

Gracelands Care Home Limited

# Gracelands Care Home

## Inspection report

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Date of inspection visit:  
12 June 2023

Date of publication:  
10 July 2023

### 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

Gracelands Care Home is a residential care home providing personal care to up to 43 people, some of whom may be living with a dementia and/or physical disability in one adapted building. At the time of our inspection there were 33 people using the service.

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

People felt safe living at Gracelands Care Home and said they would recommend it as a great place to live.

Thorough recruitment processes were in place to ensure suitable staff were employed. Staffing levels were regularly reviewed to ensure they remained sufficient. Observations showed staff had time to meaningfully engage with people.

Medicines were managed safely and robust quality assurance process were in place to identify any issues in a timely way. Accidents and incidents were thoroughly recorded and overseen by the registered manager to ensure appropriate action had been taken to mitigate any risks.

The home was extremely clean and tidy throughout. Staff described Gracelands Care Home as a great place to work.

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.

People, relatives and staff were regularly asked to provide feedback on the service provided. Their views were listened to and acted upon.

The provider and managers were passionate about continuous improvements and invested in their staff team to create an open, honest culture where staff felt valued. Robust governance systems were in place which were used to continuously develop and improve the service provided.

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 (report published 14 August 2018).

### Why we inspected

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

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 COVID-19 and other infection outbreaks effectively.

We undertook this focused inspection to review the key questions of Safe and Well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Gracelands Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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.

# Gracelands 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

This inspection was conducted 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. The Expert by Experience made telephone calls to people and relatives following the inspection site visit to gather views on the service provided.

#### Service and service type

Gracelands 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. Gracelands Care Home is a care home with 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.

## Notice of inspection

This inspection was unannounced.

Inspection activity started on 12 June 2023 and ended on 19 June 2023. We visited the service on 12 June 2023.

## 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. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

## During the inspection

We reviewed a range of records. This included 3 people's care records and medication records. We looked at 2 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 also reviewed.

We spoke with 2 people who used the service about their experience of the care provided. We spoke with 4 members of staff including the registered manager, care manager and care staff. We also spent time observing staff interactions with people, observation of medicine administration and conducted a tour of the service.

Following the inspection site visit, we contacted and received feedback from 4 people who used the service, 6 relatives and 4 staff.

# 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. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems and processes were in place and followed to safeguard people from the risk of abuse. Any concerns had been appropriately recorded.
- Staff had received safeguarding training and were knowledgeable about the process to follow if they had any safeguarding concerns.
- People told us they felt safe living at Gracelands Care Home. Comments included, "I feel safe here and I am really well looked after", and "It's a happy, friendly environment. I would recommend Gracelands Care Home."

Assessing risk, safety monitoring and management

- Risks to people were thoroughly assessed, recorded and updated when changes occurred. Risk assessments were person-centred and focused on people's individual care and support needs, whilst promoting independence.
- Regular checks of equipment were completed to ensure equipment remained safe and in good working order. Any shortfalls identified were quickly addressed.

Staffing and recruitment

- Safe recruitment processes were in place. Staff recruitment files were organised and evidenced all appropriate pre-employment checks had been completed.
- There was enough staff on duty to meet people's care and support needs. This helped create a calm, relaxed atmosphere within the home where staff had time to chat and meaningfully engage with people.
- People, relatives and staff told us there was enough staff on duty. Comments included, "There always appears to be enough staff around", "There is enough staff. They are always very attentive and have time to chat whenever I visit", and "When I use the call bell staff always come promptly."

Using medicines safely

- Medicines were stored, administered and recorded appropriately.
- People told us they received their medicines as prescribed. Observations showed staff had good knowledge of medicine management and best practice guidance was followed.
- Thorough medicines audits were in place which meant any error or recording issues were quickly identified and actioned.

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.
- Visitors were welcomed into Gracelands Care Home at any time and no restrictions were in place. One relative told us, "I am able to visit at any time and I am always made to feel welcome. It really is a fabulous home and I have never had any problems."

#### Learning lessons when things go wrong

- The provider and registered manager were keen to learn lessons when anything went wrong. They were passionate about continuous improvements throughout the service.
- Accident and incidents were thoroughly recorded. The registered manager completed a monthly analysis of all accidents and incident to identify any patterns or trends and ensure appropriate mitigation had been put in place.

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.
- One of the registered managers was a registered social worker and a qualified best interest assessor. They shared their skills and knowledge with the staff team to ensure the principles of the MCA 2005 were followed at all times.

# 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. The rating for this key question has remained good. 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

- People, relatives and staff described an open, honest culture which empowered people and staff. One member of staff told us, "[Registered manager] is an outstanding manager and so [Care manager's name]. Both go the extra mile to facilitate any queries any of us have, always taking time to talk to us and show an interest in everyone's well-being."
- The provider had received accreditation with Investors in People. This meant the service was meeting the international standard for people management, defining what it takes to lead, support, and manage people effectively to achieve sustainable results.
- The provider was committed to their staff team. The registered manager told us, "Gracelands Care Home has worked incredibly hard to make sure our staff have the resources and opportunities to grow, both professionally and personally. We know that our staff work in care because they want to improve the lives of our residents, and we want to make sure their efforts are rewarded."

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 provider was open and honest when something went wrong. People and relatives described an open culture where issues, concerns or shortfalls could be openly discussed. One relative said, "They (management) have gone out of their way to reassure me."

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

- The registered manager and provider had a thorough understanding of their regulatory requirements.
- Robust quality assurances processes were in place to monitor the quality and safety of the service provided and ensure compliance with regulations.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People were at the centre of the service and their views were fully considered and acted upon.
- Opinions were regularly sought, reviewed and actioned accordingly to ensure people's expectations were met.

Continuous learning and improving care; Working in partnership with others.

- The provider was continuously striving to improve the service and invested in their staff team.
- The provider and managers recognised that investing in their staff team had positive impact on the delivery of care and support provided. A member of staff told us, "Because we feel valued, we strive to be the best we can be and aim to provide the best care possible to each person."
- The service had good links with other professionals to ensure people received the care and support they required in a timely manner.