

Mrs Lisa Charig and Mr Mark Charig

Heathcote Care Home

Inspection report

6 Cecil Road
Swanage
Dorset
BH19 1JJ

Tel: 01929423778

Website:

www.heathcotecarehome.com/html/contact.html

Date of inspection visit:
24 February 2023

Date of publication:
09 March 2023

Ratings

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

Summary of findings

Overall summary

About the service

Heathcote Care Home is a residential care home registered to provide care and support to up to 17 people. The service provides support to people who are living with dementia or other mental health needs. At the time of our inspection there were 16 people living at the home and receiving care.

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

People were safe with the care they received at Heathcote Care Home, there were enough staff on duty to meet people's individual needs. We have made a recommendation about staff recruitment processes and the oversight of the home. The registered manager and manager immediately sought to rectify the shortfalls found during the inspection.

People's risks were assessed, staff knew people well. However, instructions for staff to reduce risks were not always clear. The manager immediately sought to develop the assessments to be clearer. Accidents and incidents were recorded and analysed to ensure lessons were learnt and discussed. 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 received their medicines as prescribed and there were safe practices in place. Infection prevention and control procedures were robust and additional practices were in place to protect against COVID-19 including up to date guidance and policies. The home worked well with external professionals and sought their input as needed. Heathcote Care Home had a good reputation amongst professionals working with them.

Staff knew to report concerns under safeguarding and the registered manager understood their responsibilities to keep people safe from harm. Staff were confident the management team would follow up on concerns raised. Staff felt appreciated and supported and were proud to work at Heathcote Care Home. People's views were actively sought. The registered manager and manager understood the importance of their role and had made all notifications to CQC as required by law.

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 25 May 2018).

Why we inspected

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

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the

service can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Heathcote Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

Heathcote Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Heathcote Care Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post and a home manager. The home manager worked closely with the registered manager and had started the application process for registered manager to CQC.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority

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

During the inspection

We spoke with 4 people who used the service and 5 relatives about their experience of the care provided. We spoke with 8 members of staff including the registered manager, manager, team leader, activity staff and care assistants. We received feedback from health and social care professionals who work with the home. We 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.

We reviewed a range of records. This included 4 people's care records and 3 medication records. We looked at 3 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- There was a recruitment process in place. However, we found this had not always been followed. Gaps in employment were not always explained and the medical fitness of staff had not always been sought and reviewed. The registered manager and manager immediately conducted an audit and worked to obtain the missing information. A checklist was introduced to ensure all information was collected.

We recommend the provider ensures they always follow their policy and procedure for the safe recruitment of staff.

- There were enough staff on duty. Staff were available to people when they needed them. Relatives told us staff were welcoming and available when they visited the home. A relative told us, "Staff are so patient with my loved one [name]. Staff are amazing." Another relative said, "It's a fantastic care home."
- Staff told us they were able to carry out their role effectively and had enough staff to ensure people's needs were met safely. A health and social care professional told us, "I am always impressed by the skills, experience, dedication and willingness to learn of the Heathcote staff at all levels."
- Staff files contained appropriate checks, such as references and a Disclosure and Barring Service (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People had risk assessments in place for all their care and support needs. Staff understood the risks and knew people well. However, instructions for staff on how to reduce the risks for people were not always clear. The manager sought to rectify this during the inspection.
- Risk assessments were reviewed monthly or in response to a change in a person's condition, for example, following a fall. Risks to people's health and wellbeing were discussed daily within handovers. A member of staff said, "We try our best to make sure they [people] have a good life."
- Environmental risks had been considered and safety checks had been carried out. Fire safety, electrical safety and equipment checks were maintained.
- People had personal emergency evacuation plans in place which gave staff and the emergency services information about the support people would need to evacuate in the event of an emergency within the home.
- There was an open culture within the home to learn from accidents and incidents. Accidents were recorded and analysed, the outcomes were used to reduce the likelihood of the accident or incident happening again.

Systems and processes to safeguard people from the risk of abuse

- People, their relatives and staff told us Heathcote Care Home was a safe place to be. Some of the comments were: "Yes, they are safe, they [staff] deal with things quickly", "I do feel my loved one [name] is safe there due to the staff, they know people well", "Everybody is well trained and you get constant reminders of what you are supposed to do. The manager [name] leads by example and they are in there doing what is needed", "They are very safe indeed", "My loved one [name] is safe, it gives me such peace of mind." A health and social care professional said, "I do believe the residents are safe within Heathcote Care Home. I have not been concerned about a resident's safety."
- Staff told us they knew how to recognise the signs that someone may be at risk of harm or abuse. They knew who to report their concerns to both inside the home and externally. The registered manager and manager knew the process for reporting safeguarding concerns to the local authority.
- There were clear communication channels for raising concerns within the home. Staff told us they had complete confidence in the manager and registered manager.
- Staff had received training in safeguarding and were confident any concerns they raised would be taken seriously. A record was kept of safeguarding concerns, actions and outcomes.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.

Using medicines safely

- People received their medicines safely and as prescribed. There were safe procedures in place for the ordering, storage and disposal of medicines. A robust system was in place to ensure people received their medicines on time, for example where a medicine had to be given at a certain time to manage a person's condition.
- Medicine administration records were completed correctly; a photograph of the person was an additional safety measure.
- Daily checks were made to ensure safe storage of medicines and safe temperatures were maintained.
- Staff responsible for giving medicines had been trained and had their competency assessed.
- Where people were prescribed medicines they only needed to take occasionally, guidance was in place for staff to follow to ensure those medicines were administered in a consistent way. An additional safeguard had been introduced to ensure the correct amount of time between doses for medicines taken occasionally.
- Medicines that required stricter controls by law were stored correctly in a separate cupboard and a stock record book was completed accurately.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.

- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- Visits to the home were being supported in line with current government good practice guidance.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Quality assurance systems in place to monitor and improve the standard of the home were not always robust. Although there was a range of audits in place, they were not always comprehensive and had not identified shortfalls in recruitment and development needs of documentation around risks. The registered manager and manager took immediate action to rectify the shortfalls found during the inspection.

We recommend the provider strengthens their governance systems to ensure they are always operating effectively.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager and the manager worked closely with staff to ensure everyone was involved. Everyone at the home was actively involved in decisions on how they wanted to spend their time. This included people, their relatives and staff. There was a busy atmosphere in the home, with people coming and going throughout the day. A relative told us, "I can't praise the care home enough."
- Staff felt appreciated for their work. A member of staff said, "I feel appreciated by the residents, and the other staff." Another member of staff told us, "The manager [name] has been saying I am doing well. Praise is passed on."
- Staff were proud to work at Heathcote Care Home, their comments included: "I am proud because of the people we care for", "To be supporting people, within their limitations, so they can be the best they can be", "I feel Heathcote is a valuable asset", "I love my job and supporting people in what I am proud to do."
- People, professionals and staff were complimentary about the management of Heathcote Care Home. Some of their comments included: "It's first class management", "It is well managed", "It's managed very well, staff are brilliant", "The manager [name] is on the ball", "They are friendly and nothing is too much trouble", "The registered manager [name] has a wealth of knowledge", "The manager and registered manager [names] offer a person centred approach to all their residents and families", "I believe the care home is extremely well led by the registered manager and manager [names]."

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 and manager understood the requirements of the duty of candour, that is, their duty to be honest, open and apologise for any accident or incident that had caused or placed a person at

risk of harm.

- The registered manager and manager understood CQC requirements, in particular, to notify us, and where appropriate the local safeguarding team, of incidents including potential safeguarding issues, disruption to the service and serious injury. This is a legal requirement.

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

- People were offered the opportunity to be involved in the home and told us they were always asked by staff if there was anything different they wanted, or any changes necessary to make life better for them. People and their relatives told us it felt like home. A member of staff said, "This is their home, and if they want something then why should they not have it?"
- The home continued to make links within the local community.
- The home undertook satisfaction surveys for people and their relatives, staff and professionals. The most recent survey showed positive results. We read, "I am so very impressed with the home, especially the staff, who are all so wonderful and so very caring. They know all of my loved one's [name] needs and care for them with the utmost professionalism."
- The home worked well with health and social care professionals. The registered manager told us they would seek advice as and when needed. A health and social care professional said, "I have a very good relationship with all the senior carers and managers in Heathcote. They are very approachable and keen to engage and take direction when needed. I would recommend this care home and feel they look after people with care and specialist knowledge."
- Heathcote Care Home were often approached for their input and guidance to support people outside of the home. A healthcare professional told us, "There is an excellent working partnership between Heathcote and our service."