

# Country Court Care Homes Limited

# Abbey Grange Nursing Home

## 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

This inspection took place on 11 September 2018 and was unannounced.

Abbey Grange Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

Abbey Grange Nursing Home can accommodate up to 74 people who require accommodation and nursing or personal care. The home consists of one adapted building across three floors. At the time of our inspection there were 71 people living in the home.

Our last inspection of Abbey Grange Nursing Home took place on 14 August 2017. We rated the service good overall, but requires improvement in the key question of safe. We found there were two breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. There was a breach of Regulation 17: Good governance because the service did not always follow its policy and procedure regarding the management of people's money which was kept by the home for safe keeping. There was a breach of Regulation 19: Fit and proper persons employed. This was because necessary recruitment checks were not always completed when new staff were employed by the home.

Following the last inspection, we asked the registered provider to complete an action plan to show what they would do, and by when, to improve the key question of safe to at least good. At this inspection we found sufficient improvements had been made to meet the requirements of Regulation 17 and Regulation 19.

At this inspection we found the evidence continued to support the overall rating of good and there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

There was a registered manager employed at Abbey Grange Nursing Home. A registered manager is a person who has registered with the CQC 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.

People told us they felt safe. There were enough staff available to meet people's needs in a timely way and to keep people safe. Staff had completed safeguarding vulnerable adults training and they had a good understanding of their responsibility to protect people from harm.

There were effective procedures in place for the safe management and administration of medicines. People received their medicines as prescribed.

People's needs were assessed before they moved into Abbey Grange Nursing Home to check the service was suitable for them. Their care plans were regularly reviewed to make sure they always received the correct level of care and support.

People told us the staff were kind and caring. During this inspection we observed staff treat people with kindness, dignity and respect. People's relatives told us staff were caring and supportive towards them as well. Relatives and friends were welcomed into the home.

Staff received a range of training which the registered provider considered to be mandatory. Staff told us they were happy with the training they received and felt it supported them in their roles.

People were asked for consent before care was provided to them. Where people lacked capacity to make certain decisions for themselves, their care records showed decisions had been made in their best interests. People were supported to have maximum choice and control over their lives and staff supported them in the least restrictive way possible. The policies and systems in the service support this practice.

The service worked closely with community health professionals to support people with their health needs. People's care records evidenced they received medical attention when they needed it, to promote their health.

People were happy with the activities on offer at the home. The service had recently acquired a mini-bus which was used to support people to access the community.

People's complaints were recorded and responded to, in accordance with the registered provider's complaints policy.

The registered manager and registered provider completed regular audits of the service, to make sure action was taken and lessons learned when things went wrong. Effective systems were in place to support the continuous improvement of the service.

People living at Abbey Grange Nursing Home, their relatives and the staff were all positive about the registered manager and about how the home was run. We found a welcoming and positive culture within the home.

Further information is in the detailed findings below.

## 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 has improved to good.

### Is the service effective?

Good ●

The service remains good.

### Is the service caring?

Good ●

The service remains good.

### Is the service responsive?

Good ●

The service remains good.

### Is the service well-led?

Good ●

The service remains good.

# Abbey Grange Nursing Home

## **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 11 September 2018 and was unannounced.

The inspection team consisted of two adult social care inspectors, an assistant adult social care inspector and an expert-by-experience. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service. The expert-by-experience had experience in caring for older people and people living with dementia.

Before this inspection we reviewed information available to us about the service. We reviewed safeguarding alerts and notifications submitted to us by the service. A notification is information about important events that the registered provider is legally required to send us. For example, where a person who uses the service suffers a serious injury. We took this information into account when we inspected the service.

Before this inspection we contacted social care commissioners who help arrange and monitor the care of people living at Abbey Grange Nursing Home and Healthwatch Sheffield. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used the comments and feedback received from these organisations to inform our inspection.

During this inspection we spoke with seven people living at Abbey Grange Nursing Home and six of their relatives. We spoke with 11 members of staff. This included the registered manager, a unit manager, two nurses, three senior care workers, a care worker, an activities coordinator and two members of the

housekeeping team.

We looked at five people's care records, five medication administration records and three staff files which included recruitment checks, supervisions, appraisals and training records. We looked at other records relating to the management of the home, such as quality assurance audits.

We spent time observing the daily life in the service. We observed care and support provided in communal areas and we looked around the building to check environmental safety and cleanliness. This enabled us to determine if people received the care and support they needed in an appropriate environment.

# Is the service safe?

## Our findings

People living at Abbey Grange Nursing Home told us they felt safe. Comments included, "I feel safe and well looked after", "I do feel safe when I am here" and "It is very good here. There are enough staff and I feel safe." People's relatives did not have any concerns about their family members safety. Relatives commented, "[Relative] is safe and well looked after here", "[Relative] would not be here if I did not think it was safe" and "Yes, I think they're safe."

There were appropriate systems in place to safeguard people from abuse. Staff were aware of their responsibilities for safeguarding adults. They received training in how to safeguard vulnerable adults and they all knew what action to take if they witnessed or suspected abuse. The registered manager made appropriate referrals to the local safeguarding authority when required and were aware of their responsibility to notify the CQC of any safeguarding incidents.

Systems were in place to identify and reduce risks to people. People's care records included detailed assessments of specific risks posed to them. The risk assessments were reviewed each month or more frequently if a person's needs changed. They were person centred and provided staff with clear guidance on how to support people to manage the identified risks.

Staffing levels were sufficient to keep people safe. The registered manager used a dependency tool to calculate the number of staff required to meet peoples' needs. People living at Abbey Grange Nursing Home commented, "They are quick to come when I ring the bell" and "There are enough staff." People's relatives felt there were enough staff on each shift. Comments included, "I think there's enough staff here" and "I think there are enough staff on shift. You can always find someone if you need to talk to them." During the inspection we observed staff were visible and available to meet people's needs promptly.

At our last inspection of Abbey Grange Nursing Home on 14 August 2017 we found there was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed. This was because necessary recruitment checks were not always fully completed when new staff were employed by the service.

At this inspection, we found sufficient improvements had been made to meet the requirements of Regulation 19. The service used a checklist when employing new staff, to make sure all necessary checks were completed for every staff member. We checked three staff files and found safe recruitment practices were followed. Each file contained a written record of the applicant's full employment history, two references, proof of identify, a health questionnaire and a Disclosure and Barring Service (DBS) check. A DBS check provides information about any criminal convictions a person may have. This information helps employers make safer recruitment decisions. The registered manager also checked each nurse's professional registration to ensure they were fit to practice.

Medicines were obtained, stored, administered and disposed of safely by staff. People were receiving their medicines as prescribed by their GP and the service had appropriate policies and procedures in place to

support staff in managing medicines safely. Staff were trained to administer medicines and the staff we spoke with were knowledgeable about the procedures they needed to follow. During this inspection we observed the staff member administering medicines to people to be patient, calm and professional.

Abbey Grange Nursing Home was clean and there was an effective infection control system in place. People living at Abbey Grange Nursing Home had no concerns about the cleanliness of the home. Comments included, "It is very clean", and "They are always Hoovering." The staff followed cleaning schedules and had access to personal protective equipment like gloves and aprons. Regular checks of the building were carried out to keep people safe and the home well maintained.

There was a system in place to learn from any incidents or accidents. This reduced the risk of them reoccurring. The registered manager kept a record of any incidents and accidents, such as when someone had a fall. Any identified trends were discussed in clinical governance meetings at the end of every month. This helped to raise awareness of any trends amongst staff, so appropriate action could be taken by the staff team to prevent incidents from reoccurring.

At our last inspection we found there was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good governance. This was because the service did not always follow its policy and procedure regarding the management of people's money, which was kept by the home for safe keeping.

At this inspection we found sufficient improvements had been made to meet the requirements of Regulation 17. The service kept an individual financial transaction record for each person and their money was stored securely. Any monies deposited or withdrawn was documented in the transaction record and was checked by a second member of staff who countersigned the record. The registered manager checked the balances on the transaction sheets against the money held for each person, every month, to make sure they tallied.

## Is the service effective?

### Our findings

People's needs were assessed before they moved into Abbey Grange Nursing Home, to check the service was suitable for them. People we spoke with were happy with the care they received. People commented, "I'm very happy here" and "Everything is just nice." People's relatives told us, "I looked around at a lot of places before we chose here. [Relative] had been on respite here and we were very happy with it", "I am very happy with the way [relative] is looked after", "[Relative] is well looked after" and "I will come here when it's my turn! I cannot fault them."

Abbey Grange Nursing home worked closely with other organisations to deliver effective care and support to people. The registered manager told us the service worked closely with local tissue viability nurses to promote best practice in pressure area care within the service. The service had successfully cared for people moving into the home with serious pressure ulcers and this was something they were particularly proud of.

People were supported to access community healthcare services whilst living at Abbey Grange Nursing Home. People and their relatives told us staff were proactive in seeking advice from community healthcare professionals. Comments included, "They [staff] always get a doctor if needed", "The nurses always know when [relative] needs a doctor" and "They are responsive to concerns I raise about [my relative's] health and they call the GP straight away if there are any worries." People's care records evidenced they received medical attention when they needed it and staff regularly sought advice from outside agencies. This supported them to provide effective care to people.

Staff received regular training to ensure they had the right skills, knowledge and experience to deliver effective care. The mandatory training for care staff included moving and positioning, health and safety, fire awareness, safeguarding, the Mental Capacity Act 2005, infection control, end of life care, dementia awareness and dignity in care. Staff told us the training was good and it supported them in their roles.

Staff were supported by the management team through supervisions and appraisals. Supervisions are meetings between a manager and staff member to discuss any areas for improvement, concerns or training requirements. Appraisals are meetings between a manager and staff member to discuss goals and objectives. Staff told us they felt supported by the registered manager and they were always able to raise any concerns or questions with them.

People were supported to maintain a balanced diet. When people moved into Abbey Grange Nursing Home, they were asked about their food preferences. People's care records documented whether they had any allergies or special dietary requirements. People living at Abbey Grange Nursing Home told us, "The food is nice", "You pick what you want", "Never had a bad meal yet" and "It's very good food." A malnutrition universal screening tool (MUST) was in place for people who were at risk of malnutrition. MUST is a five-step screening tool to identify if adults are malnourished or at risk of malnutrition. Records confirmed people were weighed each month or more frequently if there were any concerns about their health or food intake.

We checked the design and decoration of the premises was suitable for the people living there. The

communal areas such as the lounges and dining areas were homely and comfortable. There was a separate smaller lounge on the ground floor where people could sit with their visitors, which was peaceful and quiet. The environment of the home was periodically audited by the maintenance team who arranged necessary refurbishments when they were required.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who 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 capacity to take particular decisions, any decisions made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty so that they can receive care and treatment when this is in their best interests and legally authorised under the MCA. The authorisation procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA and whether they were complying with conditions placed on authorisations.

The registered manager made appropriate applications for deprivation of liberty authorisations, for people who required them. People's care records demonstrated the service was complying with conditions placed on authorisations. Staff had completed MCA training and during the inspection we saw staff asking for consent when providing care to people. People's care records evidenced their mental capacity had been considered and assessed, where appropriate, and any best interest decisions were clearly recorded.

## Is the service caring?

### Our findings

People living at Abbey Grange Nursing Home and their relatives spoke very positively about the staff. People told us, "The staff are lovely", "The staff always have time for you" and "They [staff] are kind and respect me." People's relatives told us, "They [staff] are very caring", "They go above and beyond", "They [staff] are very encouraging" and "The staff are amazing."

Relatives and friends were encouraged to visit people living at the home. During the inspection we observed staff welcoming people's relatives into the home in a friendly manner. We could see staff knew the visitors well. People's relatives told us they were always made very welcome. They described how the registered provider's motto was 'our family caring for yours'. Relatives told us they experienced this in practice whenever they visited. Comments included, "They look out for the families as well as the residents. You're always welcome here", "They're as quick to hug you as the resident", "They support everyone", "It doesn't matter when I come; they're always caring and approachable" and "They're always welcoming people when they come into the home. It's just fantastic."

During this inspection we observed staff treat people with kindness and respect. Staff were trained in equality and diversity and dignity in care. They understood the importance of respecting people's privacy. People commented, "The staff listen to me and respect me" and "They respect my privacy". A relative described how caring they thought the staff were, saying, "It's how the staff talk to the residents. It's the little cares that mean so much. For example, they stand in front of [relative] and sort their hair out. They care for both [my relative] and us [the family] so much."

Staff spoke with knowledge about people's needs and preferences. They clearly knew people living in the home very well. People told us, "The staff know me" and "I can talk to staff if I want to get something off my chest". People's life histories, likes and dislikes were documented within their care records and each person had a key worker who was able to spend time getting to know them. A relative commented, "People have a key contact here so I always know who to go to if I have any questions. It makes it really easy for me."

All staff we spoke with said they would be happy for a family member or friend to receive care at Abbey Grange Nursing Home. Staff told us they enjoyed their jobs and this was clear from our observations during the inspection.

The staff communicated well with people's families. Relatives told us, "They keep me up to date with [relative's] care", "Occasionally [relative] has falls as they cannot stand up, but staff always call me", "The staff keep you up to date if anything happens" and "I have good contact [with the staff]. They always ring me." Where people did not have any family or friends to support them, the registered manager had information available for them about advocacy services. An advocate is a person who would support and speak up for a person who does not have any family members or friends to act on their behalf.

## Is the service responsive?

### Our findings

People's care records accurately reflected their needs and the different levels of support they required from staff. Care records reflected their physical, mental, emotional and social needs and they were sufficiently detailed to guide staff's care practice. People's care plans were reviewed each month or sooner if their needs changed. This helped to make sure people consistently received the correct level of care and support.

Staff told us they tried to maintain peoples' independence, for example by encouraging people to wash and dress themselves where they could manage this. The care records we viewed supported this. They showed that people's independence had been promoted rather than staff being directed to intervene too early and not allowing time for the person to try to complete tasks themselves. One staff member commented, "I strive a hundred percent for people to have their independence." People living at Abbey Grange Nursing Home told us, "It's one of those places you can be independent", "They help me maintain my independence" and "I feel independent and they encourage me."

People were happy with the activities on offer at Abbey Grange Nursing Home. Numerous activities took place within the home and the registered provider had recently provided a mini-bus which was used to take people out into the community on a weekly basis. People commented, "I love bingo", "I like all of the activities" and "I have been on a few trips." A relative commented, "There are plenty of activities going on. They do baking, singing and dancing. [Relative] has had their nails done. They're enjoying living here. They went on a trip last week to Weston Park – they said it was the best thing ever." The mini-bus was also being used to facilitate people's relationships with their family members. For example, staff were using it to support a resident to visit a family member who resided in another care home.

The service recorded and responded to any complaints in accordance with their complaints policy. People we spoke with and their relatives told us they had not had any reason to complain, however they knew who to speak with if they needed to. Details of how to complain were clearly displayed in the entrance to the home. The complaints procedure gave details of who to complain to outside the service, such as the CQC. One complaint had been received in the last 12 months. We were satisfied it was dealt with appropriately and in accordance with the registered provider's policy and procedure.

There were appropriate systems in place to support people at the end of their life to have a comfortable, dignified and pain-free death. People were asked about how they would like to be cared for at the end of their life. People's care records contained detailed information about this, and, where necessary, end of life care plans were developed so staff knew what action they needed to take. Staff followed a detailed end of life care planning policy and procedure. This meant people were supported to have a comfortable, dignified and pain-free death in accordance with their own wishes.

## Is the service well-led?

### Our findings

There was a registered manager employed at Abbey Grange Nursing Home. People living in the home and their relatives were very positive about the registered manager. Comments included, "The manager always knows what is going on", "The manager is approachable" and "I really like the manager." During this inspection, the registered manager was always accessible to the staff, the people living at Abbey Grange Nursing Home and their relatives.

Staff told us there was a welcoming and positive culture at the home which was encouraged by the registered manager. Staff told us, "The manager cares. You want someone like [registered manager] who wants the best for the people who live here" and "I could not wish for a better manager. The relatives adore him."

The registered provider and registered manager monitored the quality of the service and took action when issues were identified. A wide range of checks and audits were completed on a weekly, monthly and quarterly basis covering various aspects of the service such as the infection control system, accidents and incidents, safeguarding referrals, the medicine administration system and people's care records. Where an audit identified something could be improved, an action plan was created. The registered manager monitored the completion of action plans to ensure the identified improvements were implemented in a timely manner.

The registered provider used various methods to obtain feedback about the service from people who lived there, their relatives and staff. This included quality assurance surveys which were sent to residents, relatives, staff and visiting professionals every six months. The registered manager analysed the responses to the surveys and implemented changes to the service in response to the feedback given. The results of the last survey were displayed in the entrance to the home.

A 'residents and relatives' meeting was also held every month during which people could provide feedback about the care they received at Abbey Grange Nursing Home. Staff meetings took place so important information could be shared with staff. Staff were given the opportunity to provide feedback about the service during these meetings.

The staff team were supported to provide consistent care and work collaboratively with each other. A handover meeting took place at the end of each shift to pass on any relevant information from one shift to the next. Staff told us they found these meetings effective. The registered manager also arranged a clinical governance meeting at the end of each month which was attended by senior staff. They provided feedback to staff during these meetings about the results of the quality assurance audits. This meant the results of the audits could be reflected upon by staff to help drive improvements to the quality of the service.

The service worked collaboratively with other agencies to achieve good outcomes for people. Abbey Grange Nursing Home had recently received positive feedback from various healthcare professionals about the quality of the service provided. The registered manager told us the staff also benefited from working with

community health professionals as they received additional training and good practice guidance from them.