

Stocks Hall Care Homes Limited

Stocks Hall Nursing Home - Burscough

Inspection report

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Burscough
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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

Stocks Hall Nursing Home - Burscough is located on a main road position in a residential area of Burscough, within walking distance of the village centre, where all amenities are available. The home accommodates up to 51 adults who need help with personal or nursing care, as well as those who are living with dementia. Accommodation is on two floors, serviced by a passenger lift, for those who are less mobile. Parking is available at the home. Public transport links are within easy reach for access to the surrounding areas.

At the last inspection, the service was rated good.

At this inspection we found the service remained good.

People were safe using the services of Stocks Hall Nursing Home - Burscough. The environment was well maintained and good infection control practices had been adopted by the home. Emergency contingency plans had been implemented. Recruitment practices and safeguarding policies helped to protect people from harm. Detailed assessments provided good guidance for staff about how health and social care risks could be minimised. We discussed the area of medicines management with the registered manager on the day of our inspection. She addressed an area of concern without delay. We recommend that any allergies are transcribed on to the MAR charts and that the clinic room temperatures are recorded daily.

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 of the service supported this practice.

Personal development for staff was an important aspect of the organisation's ethos. This was supported by detailed induction programmes, regular supervisions, annual appraisals and a varied training schedule for all those who were employed. This helped to ensure the staff team was knowledgeable, competent and confident to deliver the care and support people needed.

Staff members were kind and caring towards those who used the service. People's privacy, dignity and independence were consistently promoted. The policies and practices of the home helped to ensure that everyone was treated equally and were afforded the same opportunities.

Complaints were being well managed and people were offered appropriate choices at all times. The plans of care were person centred; providing staff with clear guidance about people's assessed needs and how these needs were to be best met. This helped to ensure people received the care and support relevant to their individual health and social care needs.

Regular audits, surveys and environmental risk assessments had been conducted, so the quality of service could be closely monitored. Meetings for staff and service users were held at regular intervals. This enabled people to be involved in decisions about how the service was run.

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 remains good.

Is the service effective?

Good ●

The service remains good.

Is the service caring?

Good ●

The service remains good.

Is the service responsive?

Good ●

The service remains good.

Is the service well-led?

Good ●

The service remains good.

Stocks Hall Nursing Home - Burscough

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Stocks Hall Nursing Home – Burscough 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. Both were looked at during this inspection.

Stocks Hall Nursing Home – Burscough accommodates 51 people across two separate units, each of which has separate adapted facilities. One of the units specialises in providing care to people living with dementia.

This comprehensive inspection was conducted on 21 November 2017 and it was unannounced. This meant that people did not know we were going to visit.

Two Adult Social Care Inspectors from CQC and an expert by experience conducted this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service. This expert by experience has experience of caring for elderly family members, who have used regulated services. We also 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.

Prior to this inspection we looked at all the information we held about this service, including information the provider had told us about, such as significant events. We listened to what people had to tell us, such as those who used the service, their relatives, staff members and community professionals. We also asked for feedback from local commissioners about the services provided by Stocks Hall.

The provider had sent us their Provider Information Return (PIR) within the timeframes requested. A PIR gives us key information about the service and tells us about improvements they intend to make.

Other methods we used for gathering evidence included observations and looking at the care files of seven people who used the service. We pathway tracked the care and support of four of them. Pathway tracking enables us to establish if people are receiving the care and support they need. We also looked at a wide range of records, including a variety of policies and procedures, medication records, quality monitoring systems and the personnel files of two staff members.

Is the service safe?

Our findings

Everyone we spoke with told us they felt Stocks Hall Nursing Home – Burscough was safe.

Comments we received from those who lived at the home included, "I have the girls looking after me. They have been good with me"; "I feel safe and there is always plenty of staff on duty"; "Everything is safe here" and "You are really looked after in here."

Relatives we spoke with told us, "This place is definitely safe and there is always plenty staff on duty"; "It's as safe as anywhere"; "Yes I feel it's safe. I wasn't sure at first because mum had three falls in a week. However, we did manage to find out what the problem was and it's Ok now"; "Staffing levels seem to vary, sometimes they're a bit low. On one occasion I saw another resident struggling, but there was no one about to ask whether or not I should intervene and try and help. Today the staffing level is OK"; "We feel comforted that he is in safe hands. If we weren't happy we would move him."

During our inspection we assessed the management of medicines. We observed certain practices in relation to the management of medicines which could have been better. These would not have been identified through the auditing process. We discussed our findings with the registered manager, who took immediate steps to address the issues highlighted. This demonstrated medicines optimisation and it was clear that lessons were learned when things go wrong. The registered manager immediately implemented additional systems to closely monitor practices within the home.

Allergies were not always recorded on the MAR charts, although these were evident in the care files and the temperature of the clinic rooms were not always recorded. We recommend that any allergies are transcribed on to the MAR charts and that the clinic room temperatures are recorded daily.

We found that detailed policies and procedures were in place, which provided staff with clear guidance about their responsibilities in relation to the safe management of medicines. Staff responsible for the administration of medicines had received training in this area and had undergone competency assessments. This helped to ensure they were competent to administer medications.

We looked at ten Medication Administration Records (MAR's) and noted that these had been signed appropriately to indicate medicines had been administered as prescribed. A photograph of each individual was attached to their MAR chart for identification purposes. This helped to avoid medication errors.

A wide range of detailed assessments were in place to ensure health care and environmental risks had been identified. Strategies had also been implemented, in order to protect people from harm. Clear management plans had been developed in response to potential risks and clear guidance was provided for staff around how these risks could be best mitigated.

During the course of our inspection we noted the premises to be well-maintained, clean, hygienic and safe throughout. This helped to ensure those who lived at Stocks Hall Nursing Home – Burscough were protected

from harm. Two infection control champions were appointed on the staff team, one for each unit and infection control policies were being followed in day to day practice. We discussed the storage of Personal Protective Equipment (PPE) and shelving in the sluice rooms with the registered manager on the day of our inspection. The environment for those who lived with dementia was suitable for their needs and helped them with orientation of the unit. Certificates were also available to show that external contractors had serviced systems and equipment to ensure it was safe for use, in accordance with manufacturers' recommendations.

Detailed Personal Emergency Evacuation Plans (PEEPs) had been developed for those who lived at the home. These were kept centrally and described how people should be evacuated in the event of an emergency situation. This would help staff and the emergency services to assist people to safety in the most effective way.

Fire procedures were in place and records showed a variety of internal routine safety checks were conducted regularly in order to protect people from harm. Evidence was available to highlight any defects reported and the action taken was recorded. Accidents and incidents had been recorded appropriately, in line with data protection guidelines. A business contingency plan had been developed, which provided staff with actions they needed to take in the event of environmental emergency.

Health and safety policies were detailed and covered a wide range of areas, including safeguarding, whistle-blowing and infection control. Relevant training had also been provided for the staff team. Those we spoke with had good knowledge of the actions they needed to take should they be concerned about the safety of someone in their care. Systems were in place for reporting any potential safeguarding issues through the correct channels and these were appropriately recorded within the service. Information was clearly displayed within the home about safeguarding procedures and how people should report any concerns.

Evidence was available to show that disciplinary procedures were implemented when required. The policies of the agency showed that appropriate action would be taken in response to staff misconduct, if required. This helped to ensure people who used the service were kept safe. Where things had gone wrong it was evident that consideration had been given to lessons learned.

Staffing levels were calculated in accordance with the dependency of those who lived at the home. This helped to ensure people were appropriately supported and their needs were always met. On the day of our inspection we observed and records confirmed that sufficient numbers of staff were deployed to meet the needs of those who lived at Stocks Hall Nursing Home – Burscough.

Recruitment practices adopted by the home were robust. Application forms had been completed and Disclosure and Barring Service (DBS) verifications had been obtained. These are police checks, which must be conducted before prospective employees are appointed to work with vulnerable people. They highlight any criminal convictions and therefore enable the provider to make a decision about staff employment. Written references had been sought for prospective employees. This helped to make sure people who were appointed to work with this vulnerable client group were of good character and had the qualifications, skills and experience to do the job for which they had applied.

Is the service effective?

Our findings

Relatives we spoke with told us, "All health needs are met. I have no complaints with this place whatsoever"; "My relative has to have puréed food, but it always looks nice. They invite you to have taster sessions"; "The staff are quite good with individual needs, they are always busy"; "All health needs are catered for by the staff" and "We are quite happy with everything; the whole package."

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 the mental capacity to make 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.

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 were being met.

We looked at the care files of seven people who used the service. We found where necessary, detailed, decision specific mental capacity assessments had been conducted and legal authorisation had been sought, in order to deprive people of their liberty. Consent to care and treatment had been obtained from those who lived at the home, or their legal representative, where possible. Otherwise, evidence was available to show decisions had been made in people's best interests.

Records we saw demonstrated a variety of community professionals were involved in the care and support of those who used the service. This helped to ensure people's health and social care needs were being appropriately assessed and adequately met.

We looked at the personnel records of four members of staff, which showed relevant information was provided to new employees. Interview records were detailed and once people commenced employment they were assisted through an in depth induction programme.

Staff we spoke with gave us some good examples of training modules they had completed and records we saw confirmed this information as being accurate. Records showed a wide range of training had been completed by the staff team. Knowledge checks and reflective practice was conducted following each training module. This helped to ensure staff had absorbed the information provided during the training sessions. One member of staff told us, "On line training is good, but I do feel hands on training is more practical for new staff."

Records we saw and care workers we spoke with confirmed they received regular supervision and annual appraisals. This helped to improve their personal development, highlight any concerns they may have and

identify any additional training needed.

The home had achieved the highest level available from the Environmental Health Officer, in relation to food hygiene. We observed the management of meals and sampled the food served. We found the dining experience to be a positive one. The tables were pleasantly set, with condiments, cutlery and serviettes being available. A good range of healthy dietary options were available and people enjoyed the food served at lunch time.

Nutritional assessments had been conducted for those identified as being at risk of malnutrition. Food and fluid intake was monitored to ensure everyone received a nutritious diet and sufficient drinks. We spoke with the chef who was aware of people's individual dietary needs and preferences. This helped to ensure people received an appropriate diet in accordance with their needs.

We overheard a member of staff ask one person how many sausages they wanted for breakfast, to which they replied, "Four please". When these were served the person commented, "Oh, they are nice and hot". Feedback from one person, in relation to the food was, "It is better than some restaurants I have eaten in. The food here is very good." It was clear the head chef was passionate about her job and the quality of meals they served. Comments we received from people about the food served included, "I thoroughly enjoy it"; "Lovely dinner" and "Fantastic main (course) and lovely pud"; "The food is good and I can ask for a cup of tea when I want one" and "The food is quite good and there's variety."

Is the service caring?

Our findings

People we spoke with told us, "The staff don't bother you; they ask how you are" and "I'm treated with respect and the staff are kind. The food is good and it's nutritious. We can choose what drinks we want. The staff work as a team and they all get along tremendously well."

Relatives we spoke with commented, "The staff are kind and compassionate. They treat you with respect and they go the extra mile. They make sure [name] is clean and shaven. They ring me if they have to get a GP. He's prone to eye infections, so I'm kept informed"; "The staff are kind and compassionate not just to my relative, but to other residents too"; "There are no restrictions on visiting. I come at all times even lunchtime" and "I would feel comfortable in raising complaints or concerns. When they serve food in people's rooms it's always sealed over to protect it."

We overheard a staff member chatting with one person, who had returned from hospital the previous day. The care worker spoke in a compassionate and caring manner. She said, "Welcome home. It is nice to see you back. I have really missed you. Would you like a nice cup of tea?"

Another care worker conversed with a new person, who looked anxious and nervous. She asked, "Do you like singing?" The individual said they did, so the member of staff asked, "What songs do you like?" Following which a sing song started up and the individual then looked quite cheerful joining in the singing. The staff member said, "Do you know, you are lovely. Such a nice person?"

Good information was available for people in the form of a service user's guide and statement of purpose, which outlined the facilities and services available.

We observed some good interactions between staff members and those who used the service and staff were able to discuss people's needs well. We saw staff members knocking on people's bedroom doors and waiting to be invited in before entering. Staff were enthusiastic and approached people in a gentle and caring manner, with their privacy and dignity being respected at all times. However, one member of staff could have conversed a little more with the person they were supporting on the day of our inspection. This was an isolated observation, as all other staff members communicated very well with those who lived at Stocks Hall and provided good explanations of care interventions and activities of daily living in a confidential manner. There were dignity champions appointed on each unit and a specific notice board containing information about dignity. This helped to ensure people who lived at the home were respected at all times.

The policies of the agency and the plans of care we saw highlighted the importance of promoting people's independence and protecting people's privacy and dignity, particularly during the provision of personal care.

People were being well supported and positive relationships with the staff team were evident, which was supported by a key worker system. Information was readily available about the use of advocacy services, should people wish to take up this opportunity. An advocate is an independent person, who helps to ensure

decisions are made in people's best interest.

It was evident people were supported to maintain good relationships with friends and family and that people were involved in planning their own care and support, or that of their loved ones. The policies of the home demonstrated the importance of equality and diversity, in order to support people's human rights and during our inspection we observed that everyone was treated equally.

Care files we saw showed that consideration had been given to communication methods, equality, diversity and human rights. For example, people were asked about their preferred gender of staff attending to their intimate care needs.

Is the service responsive?

Our findings

People we spoke with commented, "I would feel free to make a complaint. The ones in charge are marvellous. The voluntary helpers are good too. There are plenty of games and pastimes like cards, dominos, jigsaw puzzles and bingo and I think there's a library. They are quick to respond to a situation and pleasant with it."

Relatives told us, "I feel listened to when I go in the office. Everything is fine. Just brilliant"; "There's lots of entertainment. There are three entertainers and mini trips to Blackpool. They seem to cater for religious and non-religious needs"; "All requests have been dealt with very quickly"; "I would definitely feel comfortable raising a concern with management"; "Sometimes I think there is a lack of stimulation; no games like dominoes"; "They [the staff] were quick to respond when we were concerned about Dad's knee. They got him some Ibuprofen" and "As regards activities; the opportunity is there; they do their best!"

We looked at the care files of seven people who lived at Stocks Hall Nursing Home - Burscough. We found that information about people's health and social care needs and their medical history had been gathered before a package of care was arranged. This helped to ensure the staff team were confident in meeting individual needs.

The plans of care we saw were very well written, person centred documents and provided staff with clear guidance about people's needs and how these were to be best met, including their social care needs and preferred leisure activities. Records had been reviewed and updated regularly and any changes in people's need had been recorded well. The risk assessments were linked to the care plans, so that all information was consistent. This helped to ensure those who used the service received the care and support they required.

The plans of care had been developed with those who used the service, where possible and their relatives, as appropriate. This helped people to make decisions about how they wished care and support to be delivered. We observed a range of choices being offered throughout the day and people's likes and dislikes were recorded well.

We noted two activity coordinators were appointed at the home, one for each unit. A mini bus was available for the Stocks Hall group of homes. This enabled people to enjoy community activities and trips out to places of interest, such as Knowsley safari park, the tower ballroom, Grasmere and the Lake District. On the day of our inspection we saw good evidence of activities taking place on both units of the home and staff were engaging with people well throughout the day. The environment was relaxed and age appropriate background music created a pleasant and homely atmosphere.

We established that pet therapy was a regular event, which people enjoyed and Holy Communion was held every month for those wishing to participate. Evidence was available to demonstrate that special occasions were celebrated, such as birthdays, Valentines' day, Easter, Christmas and St Patrick's Day.

A system had been established for the recording of complaints and a procedure was in place, which contained clear guidance for people about how to make a complaint, should the need arise. People and their relatives we spoke with told us they would know how to make a complaint, if they felt it necessary. We saw a good amount of positive feedback from people who lived at the home and relatives. One family member wrote, 'I would like once again to thank you all (the staff) for all the kindness and love you gave to my mum and the family. I will be forever grateful' and another stated, 'Staff are caring, approachable and very patient with every resident.'

The policies and practices of the home helped to ensure people were treated without discrimination and when making decisions about care and support they were afforded the same opportunities.

Computerised systems had been installed for assessing people's needs and planning care and treatment. This helped in moving the service forward by the use of assisted technology. Specialised equipment was available at the home, so that people were kept comfortable and were supported to remain as independent as possible.

During the course of our inspection we observed a medical emergency, which was dealt with promptly and in a responsive manner.

Is the service well-led?

Our findings

The registered manager told us that feedback was regularly sought from those who used the service or their relatives. This was completed by the company's head office. People we spoke with expressed their satisfaction about the service they received. Surveys for the staff team had also been conducted. Obtaining feedback from those with an interest in the service allowed people to express their views and opinions about the quality of service provided. One relative told us, "They [the managers] have dealt with all my queries and they're quick to sort things out."

The Statement of Purpose and Service User's Guide told readers of the facilities and services available at Stocks Hall - Burscough. This helped people, who were considering a placement at the home to make a decision about staying there.

The registered manager of Stocks Hall Nursing Home - Burscough had been in post for many years, as had many of the staff. The registered manager was cooperative and helpful throughout the inspection process. Staff we spoke with told us they felt well supported by the registered manager and were confident in reporting any concerns. Staff members we spoke with told us they were also supported by their colleagues and that everyone worked as a team. Comments we received from members of staff included, "My manager is very helpful"; "I have a fab team on nights"; "I enjoy my job and I love the home" and "I couldn't imagine working anywhere else."

There was a calm, relaxed environment at Stocks Hall Nursing Home - Burscough and the registered manager was visible around the home. She was well aware of the needs of those who used the service and people were evidently comfortable in her presence.

Risk assessments had been conducted and a business plan was in place. Systems had been established to effectively assess and monitor the staff team and the quality of service provided through a structured, detailed monthly auditing process. These covered areas, such as safeguarding, fire safety, hot water temperatures, window restrictors and medicines management.

Evidence was available to show action plans were developed and changes had been made in response to feedback from people involved in the service and the findings of the monthly auditing systems. This helped in moving the service forward. The home worked well with other agencies, such as community professionals and commissioners.

Good links were maintained with the local community, including charity work and fund raising events. Regular meetings were held for a variety of staff teams, so any relevant information could be disseminated throughout the workforce. Lessons learnt were then discussed in response to these meetings to look at better ways of working.

Records we saw demonstrated an open and honest approach towards those who used the service. The last rating of the service judged by the Care Quality Commission was displayed within the home and on the

website. This helped to ensure any interested parties could access this information, if needed.

The company had been accredited with a gold external quality award, which meant that an independent professional organisation periodically assessed the quality of service provided. The values and philosophy of the organisation were clearly displayed in the reception area of the home and a wide range of updated policies and procedures were in place. This helped to ensure the staff team were kept abreast of current guidelines and any changes in legislation.