

Gloucestershire County Council

Great Western Court

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

What life is like for people using this service:

- People received a service which was primarily focused on promoting their independence levels and supporting their reablement goals.
- Feedback from people about the quality of care and support they received was overwhelmingly positive. They complimented the caring nature of staff and felt that they were treated with dignity and respect.
- People's needs had been assessed and their support requirements and reablement goals had been comprehensively identified and recorded to provide staff with the guidance they needed to support people.
- People were supported to have maximum choice and control of their lives.
- Effective systems were in place to manage people's medicines or support and encourage people when self-medicating as part of their reablement plan.
- Staff and the multidisciplinary team worked together to enable people to progress in their well-being, daily living skills and confidence.
- There were sufficient numbers of staff available to ensure people's safety and well-being.
- New staff were suitably vetted before they supported people.
- Staff had a good understanding of people's needs and had been trained to carry out their role.
- Staff understood their responsibility to report concerns, accidents and poor practices.
- Systems were in place to identify shortfalls in the service and drive improvement.
- People views were valued and acted if any concerns had been identified.
- The registered manager understood their regulatory duties to ensure people received a safe and effective service.

The service met the characteristics of Good in all areas. More information is in Detailed Findings below.

Rating at last inspection: Good (report published 14 May 2016).

About the service: Great Western Court is a residential care home registered to provide accommodation and personal care to people aged 65 and over. At the time of our inspection the service supported 14 people. The home provides people with the support and time to build up their confidence and level of independence in daily living skills before returning home

Why we inspected: This was a planned inspection based on the previous rating at the last inspection.

Follow up: At this inspection we have rated the service as Good. The rating of this inspection and the information and intelligence that we receive about the service will determine the timeframe of our next inspection.

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 remained safe.

Details are in our findings below.

Is the service effective?

Good ●

The service remained effective.

Details are in our findings below.

Is the service caring?

Good ●

The service remained caring.

Details are in our findings below.

Is the service responsive?

Good ●

The service remained responsive.

Details are in our findings below.

Is the service well-led?

Good ●

The service remained well-led.

Details are in our findings below.

Great Western Court

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 checked 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.

Inspection team:

The inspection was carried out by one inspector.

Service and service type:

Great Western Court 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, and both were looked at during this inspection. There was 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.

Notice of inspection:

This inspection was unannounced.

What we did:

Before the inspection we reviewed the 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. We also reviewed other information we held about the service as well as previous inspection reports and notifications we had received from the service. Notifications are information about important events that the service is legally required to submit to CQC.

During the inspection we spent time walking around the home and observing how staff interacted with people. We spoke with five people and looked at the care plans and associated records of four people. We also spoke with a visiting health care professional, two care staff, an activity coordinator, kitchen assistant

and the registered manager. We looked at staff files relating to their training and personal development as well as the provider's recruitment procedures. We reviewed a range of records including accident and incident reports and other records relating to the monitoring and management of the home. After the inspection we contacted several health care professionals for their feedback about the service.

Is the service safe?

Our findings

At our last inspection in May 2016, we rated this domain as requires improvement. At this inspection we found improvement had been made to the records relating to the management of people's risks.

People were safe and protected from avoidable harm. People told us they felt safe staying at Great Western Court and had no concerns about their safety.

Systems and processes:

- ☐ People told us they felt comfortable amongst staff and could speak to them about their concerns. One person said, "I feel very safe here. I mustn't get too comfortable as I need to get strong to go home."
- ☐ Systems and processes in place ensured that people were protected from harm.
- ☐ All staff had a good understanding of their responsibility to keep people safe and protect them from abuse and discrimination and where and how to report any concerns.
- ☐ The registered manager had a good understanding of their requirement to report any safeguarding concerns to Care Quality Commission (CQC) and the local authority safeguarding team.

Assessing risk, safety monitoring and management:

- ☐ Risks relating to people's safety were assessed, monitored and known by staff.
- ☐ People had been involved in the assessment of their needs and in identifying their individual risks and reablement goals. For example, people's risks relating to their mobility, skin integrity and falls had been assessed and were continually reviewed during their stay at the home. Where risks had been identified, clear care plans were in place to guide staff on how to support people and help reduce their risks.
- ☐ Records and communication between the reablement team and therapists ensured that all staff had a good awareness of people's individual risks and how they should be supported.
- ☐ Plans were in place to review the assessment, format and recording of people's personal emergency evacuation plans.

Staffing levels:

- ☐ People were supported by a consistent and established staff team.
- ☐ People informed us that their requests for assistance were dealt with in a timely manner.
- ☐ Walkie talkies were used between staff if additional support and assistance was needed.
- ☐ Relief staff were available if there were any unplanned staff shortages.
- ☐ Safe recruitment practices were used to ensure people were supported by suitable and vetted staff.

Using medicines safely:

- ☐ People told us and records confirmed, people received their medicines as prescribed.
- ☐ Suitable systems were in place to manage, store and transfer people's medicines between services.
- ☐ Good communication between the hospital, GP and pharmacist ensured that people received their prescribed medicines.
- ☐ People were supported to self-medicate as part of their reablement programme. Records showed that

people's risks, ability and confidence to manage their own medication had been assessed and was continually monitored by staff to ensure they took their medicines correctly.

- Any medicine errors were investigated. Records showed the actions staff had taken when a medicines error had occurred including reflective sessions about what went wrong and how systems could improve to prevent further errors.

Preventing and controlling infection:

- People confirmed that high standards of cleanliness in the home were maintained at all times.
- Staff had access to and were seen using personal protective equipment such as disposable gloves and aprons to reduce the risk of spreading infections.
- Regular infection control audits were carried out to monitor that staff were complying with the provider's infection control procedures.

Learning lessons when things go wrong:

- Any incidents or accidents were used as an opportunity to reflect on the practices of staff and the services procedures. Adjustments were made to improve their systems and the service being delivered to people.
- Staff understood their responsibility to report any concerns, accidents and near misses.
- The registered managers and senior had a proactive approach in reflecting on incidents and when things had not gone well.
- Records showed they carried out investigations and actions had been taken.

Is the service effective?

Our findings

At our last inspection in May 2016, we rated this domain as Good. At this inspection we continued to find that the care and assessment of people remained effective with positive outcomes.

People's care, treatment and support achieved good outcomes, promoted a good quality of life and was based on best available evidence

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

- ☐ Information about people's medical, personal and reablement needs was obtained before they arrived at the home from the hospital or community health care professional to ensure the staff could meet people's needs. Additional information was sought from people's relatives if required.
- ☐ On admission into the home, people were actively involved in their assessment of needs and goal planning. Their views, choices and wishes were respected.
- ☐ The support and assessment of people was delivered using national guidance and current practices.

Staff skills, knowledge and experience:

- ☐ People were confident they were being supported by staff who were trained in their role.
- ☐ Staff told us they felt trained and supported. One staff member said, "How we are trained has changed over the years, but I think we are well trained."
- ☐ Staff were given regular opportunities to receive informal and formal supervision meetings and annual appraisal with their line manager.
- ☐ An induction programme was available for new staff. New staff were given the opportunity to shadow experienced staff, undertake training and understand the home's systems and processes.

Eating, drinking, balanced diet:

- ☐ Since our last inspection, improvements had been made to the meals provided to ensure people received a healthy diet of their choice.
- ☐ The dining rooms had been refurbished to incorporate a breakfast bar which encouraged people to make their own breakfast as part of the reablement process.
- ☐ People had a choice of a hot lunch time meal and a lighter evening meal. Snacks and drinks throughout the day or people could use the kitchens on their unit.
- ☐ People told us they enjoyed the meals provided. We received comments such as: "The food is amazing" and "Yes, the food here is very nice."
- ☐ Kitchen staff were aware of and catered for people's dietary needs such as pureed diets or those people who needed to gain weight.
- ☐ People's weight and nutritional requirements were monitored during their stay at the home and communicated to the kitchen staff. Any concerns were referred to the GP.

Staff providing consistent, effective, timely care:

- ☐ Regular GP visits ensured that people's well-being and medicines were monitored when they people were

discharged from hospital.

- ☐ There was an effective multi-disciplinary approach to supporting people at Great Western Court and meeting their needs. The inhouse multi-disciplinary team (including the reablement staff and therapists) met weekly to discuss the progress of people's levels of independence and agree their ongoing support and therapy requirements.
- ☐ Where required, staff liaised and sought assistance from other health and social care professionals to ensure that people received the appropriate care and support during their stay and when they returned to their home.

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

- ☐ Since our last inspection, parts of the home had been redecorated and refurbished such as the kitchens on the units. New pictures and inspirational quotes had been put on the walls. The registered manager explained that they wanted the home "to feel more homely and less clinical."
- ☐ People told us they had access to Wi-Fi so they could use their electronic devices and communicate with their relatives and friends.

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

- ☐ People who stayed at Great Western Court were involved in choices about their care and had the mental capacity to make informed decisions.
- ☐ Staff understood that people had the rights to make their own decisions about the care and future.
- ☐ Policies and processes were in place to support people who may lack the mental capacity to be involved any decisions. The registered manager explained that people who stayed at Great Western Court mainly had mental capacity and that if they had any concerns about people's abilities to make decisions they would seek additional guidance to ensure that the home could meet their reablement needs.
- ☐ People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). Nobody was being restricted of their liberty at the time of our inspection.

Is the service caring?

Our findings

At our last inspection in May 2016, we rated this domain as Good. At this inspection we continued to find that people were treated with kindness and compassion.

The service involved and treated people with compassion, kindness, dignity and respect.

Ensuring people are well treated and supported:

- ☐ Staff were committed to meeting people's needs and developing their confidence.
- ☐ People were supported by a dedicated staff team who knew people well. They knew people's individual strengths and areas where they needed more support.
- ☐ Staff took a positive balance in encouraging and supporting people to become independent in their activity of daily living skills as well recognising when people still required some additional support.
- ☐ The response from people and feedback from health care professionals about the caring nature of staff was overwhelmingly positive. They complimented the kind, caring and supportive nature of staff. We received comments such as "I can highly praise the staff here" and "The staff are kind, firm but always very pleasant."
- ☐ People told us they felt relaxed and comfortable around staff. One person said, "I can talk to them about my worries about going home. They are good at listening."
- ☐ Staff were compassionate about the people they cared for and told us they enjoyed their job and seeing people progress in confidence. One staff member said, "It's very rewarding."
- ☐ One health care professional wrote to us and said, "During my visits I have been impressed by the positive/polite attitude of the staff who work at Great Western Court at all levels."

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

- ☐ People told us they were fully involved in all the decisions about their care at Great Western Court and also their discharge plans to go home or to alternative accommodation.
- ☐ With the assistance of health care professionals, staff supported and signed posted people and their relatives to services which may provide additional assistance when people returned home such as home delivered meals.
- ☐ People told us their views and feedback was warmly received and any concerns or queries were acted on promptly.
- ☐ Effective and appropriate communication was used to offer people choices and provide them with information. Information in different accessible formats was available to help people understand the support available to them.
- ☐ Staff had bought magnifying glasses for each unit as some people had mentioned that they used a magnifying glass at home to help them read small print on food packaging. This helped to promote people's independence when carrying out kitchen tasks.

Respecting and promoting people's privacy, dignity and independence:

- ☐ Staff had a good understanding promoting and respecting people's dignity and privacy. We observed

many examples of staff being respectful and polite to people such as not talking about their personal needs in front of other people.

- ☐ Staff had been trained in equality and diversity and were aware of respecting people's diverse, cultural and spiritual needs.
- ☐ One health care professional confirmed that people were treated with respect and dignity when staying at Great Western Court. For example, one health care professional wrote to us and said, "The staff are well trained, and get to know their clients well. I have always seen the clients treated respectfully and with dignity."

Is the service responsive?

Our findings

At our last inspection in May 2016, we rated this domain as Good. At this inspection we continued to find that staff had been responsive to people's needs.

People received personalised care that responded to their needs

Personalised care:

- ☐ Staff provided support which was responsive to people's individual reablement needs and preferences.
- ☐ People were provided with support and care which had been wholly tailored to their needs.
- ☐ People told us the service provided at Great Western Court met their needs and reablement expectations. People explained to us why they were staying at the home and their planned goals.
- ☐ Staff promoted people's personal development and levels of independence. Staff and the multidisciplinary team worked together to enable people to progress in their well-being, skills and confidence. There was evidence that people had progressed individually and at their own pace.
- ☐ Since our last inspection the format of the care plans had been reviewed. We found that people's care plans were detailed and focused on people's aims, goals and likes/dislikes. They informed staff of their support needs and levels of independence and how they wished to be supported. For example, one person's care plan described how they would like to be supported in the morning including support with their personal hygiene and breakfast routine. Care plans identified people's individual communication needs and identified how these needs were met in line with the Accessible Information Standard (AIS). AIS sets out a specific, consistent approach to identify, record, flag, share and meet the information and communication support needs of people with a disability, impairment or sensory loss.
- ☐ The home had piloted and extended the implementation of an activities coordinator. Staff told us this had huge benefits on people's well-being and social interactions. Activities provided had included crafts, pet therapy, baking and exercise groups. People's participation in activities also help their reablement goals. The activities coordinator also assisted people with their reablement therapy as directed by the therapist such as exercise or kitchen activities.

Improving care quality in response to complaints or concerns:

- ☐ There had been no formal complaints about the service since our last inspection.
- ☐ People told they would share any concerns with staff and was confident that staff would address and act on the issues. One person said, "The staff are fine. You can talk to them and speak to them in confidence."
- ☐ The provider had a complaints procedure which described the complaints process was made available to people and their families.

End of life care and support:

- ☐ The home did not support people who required end of life care.
- ☐ The register manager explained that if people's health significantly deteriorated during their stay, staff would immediately contact the GP and/or request medical assistance. The provider's end of life policy would also provide staff with some guidance on how to support people to ensure people received comfortable and dignified end of life care.

Is the service well-led?

Our findings

At our last inspection in May 2016, we rated this domain as Good. At this inspection we found that the management and governance of the home had been sustained.

Leadership and management assured person-centred, high quality care and a fair and open culture.

Plan to promote person-centred, high-quality care and good outcomes for people:

- ☐ An established staff and management team with good links with other health care professionals ensured that people received good quality and consistent care.
- ☐ Staff evaluated the service that they had provided and acted on people's feedback. For example, the results of completed feedback forms from people who had stayed in the service and suggestion box comments were analysed. Any areas of concerns were addressed. Staff also followed up on people who returned back to their home independently to establish if their reablement goals of independent living had been successful.

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements:

- ☐ We identified the staff competencies observations were not consistently recorded to demonstrate that staff met the required standards of care especially during their induction and probation period. This was discussed with the registered manager who agreed to review their staff induction and competency tools to ensure their observations of staff were comprehensively recorded.
- ☐ We found that there was a clear staffing and management structure and low turnover of staff. This meant staff on duty had a good understanding of the provider's systems and processes and had a good working relationship.
- ☐ The managers had a good understanding of their regulatory duties. They frequently met with other registered managers working for the provider to discuss best practice and changes in legislation and other guidance. They also carried out quality checks of each other's services to help identify good practices and areas of improvement.
- ☐ The registered manager was considering a new system to help monitor the quality assurance and safety checks relating to the maintenance of the building and equipment as well as reviewing how the outcomes of the audits were reviewed and acted on.
- ☐ The registered manager told us they felt supported in their role. They had regular contact with a representative of the provider and could ask for advice and guidance at any time.
- ☐ The registered manager and deputy manager overviewed the quality of the service being provided. Regular internal monitoring and checks took place within the home to ensure it was running effectively. These checks covered various areas of service provision including the safety of the premises, staffing and risk management. Any shortfalls or areas of concern found in the checks were acted on but not consistently recorded to show that the work had been completed.

Engaging and involving people using the service, the public and staff; continuous learning and improving

care:

- ☐ People's experiences and opinions of staying at Great Western Court were valued. We were told that any negative feedback was used as an opportunity to review their processes and systems and drive improvement.
- ☐ Staff told us communication across the home was effective to ensure they understood people's current reablement requirements and any procedural changes. Regular staff meetings were held to share information, raise concerns and reflect on practices.

Working in partnership with others:

- ☐ Staff had good links with hospital and community health and social care services and professionals. This enabled people to have a smooth transition when they moved between the hospital, Great Western Court and returning to home.
- ☐ One health care professional told us they were impressed with the leadership of the home and the shift leaders and that they were good at working together towards solutions.