Shaw Healthcare Limited

Barton Cottage

Inspection report

The Cottage Wing, Barton Health & Community Care Centre
Short Lane, Barton under Needwood
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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

This inspection took place on 21 December 2015. The inspection was unannounced. Our last inspection took place in December 2013 and at that time we found the provider was meeting the regulations we looked at.

Barton Wing provides care for up to 12 older people. Nine beds were allocated and funded for rehabilitation, intermediate and palliative care. People were admitted from the local hospital or through the primary care trust instead of receiving treatment in hospital; three beds provided respite care for people with significant long term neurological conditions, such as multiple sclerosis.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Staff had a good understanding and knowledge of safeguarding people and understood what constituted abuse or poor practice. Where harm or abuse was suspected, the staff knew how to respond to protect people.

There was sufficient staff to provide care and support for people's assessed needs. People felt safe and their risks were assessed and reviewed to protect them from harm. People were provided with care that met their preferences and were supported to gain the skills they needed so they could move on. Staff and health care professionals were available to support people with their specific needs and people's medicines were managed and administered safely.

Staff received regular training which ensured they had the knowledge and skills required to meet people's needs. Staff told us the management team were approachable and that they listened to them and supported them to develop their skills.

People were offered a choice of food and drinks to maintain their health and wellbeing. Specialist diets were catered for and alternative meals could be provided upon request. People received support to remain independent at meal times and where they needed support, this was done in a caring and supportive way.

People made decisions about their care and staff sought people's consent before they provided care and support. The staff knew people well and treated them with kindness and compassion and their privacy and dignity was respected. People were encouraged to maintain relationships with family and friends and continue to maintain their interests.

People knew how to raise any complaint or concern. Complaints procedures informed people how they could make a complaint and if they had any issues, they felt able to raise them with the staff or

management.

People were encouraged to feedback their experiences and these were acted on to improve the quality of care provided.

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.

People were supported to be safe as staff understood how to recognise abuse or harm and knew what actions to take. There was sufficient numbers of staff on duty to meet people's needs and medicines were managed safely to enable people to take the correct medicines at the right time.

Is the service effective?

Good

The service was effective.

Staff understood the importance of gaining consent from people prior to providing care and people were given information they needed to make decisions. Staff received the training to support people and assist health care professionals with rehabilitation. People had access to health care to maintain and improve their health and wellbeing.

Is the service caring?

Good

The service was caring.

People received support from staff who were kind and caring. Staff knew how people wanted to be supported and provided care in line with people's preferences and wishes. People were treated with dignity and respect and were supported to express their views about their care; their views were listened to and acted upon.

Is the service responsive?

Good

The service was responsive.

People were able to continue with their hobbies and interests. Activities were provided in the service with particular emphasis on rehabilitation. People knew how to complain and the provider knew how to respond effectively to people's complaints about the service.

Is the service well-led?

Good

The service was well-led.

People were able to approach the management team who were supportive and promoted positive values. Effective systems were in place to assess and monitor the quality of the service and information was used to help make improvements.

Barton Cottage

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.

This inspection took place on 21 December 2015 and was unannounced. Our inspection team consisted of one inspector.

We spoke with four people who used the service, one relative and visitor, two health care professionals, seven members of the care and domestic staff, and the area manager. We did this to gain views about the care and to check that the standards were being met. We observed care in the communal areas of the home so that we could understand people's experience of living in the home.

On this occasion we did not ask the provider to send us a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. However we offered the provider the opportunity to share information they felt relevant with us.

We looked at the information we held about the service and the provider, including notifications the provider had sent us about significant events at the home.

We looked at two care records to see if the records were accurate and up to date. We also looked at records relating to the management of the service including quality checks.

Good

Is the service safe?

Our findings

Staff knew people well and described how they would recognise possible abuse or neglect. The staff understood the procedure to follow to report concerns and the staff were confident these would be dealt with appropriately by senior staff. The provider had informed us of incidents that had taken place and liaised with the local authority where appropriate. One member of staff told us, "If we had concerns then we would report it. When people come in we record if there are any marks or if we have any concerns. If we saw anything suspicious we would report it. We have to safeguard people."

People who used the service told us they felt safe whilst receiving a service and staff understood how each person wanted to be supported and their associated risks. Where people were supported to mobilise in their wheelchair, we saw staff spoke with them and checked they wanted to move. Staff checked people were comfortable and footplates were in position. Staff walked with people to ensure their safety. One person told us, "When I walk, the staff walk behind me to make sure I'm safe. They've gone through everything with me so I know what I should do to look after myself and keep safe. The room is set up just right. I have an electric recliner chair and have everything around me so I can move about. If I was worried I'd just call and they come and see me straight away." One member of staff told us, "We help people with their independence. People come here so they can improve and move on. We don't want people to start to become dependent. The best thing for us is seeing people get the support they need so they can move home. This also means letting people take risks, when people move home, they won't have someone around all the time so we need to make sure we provide them with the skills and equipment to be safe."

We found that there were sufficient staff to keep people safe and meet their needs. People who used the service told us they were happy that there was enough staff to provide support. One person told us, "There's no problem with staffing, they're always around. I don't have to use my bell often but when I have, the staff always come straight away." We saw the staffing levels were monitored and were flexible to ensure people received support when they needed it.

We found that people's medicines were managed so that they received them safely. People told us they were able to choose whether to retain responsibility for their medicines during their stay. One person told us, "I was quite happy for the staff to do it; it's one less thing for me to worry about. I know what tablets I have to take and I have been having them every day. They've never missed any." Another person told us, "I have my own tablets in my room and take them myself. I have a locked drawer so I can keep them safe." We saw when people chose to continue to be responsible for their medicines; an assessment of risk was completed to ensure people were safe to do this. We saw people were supported to take their medicine at lunch time, they were offered a drink and staff stayed with people until they had taken their medicines. There were audits in place throughout the month to ensure medicines were managed safely and any issues were dealt with. We saw the medicines were kept securely in a locked cupboard to ensure that it was not accessible to unauthorised people.

When new staff started working in the service, the staff told us that that recruitment checks were in place to ensure they were suitable to work. These checks included requesting and checking references of the staffs'

characters and their suitability to work with the people who used the service. We spoke with one person who had recently started working in the service. They told us the provider had taken out appropriate references and had confirmed their identity. Checks had been carried out from the disclosure and barring service to ensure they were suitable to work with people.

Good

Is the service effective?

Our findings

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. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the provider was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty were being met. People who used the service had capacity to make decisions about their care and there were no people who had restrictions placed upon them. One health care professional told us, "People either come from home or from hospital. All the assessments are completed before people come here. If there were concerns about people's capacity, assessments and best interest decisions are made before admission." One member of staff told us, "People generally have made an informed choice to come and stay here. If people lacked capacity we would ensure that we have evidence of a best interest decision as part of our admission process." Another member of staff told us, "We know people have a right to make their own decisions. An example is when people want to go back to their own home. We may feel this isn't in their best interests but if they have capacity then we must support them and make sure a care package is in place so they can be as safe as can be."

People were provided with a varied diet and there was a choice of food and drink. One person told us, "The food is really good here. I've no complaints about the food and the gravy is the best I've ever tasted. The food is not only nicely cooked but it's nicely presented. You don't just eat with your mouth." Another person told us, "The staff know what I like at meal times and I have a glass of sherry at lunch time and whiskey in the evening. I've always done this and it's lovely that they let me do that whilst I'm staying here." Where people wanted or needed a specialist diet staff discussed what food they needed to meet their needs. One member of staff told us, "We have people stay here from differing ethnic backgrounds. We never assume anyone wants things done in a set way. Whatever people's culture, we ask people what they want and then respect this." One person told us, "I have a medical problem so I can't eat everything and they always make sure I get something else." People were served meals individually and offered all food separately. Where people needed diet supplements to maintain their weight, there was a choice of flavours of drink supplements. One person told us, "You can get a drink at any time and I have to have extra. They always ask which one I want."

People told us they were confident that staff supported them in the way they wanted to be supported. One person told us, "The staff are excellent here. I'm getting back on my feet and ready to go home now." Staff told us they received the training they required to carry out their roles. One member of staff told us, "We're always kept up to date with everything. I feel really well supported and confident in what I'm doing." We are all also responsible for making sure we keep up to date with things. As well as the training here, we have e-learning which we can access at home, which is good. We also have 'Policy of the month'. This is where the manager puts a policy out for us to refresh our knowledge. This month there are two, the Mental Capacity

Act and Dress code. These were chosen because there are quite a few new staff that have started. It helps us all though as it doesn't hurt to refresh your knowledge." One health care professional we spoke with told us, "I am confident the staff know how to support people and if we leave instructions, the staff always follow them and notify us of any concerns. We all work well together."

We spoke with two people who had recently started working in the service. One person told us, "I'm just about to start the Care Certificate. We spoke about it in my supervision and what it was about and what I would need to do. I think it will be really good. One of the reasons I'm not worried about starting it, is because of how supportive the staff are here. You can ask as many questions as you like and they will always spend time and help you. Nobody makes you feel stupid here." The Care Certificate sets out common induction standards for social care staff. It has been introduced to help new care workers develop and demonstrate key skills, knowledge, values and behaviours which should enable them to provide people with safe, effective, compassionate and high quality care.

People stayed for up to six weeks of agreed rehabilitation or palliative care. People were supported to access health care services including their GP, occupational therapist and physiotherapists. One member of staff told us, "We have to be flexible though, if people don't have a safe place to go to or there is a lack of care in the community, then people do stay longer." We spoke with one person who used the service who told us, "It's wonderful how they have arranged everything for me. I don't go home until next week, but I already have the times of when people will be coming to my house to help me. They really do make sure everything is ready for you."

Good

Is the service caring?

Our findings

People told us they were happy with the care and support they received. We saw there was a relaxed atmosphere and people were comfortable with staff. There was laughter between people and each other at lunch time and staff spoke with people about their plans with family at Christmas. People were offered choices about what they wanted to eat. One person told us, "They never assume you like everything. Even when you've ordered something they still ask and you can have more if you want." Another person told us, "Nothing is too much trouble. The staff are lovely here."

The staff spoke with people in a positive, dignified way and respected their privacy. One person told us, "I cannot fault the staff, they are always here. The place has a good name and they have certainly lived up to their reputation." Another person told us, "The staff let you do as much as you can. It would be easier for them just to do everything but they don't. When having a shower they let me have my privacy and I do the personal bits. When I go home I'll need to do it, so it's good I can do it here."

People were supported to maintain important relationships with their friends and families. One relative told us, "It's not like a hospital here and you can visit at any time. You are never made to feel unwelcome and it's lovely at this time of year to still involve [person who used the service] in everything."

People told us they could make choices and decisions about their care. One person told us, "The staff asked me what I wanted and that's what they do. I'm able to sleep at night. They don't just keep waking you up because I don't want them to. There's nothing worse than that. It's good that they care, as this makes a difference to you." Another person told us, "I was asked if I wanted a key to my room but I feel everything is safe here, but it was nice to be asked."

Staff respected people's privacy and they were aware of the need to maintain confidentiality and securely maintain records. One member of staff told us, "People keep their own records in the room and they can look at them at any time. If people need assistance we talk it through with them to make sure they understand." There were two copies of people's care records. Staff explained that some information was confidential and a separate record with personal information was retained in the office. One member of staff told us, "People have lots of visitors and we want to make sure information stays private. If people want to share their own records the can do this." People confirmed they were aware additional information was retained in the office and knew that could have access to this.

Good

Is the service responsive?

Our findings

People received support from a range of health care professionals to support them with their rehabilitation. People had individual support plans to enable them to develop the skills they needed when they moved home including learning how to use mobility equipment, using stairs and ramps and maintaining life skills. One health professional told us, "We work well with the staff when doing our work and any rehabilitation. The staff are always supportive and will help us when needed. The staff always follow any instructions we leave and if there are any concerns they are able to spot the signs and let us know." Exercise classes were arranged for people. One health care professional told us, "I do twice weekly exercises for people here." One person told us, "I enjoy the exercise class. I'm not sure whether it should be funny but we all have a laugh when doing it. You have to take every opportunity to laugh don't you?"

People told us they chose how to spend their day. One person told us, "I like my own company. I like to read my newspaper and watch television. I don't always like to socialise but I do go out of my room at meal times and eat with everyone." Another person told us, "I can still go out with my family or do what I want. I'm going to the marina later and shopping. I have all my own equipment so I can take it with me so I can still get about." Another person told us, "I have my own television in my room and can watch this whenever I want and however late. The television also has a radio on it so I can listen to this in the morning."

People's care was reviewed each day and people kept a copy of their care records in their bedroom. One person told us, "My records are here if I want to look at them. Every time someone comes in and does anything with me they write in there." A staff member told us, "People come here for short stays but it's very intense and things are always changing so we need to know what to do. Another member of staff told us, "We have a handover at the beginning of each shift. Things can change so quickly here that we need to make sure that we have up to date information. We also need to plan how we can support people and have to think about whether people need two staff to support them or whether they want to stay in bed later and sleep in. We try and accommodate what people want." One person said, "It's marvellous here. There's no set time and there's no fuss if I want to stay up late. They make it very clear that I can say what I want. It's lovely; I don't think you'd get this level of treatment and care anywhere else."

People who used at the service and their relatives knew how to make a complaint and who to go to if they had concerns. One person told us, "If I had any complaints I'd just speak with the staff but I haven't got any complaints. I've been given all the details if I want to. You can't put things right if you don't let people know what needs to be put right." Another person told us, "I was asked if I wanted to come here for a stay. They explained everything to me and told me I could leave whenever I wanted to, but I don't want to. I'm more than happy here. Right from the moment I came here I've had nothing but positive experiences." There was a complaint system in place and we saw the registered manager considered the circumstances of the complaint before providing a response.

Good

Is the service well-led?

Our findings

Staff were positive about the leadership and management of the service. The staff told us the manager and senior staff were always available and welcomed their views and comments. One member of staff told us, "We have an open door policy here. They always want to know what's happening and how we are feeling." Another member of staff told us, "We are a good team and its special place to work and we include everyone."

The staff were supported to develop their skills and knowledge. They received regular supervision to review how they worked. This also identified their skills and where they needed support. One member of staff told us, "We talk about things all the time so we don't have to wait until supervision to discuss anything." Another member of staff told us, "We have just started with a new supervision and appraisal system. We have an allocated nurse who will do this which is better as it means we get support from the same person and they get to know us better. I think it will work well."

The service was well known within the community and a member of staff told us, "We are involved with the local community here and people know we are here and are very supportive. A local choir visits and sings here. We try and raise money for charities and have had a coffee morning and involved people who have stayed here, their families and people from the local community came along." Another member of staff said, "It's important to us that we retain our good name. People have used this service for many years and make a positive choice to come here. We all want people to keep getting this great service."

Staff we spoke with knew about the whistle blowing procedure and were confident about reporting any concerns or poor practice to their managers. One member of staff told us, "I'd report anything I was concerned with and I'd be happy to put that in writing. The manager always asks me if anything is okay and I'd always say."

The provider carried out quality checks on how the service was managed. These included checks on care and associated records, health and safety and incidents. Where concerns were identified, action was taken to improve quality and the action plan and improvements were monitored and reviewed. We saw incidents were reviewed so any trends could be identified and addressed. Staff meetings were held monthly and staff told us they had an opportunity to discuss what could be improved, people's experiences and views and the staff could make any comments. For example, one member of staff told us, "We needed new recliners and we raised this and these were bought; we identified we needed a new fish tank and we have one now and have a maintenance contract so it always looked after. It's good that they listen to us." Another member of staff told us, "We have a 'Barton League of Friends'. If people let us know that something would be a good idea, then we discuss it. It was raised that people would like a drinks machine. We have now made a refreshment area and we have a drinks machine." A relative told us, "The staff here are very accommodating and I'm sure would make a drink but its good that we can just get one. I think it was a good idea."

Feedback about the quality of care was sought after each stay and reviewed monthly along with quality checks on how the service was managed. People who used the service were asked about their experience of

their short stay, the care they received, how they maintained contact with family and the meals served. The responses and audits were analysed and a report was submitted to authorities who commissioned the service to demonstrate the quality of service provision.

There were thank you cards displayed around the service and we saw these recorded positive experiences for people including; 'I'd like to thank the staff for your kindness, attention and compassion. I cannot put into words the heartfelt gratitude I feel.' And 'Thank you for your kind help and care during my stay. You helped me to get better and to get home.' People we spoke with reflected these comments and one member of staff told us, "It's nice to receive so many thank you cards. It lets us know how well we are doing. I feel a great deal of pride to say I work here."

The registered manager and provider understood their legal responsibilities. They ensured that the local authority's safeguarding team and we were notified of incidents that had to be reported and maintained records of these for monitoring purposes.