

Cheshire West and Chester Reablement Service Sutton Beeches

Inspection report

Alvanley Road
Great Sutton
Cheshire
CH66 3JZ

Tel: 01513376370

Website: www.cheshirewestandchester.gov.uk

Date of inspection visit:
25 September 2019
26 September 2019

Date of publication:
22 October 2019

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

Sutton Beeches is a residential home owned and managed by Cheshire West and Chester Council. It was providing personal care and rehabilitation following a stay in hospital and/or respite care for 15 people at the time of the inspection. People were supported across two separate floors, each of which has separate adapted facilities, the top floor having lift access. The service can support up to 30 people.

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

All people we spoke to during the inspection spoke highly of Sutton Beeches and the care they received. Some people staying for regular respite told us it was a home from home and they looked forward to planning their next visit.

Staff were motivated and committed to deliver a high standard of care. They were well trained and felt supported in their role.

Enablement (care) plans identified the needs of people during their stay and improvements were made during the inspection to ensure these plans contained sufficient person-centred information to meet the preferences of people receiving care. The registered manager was very responsive in making any improvements.

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 confirmed they were offered choices and involved in decision making relating their care.

People had access to healthcare and the registered manager worked closely with other agencies to ensure successful outcomes were achieved.

Systems were in place to ensure the safety and wellbeing of people. These included systems to protect people from the risk of abuse, receive their medicines safely and to ensure that people could share their views on the service being provided at Sutton Beeches.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 29 March 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.

Sutton Beeches

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 was carried out by one inspector.

Service and service type

Sutton beeches 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

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. 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 of this information to plan our inspection.

During the inspection

We spoke with seven people who used the service about their experience of the care provided. We also reviewed written feedback from two people who had previously stayed at the service. We spoke with six

members of staff including the nominated individual, registered manager, senior care workers and care workers. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included four people's care records and six medication records. We looked at three staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service were reviewed.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has 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 told us they felt safe staying at Sutton Beeches. One person said, "Oh yes, the staff are lovely, and you are looked after well."
- Staff were aware of how to raise concerns and all staff had completed safeguarding training.
- A whistleblowing policy was in place and staff were aware of the procedures to follow.
- Referrals had been made appropriately to the local safeguarding team.

Assessing risk, safety monitoring and management

- Risks to people had been assessed and measures were in place to reduce identified risk. This information was clearly recorded within people's care files. On the first day of the inspection, we identified a small number of care plans that weren't fully up to date. By day two of the inspection, the registered manager had taken steps to address this and the risk assessments and plans had been reviewed.
- Regular checks were made on the building, utilities and equipment to ensure they remained safe.
- Staff confirmed they had access to key policies and procedures that helped to keep people safe.

Staffing and recruitment

- Staff were safely recruited, and all necessary checks were completed before starting work at Sutton Beeches.
- People told us there were enough staff to meet their needs in a timely way. One told us, "There are always staff around, I don't have to wait long for things."
- We also observed staff were visible and available to support people in communal areas at all times during our inspection.

Using medicines safely

- Medicines were stored securely, and medication rooms were clean and well maintained.
- Medicines were only administered by senior care workers who had been trained and assessed as competent.
- Records of administration were well maintained, in line with best practice and completed comprehensively.

Preventing and controlling infection

- Sutton Beeches had systems in place to reduce the risk of infection. The home was clean, tidy and fresh.
- Staff had access to personal protective equipment such as gloves and aprons and received training in infection control.

Learning lessons when things go wrong

- A system was in place to record accidents and incidents. They were reviewed regularly by the registered manager to look for any trends and identify whether future incidents could be prevented.
- Records showed that appropriate actions had been taken following incidents, such as making referrals to other healthcare professionals for advice and guidance.

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 has 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

- People's needs were assessed prior to staying at Sutton Beeches and enablement (care) plans had been developed based on these assessments, as well as assessments provided by other health and social care professionals.

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.

- During the inspection we observed staff asking people for consent before they delivered care. We also saw that people had given their written consent to care where they were able.
- Where a person was unable to consent to their care, the registered manager ensured their capacity had been assessed and care was only delivered in the person's best interests. There was nobody staying at Sutton Beeches at the time of inspection who required a DoLS.
- Staff received training in the MCA and DoLS and could describe what this meant in practice.

Staff support: induction, training, skills and experience

- Staff received the training they needed to do their job well and received a robust induction when they started working at the service.
- Staff felt well supported. They had received regular supervisions and appraisals and told us they felt able to raise any issues they had with the registered manager.

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

- People's nutritional and hydration needs had been assessed and were being met. Staff were aware of

people's needs and preferences in relation to meals and drinks and this was reflected within people's care files.

- People spoke positively about the food on offer. One person told us, "The food is lovely. It is fresh and they offer sauces and alternatives". Another person described the food as "unbelievable".
- We observed staff supporting people to eat and drink throughout the inspection and there were facilities for people and relatives to help themselves to drinks throughout the day. We saw people being offered choice, supported to eat and drink at their own pace with appropriate equipment that helped people remain as independent as possible.

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

- People confirmed they had access to healthcare services and support.
- People's care records showed that referrals were made to other health professionals in a timely way when their specialist advice was required. Advice provided by these professionals was incorporated within people's care plans.
- Staff worked closely with a number of agencies to ensure people's needs were being met, including GP's, and community health teams.

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

- People were encouraged to personalise their rooms with photographs and small personal items during their stay at Sutton Beeches.
- People had the equipment they needed to be supported effectively and the home had considered appropriate signage to help new people staying at the service find their way around.
- A lift was available to help people reach all floors of the home.

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 has 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

- We observed warm interactions between staff and people staying at Sutton Beeches throughout the inspection and staff knew people well. One person showed signs of confusion and distress and a staff member was attentive and supportive and made the person feel reassured.
- All of the people we spoke to were positive about the care they received and confirmed there were no restrictions placed on their preferred routines. One person told us, "You can please yourself." Another person described the service as, "Like my second home."
- Staff were committed to provide a high standard of care and enjoyed their job. One staff member said, "I hope you can see the passion that we have for the people who use the service."
- People's diverse needs were known and respected, including any characteristics under the Equality Act 2010. We saw a written thankyou letter from one person who had previously been supported at the service thanking staff for helping them for their support in helping them to adapt to changes.

Respecting and promoting people's privacy, dignity and independence; Supporting people to express their views and be involved in making decisions about their care

- We saw through records that people were involved in the development and review of their care plan.
- We observed people being treated with dignity throughout our inspection. One person told us how staff always ensure they are covered during personal care to uphold their dignity and told us, "This makes me feel more comfortable, so I am not embarrassed."
- People confirmed that staff respected their privacy. One person told us, "[Staff] always knock on my bedroom door before coming in." We also observed staff knock and ask permission before entering people's bedrooms.
- Care plans described where people required support and we were told how staff supported people to be as independent as possible.
- People confirmed they were supported to be as independent as possible. One person told us, "They encourage me to do things for myself. They also tidy for me and make sure I can access my things".

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 has 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

- People stayed at Sutton Beeches for short periods of rehabilitation or respite. Important information was detailed on the handover form which was updated each day; however we found some information was not always recorded in care plans. We raised this with the registered manager and when we checked on the second day, every care plan had been reviewed. The registered manager had also introduced a new document to be completed on admission which was more effective in capturing important information about people's likes, dislikes and preferences.
- People told us they received care that met their personalised needs and preferences. One person told us, "It's a wonderful place." One staff member said, "It's a team effort. The staff here all listen and respond to people's needs."
- Detailed information about the service and the care people could expect was provided for people at the start of their stay.
- Sutton Beeches had a calm living environment and we observed a warm and friendly approach from staff.

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.

- The communication needs of people were assessed and care plans contained detailed information about people's communication needs. On one occasion, the registered manager had arranged for an interpreter to become involved in the service for one person for whom English was not their first language.
- Staff were aware of people's communication needs and whether people needed spectacles and hearing aids to effectively communicate their needs.

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

- There were opportunities for people to pursue their interests. Daily activities were advertised to enable people to become involved. These included bingo, movie nights, quizzes, board games and gardening. There was also an entertainer who visited who was spoken highly of by people staying at the service.
- One person told us, "I never get bored." We heard from some of the people staying on a respite basis they had already booked to stay at Christmas.

Improving care quality in response to complaints or concerns

- A complaints policy was in place and information on how to make a complaint was clearly visible.
- People confirmed they knew how to raise a complaint and were confident in doing so.
- Complaints received had been investigated and responded to appropriately

End of life care and support

- The service does not specifically provide end of life care however the registered manager confirmed that training was available to staff.
- Key wishes of people were recorded in care plans including when they didn't wish for resuscitation in a medical emergency.

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

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes 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 explained to us that although there was a criteria for receiving care at Sutton beeches, they adopt a person-centred approach when looking at the needs of people. There was a dedicated senior carer working each day. Their role was to review all people's needs to ensure the service was able to meet them prior to their arrival at the service.
- People told us that the service was well led, and one person described the registered manager as, 'great'.
- Staff were aware of the person-centred vision and values of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- There was a robust framework of governance underpinning the service. Audits and other checks completed by the registered manager and senior care staff were effective in identifying and driving improvements.
- The registered manager also acted in a prompt manner to any issues that arose during the inspection.
- The registered manager understood their responsibility for notifying the Care Quality Commission of events that occurred within the service and we saw that accurate records were maintained.
- The most recent CQC rating was clearly displayed in the reception areas.
- The registered manager had plans for improving the service including redecoration and refurbishment and revamping the outdoor garden space.

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

- Systems were in place to engage with people and gather their feedback regarding the service. This included gathering feedback at the end of each stay; regarding people's experiences and there was a suggestion box for people's feedback in the communal area.
- Staff were engaged and motivated and felt valued in team meetings where they felt there was an open and honest culture to share their views and feel they are listened to. One staff member described the registered manager as, "One of the most open managers I have had."
- The registered manager worked closely with external professionals to ensure consistently good outcomes were achieved for people.

- The registered manager also supported people through advice and signposting after they had moved on from the service. Information was available about key services and groups within the local community people could access upon their return home. We were told that some people continued to engage with the service after their stay and visited for special occasions and events.