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Rodlands 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

Rodlands Care Home is an adapted residential care home registered to provide care and support for up to 21 people. The home is situated in a residential area of Weymouth, Dorset. The home provides care and support to older people some of whom are living with dementia. At the time of our inspection there were 15 people who were living at the home.

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

We have made a recommendation about strengthening the governance systems and the oversight within the home. The deputy manager immediately sought to make improvements found during the inspection. The management of the home were open throughout and keen to continually develop and make changes.

People received their medicines as prescribed. However, some guidance to ensure consistent practice was not in place. The management team worked to put the guidance in place by the second day of inspection. The home had a recruitment process in place and people had the necessary safety checks in place. However, some documentation was not completed in full, the deputy manager addressed this immediately.

People were safe with the care they received at Rodlands Care Home, there were enough staff on duty to meet people's needs. People's risks were assessed, staff knew people well. Accidents and incidents were recorded and analysed to ensure lessons were learnt and shared. 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.

Infection prevention and control procedures were robust, the home was clean and hygienic. The home worked well extremely with external professionals and sought their input as needed. Staff knew to report concerns under safeguarding and the management team understood their responsibilities to keep people safe from harm. Staff were confident their concerns would be followed up. Staff felt appreciated, part of the family and supported and were proud to work at Rodlands Care Home.

People and relative's views were actively sought through meetings and surveys. The registered manager and deputy manager understood the importance of their role and had made all notifications to CQC as required by law.

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 (published 31 July 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained as good based on the findings of this inspection.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 well-led findings below.

Rodlands 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 Health and Social Care Act 2008.

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 1 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.

Service and service type

Rodlands Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Rodlands Care Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post, who was supported by the deputy manager who managed the home day to day.

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 service improvement and safeguarding teams. The provider completed a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 9 people who live at Rodlands Care Home about their experience of the care provided. We spoke with 7 members of staff including the registered manager, deputy manager, senior carer, domestic and activities worker and carers.

We received feedback from 3 health and social care professionals on their experience of working with the service.

We reviewed a range of records. This included 5 people's care records and medication records. We looked at 3 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.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. At this inspection the rating has remained the same. This meant people were safe and protected from avoidable harm.

Using medicines safely

- People received their medicines as prescribed. However, guidance was not always in place for medicines people took occasionally to ensure consistency. The deputy manager immediately sought to rectify the omission and guidance was in place on second day of inspection.
- There were safe procedures in place for the ordering, storage, and disposal of medicines. A robust system was in place to ensure people received their medicines on time, for example where a medicine had to be given at a certain time to manage a person's condition.
- Medicine administration records were completed correctly; a photograph of the person was an additional safety measure.
- There was good communication between the home and the GP surgery about people's medicines. A health and social care professional said, "They seek help using appropriate channels."
- Daily checks were made to ensure safe storage of medicines and safe temperatures were maintained. Daily tablet counts meant all medicines were accounted for.
- Staff responsible for giving medicines had been trained and had their competency assessed.
- Medicines that required stricter controls by law were stored correctly in a separate cupboard and a stock record book was completed accurately. At the time of inspection nobody at the home were receiving these medicines.

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

- People had risk assessments in place for all their care and support needs. Staff understood the risks and knew people well. The deputy manager was working on improving and developing risk assessments during the inspection.
- Risk assessments were reviewed monthly or in response to a change in a person's condition, for example, following a fall. Risks to people's health and wellbeing were discussed daily within handovers.
- Environmental risks had been considered and safety checks had been carried out. Fire safety, electrical safety and equipment checks were maintained.
- People had personal emergency evacuation plans in place which gave staff and the emergency services information about the support people would need to evacuate in the event of an emergency within the home.
- There was an open culture within the home to learn from accidents and incidents. Accidents were recorded, analysed, the outcomes were shared in staff meetings and handovers.

Staffing and recruitment

- There was a recruitment process in place. However, we found this had not always robust. Gaps in

employment were not always explained and the medical fitness of staff had not always been sought and reviewed prior to employment. The deputy manager obtained the missing information following the inspection and put a checklist in place and provided us with evidence of the improvement.

- There were enough staff on duty. Staff were available to people when they needed them. A person told us, "No one wants for anything. If I need anything they will sort it quickly. It is always the same faces, but they change with different shifts. Every one of them are nice."
- Staff told us they were able to carry out their role effectively and had enough staff to ensure people's needs were met safely. A health and social care professional told us, "I have every confidence in the skills and experience of the staff at Rodlands."
- Staff files contained appropriate checks, such as references and a Disclosure and Barring Service (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Systems and processes to safeguard people from the risk of abuse

- People and staff told us Rodlands Care Home was a safe place to be. Some of the comments were: "Our care is very good. There is always someone available to help us", "We have never had to think about it being unsafe", "Everything makes me feel safe. Staff are always around. They are kind and caring", "It is nice to know there is someone around at night", "The staff are very good. They are caring and look after us well." A health and social care professional told us, "Yes I do feel residents are safe in Rodlands, staff are quick to respond to any emergency or situation and seek guidance and help." A health and social care professional said, "There are consistent carers and they have a good knowledge and understanding of their residents and are able to recognise early signs of deterioration."
- Staff told us they knew how to recognise the signs that someone may be at risk of harm or abuse. They knew who to report their concerns to both inside the home and externally. The deputy manager and registered manager knew the process for reporting safeguarding concerns to the local authority and CQC where necessary.
- Rodlands Care Home was a small family run service, staff communicated well. There were clear communication channels for raising concerns within the home. Staff told us they had complete confidence in the deputy manager and registered manager.
- Staff had received training in safeguarding and were confident any concerns they raised would be taken seriously. A record was kept of safeguarding concerns, actions, and outcomes.

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- Visiting was supported in line with good practice guidelines.

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 our last inspection we rated this key question good. At this inspection the rating has remained the same. 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

- Quality assurance systems in place to monitor and improve the standard of the home were not always robust. Although there was a range of audits in place, they were not always comprehensive and had not identified shortfalls in recruitment and medicines documentation. The deputy manager and registered manager took immediate action to improve their systems and oversight.

We recommend the provider strengthens their governance systems to ensure they are always operating effectively.

- Policies and procedures were being reviewed to ensure they reflected the correct and updated legislation. The deputy manager told us they were sourcing a new catalogue of policies which would be personalised for the home.
- The deputy manager told us they wanted to work to continually improve the home.

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

- The deputy manager and the management team worked closely with staff to ensure they were involved in the home. A member of staff said, "We are very open with each other, and we can ask for help and support."
- Staff felt appreciated for their work, they were a small team. A member of staff said, "I know I am doing well; we are a family, we all get along well." Another staff member told us, "This sort of job we are doing it could be challenging, but it is rewarding. We received a letter thanking us, and I feel appreciated."
- Staff were proud to work at Rodlands Care Home, their comments included: "I am proud, when I make a difference", "I really like it here and I choose to be here", "I love it here, we are a big family."
- People, professionals, and staff were complimentary about the management of Rodlands Care Home. Some of their comments included: "Yes, the deputy manager and senior carer [names], are very good. They are happy and chat and listen to us", "I can talk to the deputy manager [name] it's well managed", "I feel Rodlands is well run by knowledgeable and approachable staff", "I feel it is well led", "The deputy manager [names] is very hard working and dedicated", "The deputy manager [name] has an excellent understanding of all of the residents, staff and has a strong understanding of what good care is", "The deputy managers [name] management skills are particularly responsive to the needs of the home, supported by the registered manager [name]."

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

- The registered manager and deputy manager understood the requirements of the duty of candour, that is, their duty to be honest, open and apologise for any accident or incident that had caused or placed a person at risk of harm.
- The registered manager and deputy manager understood CQC requirements, in particular, to notify us, and where appropriate the local safeguarding team, of incidents including potential safeguarding issues, changes to registration and serious injury. This is a legal requirement.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People were offered the opportunity to be involved in the home and told us they were always asked by staff if there was anything different, they wanted, or changes which could make them happier.
- The home undertook satisfaction surveys for people and their relatives, staff, and professionals. The most recent survey, which was carried out at the end of 2022, showed positive results.
- The home worked well with health and social care professionals. The deputy manager told us they would seek advice as and when needed and had good partnership working with others. We received extremely positive feedback from health and social care professionals about working the Rodlands Care Home. Some of the comments were: "We have a very good standard of partnership, we support each other, and our aim is to provide the best service for the residents", "It is a caring, homely residential home where the staff will always go above and beyond for their residents to ensure that they receive the best quality of care."