

Regency Healthcare Limited

# New Victoria Nursing Home

## Inspection report

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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

### About the service

New Victoria Nursing Home is a residential care home providing personal and nursing care to 24 people at the time of the inspection. The service can support up to 30 people. The home is purpose built and is set on three levels. There are two lounges located on the ground and third floor. Bedrooms are located on all three floors and are single accommodation.

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

People were protected from the risk of abuse and avoidable harm by staff who understood how to recognise and respond to concerns. People were happy living in the home and felt safe. Risks were well managed. Staff were recruited in a safe way and there were enough staff deployed to meet people's needs. Arrangements were in place for the safe administration of medicines. People were protected from the risk of infection as prevention and control measures were in place.

People's needs were assessed, and care and support had been planned proactively and in partnership with them. People were provided with a nutritious and varied diet. Staff were suitably trained and received regular supervisions. 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 supported this practice.

People were treated with dignity and respect and their privacy was maintained. People said staff were kind and caring and knew and met their care needs. People were encouraged to be as independent as possible and were supported to maintain important relationships. The registered manager provided people with information about local advocacy services, to ensure they could access support to express their views if they needed to.

People received person-centred care which was responsive to their needs. People's communication needs had been assessed and where support was required these had been met. People were entertained and stimulated by the activities provided for them. People knew how to complain, and any complaints received were fully investigated and subsequent action was taken.

The registered manager worked in partnership with a variety of agencies to ensure people received coordinated care which met their needs. People were happy with how the service was managed. Staff felt well supported by the registered manager. The registered manager and provider completed regular audits and checks, which ensured appropriate levels of quality and safety were maintained at the home.

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 (published 03 June 2017).

#### Why we inspected

This was a planned inspection based on the previous rating.

#### 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 effective?

Good ●

The service was effective.

Details are in our effective findings below

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below

### Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below

# New Victoria Nursing 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.

#### Inspection team

The inspection team consisted of 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.

#### Service and service type

New Victoria Nursing Home 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 unannounced.

#### What we did before the inspection

Before our inspection we completed our planning tool and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people supported by the service.

We checked to see if any information concerning the care and welfare of people supported by the service had been received. We also sought feedback from professionals who worked with the service and Healthwatch Blackpool. Healthwatch Blackpool is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. This helped us to gain a

balanced overview of what people experienced using 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 this information to plan our inspection.

During the inspection

During the inspection we spoke with six people who used the service, four relatives and one healthcare professional about their experience of the care provided. We also spoke with seven staff members including the registered manager, one nurse, three care staff and the cook. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We looked at care records of two people and spoke with staff about their recruitment, training and support they received from management. We also looked at arrangements for meal provision and records relating to the management of the home, and procedures for the administration of medicines. We reviewed the services staffing levels and walked around the building to ensure it was clean, hygienic and a safe place for people to live.

# 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. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and their human rights were respected and upheld. Effective safeguarding systems were in place and staff spoken with had a good understanding of what to do to make sure people were protected from harm.
- People told us they received safe care and had no concerns about their safety. One person said, "I feel very safe, the staff are kind. I like it here." A visiting relative said, "[Relative] gets the care and attention they need. I have no concerns about their safety."

Assessing risk, safety monitoring and management

- The provider managed risk through effective procedures. Care plans confirmed a person-centred risk-taking culture was in place to ensure people were supported to take risks and promote their own self development.
- Each person had a risk assessment and risk was managed and addressed to ensure people were safe. Duty care managers kept these under review and updated where required to ensure staff had access to information to support people safely.
- Personal emergency evacuation plans (PEEPS) were in place for staff to follow should there be an emergency. Staff understood their role and were clear about the procedures to be followed for people needing to be evacuated from the building.

Staffing and recruitment

- The provider ensured suitable staffing arrangements were in place to meet the assessed needs of people in a person-centred and timely way. People told us staff were available when they needed them. One person said, "Sometimes it seems there are more staff than residents. My call bell is answered quickly if I need assistance."
- Staff were visible to people in their care and provided support and attention people required.
- Recruitment was safe and well managed. All appropriate checks were carried out prior to members of staff commencing work for the service. This ensured they were suitable for the role for which they had been employed.

Using medicines safely

- Medicines were managed safely and people received their medicines when they should. One person said, "Yes they always bring my medication at the right time, and check if I want pain relief but I never do."
- We observed medicines being administered at lunch time and saw good practice was followed. People were sensitively assisted as required and medicines were signed for after they had been administered.

- The registered manager conducted regular audits of medicines to ensure any concerns were identified and addressed.

#### Preventing and controlling infection

- The provider had effective infection control procedures. Staff had access to and used protective personal equipment such as disposable gloves and aprons. This meant staff and people they supported were protected from potential infection during the delivery of personal care.
- Staff received infection control and food hygiene training and understood their roles and responsibilities in relation to these areas.
- The registered manager completed regular audits to ensure hygiene standards were maintained.

#### Learning lessons when things go wrong

- The provider had systems in place to record and review accidents and incidents. Accidents and incidents were investigated and actions put in place to minimise future occurrences. Lessons learned were shared with staff to improve the service and reduce the risk of similar 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. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The registered manager completed assessments which were comprehensive to ensure people's needs could be met. Records were consistent and staff provided support that had been agreed during the assessment process. People confirmed this when we spoke with them.
- The provider was referencing current legislation, standards and evidence based on guidance to achieve effective outcomes. This supported staff to ensure people received effective, safe and appropriate care which met their needs and protected their rights.
- Nursing staff regularly reviewed care and support and updated care plans where people's needs had changed. This ensured people received the level of care and support they required.

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and carried out their roles effectively. Staff confirmed they received training that was relevant to their role and enhanced their skills. New staff had received a thorough induction on their appointment to ensure they had the appropriate skills to support people with their care.
- Staff told us they were supported in their roles and received regular supervisions as well as annual appraisals. One staff member said, "I feel well supported by management. It's good that we get regular feedback about our work and know our hard work is appreciated."

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

- People's nutritional needs were well managed. The registered manager had assessed people's dietary needs and recorded guidance for staff to follow on support people required.
- People told us they were happy with the variety and choice of meals provided. One person said, "The food is alright, it's varied enough and it's good quality. Portions are good and I've never been left feeling hungry. We always get plenty to drink."
- Lunch was organised, well managed and provided a relaxed and social occasion for people to enjoy their meal. People who required assistance eating their meals were supported by caring and patient staff.

Staff working with other agencies to provide consistent, effective, timely care. Supporting people to live healthier lives, access healthcare services and support

- People were supported to maintain good health and had access to healthcare services when required. One person said, "They will get the doctor if you are unwell. I have also seen the dentist recently."
- A visiting healthcare professional told us people's healthcare needs were well managed. They said staff responded quickly if people required assistance with their healthcare needs.

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

- Accommodation was accessible, safe, homely and suitable for people's needs. People told us they were happy with the standard of accommodation provided and were comfortable living at the home.
- People could maintain their independence and access different communal areas or small spaces for private time with their relatives.
- People's rooms were personalised and decorated with personal effects. Rooms were furnished and adapted to meet their individual needs and preferences.

Ensuring consent to care and treatment in line with law and guidance

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

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Records contained evidence to demonstrate care planning was discussed and agreed with people and their representatives. Consent documentation was in place and signed by the person receiving care or their relatives who had legal status to provide consent on their behalf. Staff observed during the inspection sought consent from people before providing their care.

# 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. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity; Respecting and promoting people's privacy, dignity and independence

- People were supported by caring and respectful staff. People told us staff were kind and attentive and our observations confirmed this. We saw they were polite, respectful and showed compassion to people in their care. One person said, "I like the staff who look after me. They will do anything for you." A visiting relative said, "The staff are doing everything they need to for [relative]. I am very happy with their care."
- People told us staff respected their privacy and dignity and consent was sought before staff carried out any support tasks. They told us they were always treated with respect and their human rights were respected. One person said, "The staff are very kind and compassionate and always treat me with respect."
- People were encouraged to maintain their independence. Care plans reflected people's likes and dislikes, interests and described tasks they liked to do themselves. One person said, "I do as much as I can for myself. I also like to keep my room tidy."

Supporting people to express their views and be involved in making decisions about their care

- The registered manager and staff team supported people with decision making. Care records contained evidence the person who received care or a family member had been involved with and were at the centre of developing their care plans.
- Information was available about local advocacy contacts, should someone wish to utilise this service. An advocate is an independent person, who will support people in making decisions, in order to ensure these are made in their best interests. This ensured people's interests would be represented and they could access appropriate services outside of the service to act on their behalf.

# 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 good. At this inspection this key question remained the same. This meant people's needs were met through good organisation and delivery.

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

- Care files were person-centred and individualised documents reflecting each person's assessment of needs. They contained detailed information, providing staff with clear guidance about people's specific needs and how these were to be met. These included people's personal care needs including oral healthcare, nutritional support and social interests. Staff spoken with were able to describe people's individualised needs and how these were met.
- The registered manager and staff team provided care and support that was focused on individual needs, preferences and routines. People told us how they were supported by staff to express their views and wishes. This enabled them to make informed choices and decisions about their care.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People's communication needs had been assessed and where support was required this had been met. Picture card aids were available which could be used in most situations. These included the delivery of personal care, participating in social activities and enabling people to pick the meal of their choice.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were empowered to have as much control and independence as possible. Care records highlighted the positive impact this service had on people and support provided to enable them to pursue activities of their choice.
- People told us a varied range of social activities were organised to keep them entertained and stimulated. These included entertainers, playing bingo and competing in quizzes. People told us they were happy with the activities organised. One person said, "We have plenty going on here. I like the pat the dog days when one of the girls brings their dog in to see us. The entertainers who come in are also very good."

Improving care quality in response to complaints or concerns

- The provider had a complaints procedure that was shared with people when they started using the service. People told us they knew how to raise concerns and were confident any complaints would be listened to and acted upon in an open and transparent way.

#### End of life care and support

- People's end of life wishes had been recorded including their cultural and spiritual needs so staff were aware of these. We saw people had been supported to remain at the home where possible as they headed towards end of life. This allowed them to remain comfortable in their familiar, homely surroundings, supported by staff known to them.
- At the time of this inspection the service was not supporting anyone with end of life care.

# 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. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The provider planned and delivered effective, safe and appropriate person-centred care. We saw all current and relevant legislation along with best practice guidelines had been followed. This was to ensure the diverse needs of everyone who used their service were met.
- The service's systems ensured people received person-centred care which met their needs and reflected their preferences.
- The provider successfully maintained an open and transparent culture which contributed to staff work satisfaction and in turn the staff delivering good care for people.

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 understood legal obligations, including conditions of CQC registration and those of other organisations. We found the service had clear lines of responsibility and accountability. People spoke positively about how the service was managed. They informed us the registered manager was visible and had a good understanding of their needs and backgrounds.
- Policies and procedures provided guidance around the duty of candour responsibility if something was to go wrong. Action plans were created following audits and shared with all appropriate staff for completion.

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

- The registered manager and staff team were experienced, knowledgeable and familiar with the needs of people they supported. People were very positive about the quality of service they received.
- The registered manager demonstrated sound knowledge of their regulatory obligations. Risks were clearly identified and escalated where necessary. Discussion with staff confirmed they were clear about their role and between them and management provided a well run and consistent service.

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

- The registered manager provided an open culture and encouraged people to provide their views about how the service was run. The service had sought the views of people they support and family members through care plan reviews, surveys and meetings. People told us they felt consulted about the service they received and listened to.

- People received safe and coordinated care. There was good partnership working with relevant healthcare professionals and stakeholders to ensure the service provided good quality care for people.
- A visiting healthcare professional provided positive feedback about the home. They told us the registered manager and her staff provided a good standard of care and had no concerns about the service provided.

#### Continuous learning and improving care

- The provider had systems in place to ensure the quality of service was regularly assessed and monitored. The service had a wide range of effective audits such as medication and care records. We saw evidence the service had acted upon any findings from the audits. This demonstrated improvements were made to continue to develop and provide a good service for people supported by the service.