- Staff received medicines training, which was up to date. The training consisted of e-learning, competency checks and assessments. A registered nurse told us they were given time to work alongside another nurse when they first started at the service to support with their learning.
- Staff worked in a person-centred way to help ensure people's medicines were effective in meeting their needs. One person had a sensitivity to a certain pain medication. The medicine and its effects were closely monitored to enable the person to take this medication safely. With this pain relief, the person was able to mobilise and enjoy their days without pain whilst their sensitivity to the medicine was managed.

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 prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

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. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about the culture and management of the service. We will assess all of the key question at the next comprehensive inspection of the service.

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

- People and their relatives described an extremely positive and caring culture throughout the service. One person told us, "The staff are all extremely helpful and do a pretty good job. My apartment is very good. If I can't live in my own home then this is the best place to be." A relative told us, "Staff are amazing, so passionate about their work and incredibly friendly. They have time for people and I genuinely feel that they love my relative. The staff are there for my relative and me."
- Staff were clear about the values of the service and what they aimed to achieve. One staff member told us, "We are all here to create a nice environment where everyone feels happy secure, involved and no one ever feels secluded. We listen to their stories and become like a family."
- There was a warm and calm atmosphere throughout the service. People were relaxed in the company of staff. Conversations and interaction observed demonstrated staff from all different roles knew people well and had formed positive and meaningful relationships. There was a great deal of laughter between people and the whole staff team. Staff were seen to use touch to offer reassurance and acknowledgement when speaking with people.
- Staff told us they felt valued and supported in their roles. One staff member told us, "I've never worked anywhere where you see managers so much. (Registered manager) goes around the building and speaks and laughs with residents and staff all the time. She makes it a nice environment to work in. You are made to feel so equal. I've never had a company who looks after us so well and it makes us feel valued."

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

- People and their relatives told us they felt the registered manager led the team well. One person told us, "It's a great place to live. It all stems from (registered manager and the two ladies in management. I would call it a happy home." A relative said, "If I have had any issues (registered manager) has been absolutely first class and comes back to me with feedback. She has a really good ethos about everything."
- The registered manager ensured that a range of audits were completed including medicines, infection control and catering. In addition, the provider's quality assurance team completed detailed quality monitoring visits looking at all aspects of people's care including people's experience, health and safety, activities, dining and records. Where adjustments were required, an action plan was implemented to ensure improvements were made.

- Feedback was used to make improvements to the service. A recent staff survey showed that approximately 20% of staff thought communication could be improved. The registered manager and provider had acknowledged this and were in the process of establishing further ways they could communicate with staff such as additional forums. The provider was also looking to implement a range of additional measures to ensure that staff could report concerns anonymously if they wished to do so.
- The registered manager and provider had responded proactively in order to support people, families and staff during the Covid-19 pandemic. Daily meetings had been held to ensure they were following up to date guidance and staff had written information available to them. A risk-based approach had been developed to continually assess the safety measures required and how visitors could see their loved ones safely.
- Notifications of significant events were submitted to the CQC in line with requirements.