

# Cygnet (OE) Limited

# Hollyhurst

## Inspection report

118 Woodland Road  
Darlington  
County Durham  
DL3 9LN

Tel: 01325252002  
Website: [www.cygnethealth.co.uk](http://www.cygnethealth.co.uk)

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>
Is the service effective?	<b>Inspected but not rated</b>
Is the service caring?	<b>Inspected but not rated</b>
Is the service responsive?	<b>Inspected but not rated</b>
Is the service well-led?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Hollyhurst is a residential care home providing accommodation and nursing care. The home accommodates up to 22 people in one individual adapted building and an adjoining bungalow. At the time of our inspection 13 people with learning disabilities were living at the house and two in the bungalow.

Hollyhurst is one large house with an adjoining bungalow, bigger than most domestic style properties. This is larger than current best practice guidance. However, the size of the service did not have a negative impact on people. This was because the building design fitted into the local residential area. There were deliberately no identifying signs, intercom, cameras, industrial bins or anything else outside to indicate it was a care home. The principles and values of Registering the Right Support and other best practice guidance ensure people with a learning disability and or autism who use a service can live as full a life as possible and achieve the best outcomes that include control, choice and independence.

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

We received positive feedback from people, who told us they were happy living at Hollyhurst. People received person-centred support and staff knew people well. The care plans in place covered all aspects of people's care and support preferences to ensure a personalised experience. People were supported to maintain important personal relationships with friends and relatives.

There were systems in place for communicating with staff, people and their relatives to ensure they were informed. People were supported to have their say and to exercise their rights and access to advocacy was available if required.

The environment was clean, recently decorated and maintained to a good standard with personalised bedrooms. As part of CQC's response to the coronavirus pandemic we are also conducting a thematic review of infection control and prevention measures in care homes. The Safe domain also therefore contains information around assurances we gained from the registered manager regarding infection control and prevention.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good on (26 July 2019)

### Why we inspected

We undertook this targeted inspection following concerns raised from an anonymous whistle-blower regarding the environment and person centred care.

CQC have introduced targeted inspections to follow up on Warning Notices or 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. The service was rated good at the last inspection.

#### 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 effective?**

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 caring?**

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 responsive?**

At our last inspection we rated this key question requires improvement. 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**

# Hollyhurst

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concerns we had about safeguarding, maintenance of the environment, infection control, management culture and person-centred support.

#### Inspection team

Two inspectors carried out the inspection.

#### Service and service type

Hollyhurst is a residential care home. People in care homes receive accommodation and nursing or personal care as 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 registered manager. This means that when registered 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 spent time with people living at the service. We spoke with four people who used the service, the registered manager, deputy manager, area manager, and three care staff.

We reviewed a range of records. These included four people's care records, a variety of records relating to the management of the service, including audits and procedures were reviewed.

#### After the inspection

We carried out telephone interviews with 16 members of care staff and continued to seek clarification from the provider to corroborate evidence found. We looked at, audits, care plans, reports and policies.

# 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 remained the same. The purpose of this inspection was to check a specific concern we had about infection control and safeguarding. We will assess all of the key question at the next comprehensive inspection of the service. As part of CQC's response to the coronavirus pandemic we are also conducting a thematic review of infection control and prevention measures in care homes. The Safe domain also therefore contains information around assurances we gained from the registered manager regarding infection control and prevention.

How well are people protected by the prevention and control of 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 promoting safety through the layout and hygiene practices of the premises.

Preventing and controlling infection

- The premises were clean and tidy.
- Cleaning schedules in place and effective as well as Infection control audits in place and effective.

Systems and processes to safeguard people from the risk of abuse

- Staff had received safeguarding training and were able to appropriately raise any concerns.
- Where safeguarding concerns had been raised, investigations and appropriate action was taken.

Learning lessons when things go wrong

- Accidents and incidents were recorded on an individual basis. The registered manager analysed these to look for any patterns or trends and then took appropriate action to minimise risk of further incidents.

# 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 good. At this inspection this key question remained the same. The purpose of this inspection was to check a specific concern we had about maintenance of the environment and people's access to food and choices. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Parts of the home were recently purpose built, fully accessible with a range of adaptations and equipment to meet people's needs.
- Certain areas of the home had been recently re-decorated to keep up with maintenance and there were plans to keep on top of this.

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

- People's eating and drinking needs were met by a varied and nutritionally balanced diet. People enjoyed a relaxed dining experience and could choose where they ate.
- People who use the service have access to food and drink, choices and flexibility regarding menus.
- The staff were aware of people's dietary needs and people who required a specialist diet were supported well.
- Improvements to dining area and training kitchens have helped people be more flexible and gain more control over their own dining, cooking experience. One person told us; 'it is not a problem I can choose what I want on the day, if I want something different, I get help to make it.'



## 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 remained the same. The purpose of this inspection was to check a specific concern we had about people's rights and choices. We will assess all of the key question at the next comprehensive inspection of the service.

Respecting and promoting people's privacy, dignity and independence

- Staff were trained in dignity and respect. Staff treat people with the utmost kindness and respect at all times.
- People were actively supported to achieve increased independence.
- Staff engaged with people in a dignified way. Private conversations and care were conducted respectfully.
- People's rights and choices were valued.
- People had advocacy support.

## 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 requires improvement. At this inspection this key question remained the same. The purpose of this inspection was to check a specific concern we had about person centred support. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Care plans were in place for people who used the service, these covered all aspects of care and support including evening routines. These care plans were personalised and reviewed regularly.
- The support people received was individual to their needs and was delivered in a person-centred way.

Improving care quality in response to complaints or concerns.

- A complaints procedure was in place that was followed by the registered manager and staff. Staff told us; "I would help the person if they wanted to complain."

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

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

- The provider had contingency plans for people to ensure minimal disruption to care in case of an emergency and in response to the Covid- 19 pandemic.
- Policies, procedures and audits were current and in line with best practice.
- The provider had sent us notifications relating to significant events occurring within the service.

Continuous learning and improving care

- People who used the service interacted positively with the registered manager. We observed people approaching the registered manager and a positive rapport was noted.
- The registered manager took on board opinions and views of the people who used the service and their relatives to make improvements.
- Staff said they felt supported by the registered manager. Staff told us they felt confident that the registered manager would respond to them when raising concerns and also following incidents.
- A new system was in place for managers that caused a delay documenting accidents and incidents however this had no impact on people who used the service. The registered provider was aware if these delays and was looking into improving the new system.