

Heathwaite Care Homes Limited

Twin Oaks

Inspection report

Victoria Road
Windermere
Cumbria
LA23 2DL

Tel: 01539448994

Date of inspection visit:
14 March 2018

Date of publication:
17 May 2018

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

Twin Oaks is a small care home located in the Lake District town of Windermere. The home provides accommodation and personal care for up to seven older people. There were five people living in the home at the time of our inspection.

Twin Oaks 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.

At our last inspection we rated the service as good. At this inspection we found the evidence continued to support the rating of good. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

At this inspection we found the service remained Good.

People told us this was a good home and said they would recommend it.

People received support from a small staff team that included the registered manager and the provider. The staff team were aware of how to identify and report abuse. The staff team were trained in how to provide people's care safely.

People received their medicines safely and as their doctors had prescribed. The staff identified if people were unwell and contacted their doctors if they needed.

People enjoyed meals and drinks that took account of their personal preferences. They were provided with the support they required to enjoy their meals.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice. People's rights were protected. They were asked for their consent before care was provided and the decisions they made were respected.

The staff team were kind and caring to people.

People had been included in planning and agreeing to the care they received. Each person had a care plan to guide staff on the support they needed and how they wanted this to be provided. The staff team worked with other appropriate services to support people who were reaching the end of their lives.

The provider had a procedure for receiving and responding to concerns about the service.

The register manager and provider were the owners of the home. They worked with the care staff providing people's care. They were available to provide guidance to the staff and the staff felt well supported by the owners of the home.

The registered manager and provider asked people for their views and carried out checks on the quality and safety of the service.

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 remains 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.

Twin Oaks

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 comprehensive inspection took place on 14 March 2018 and was unannounced.

The inspection was carried out by two adult social care inspectors.

During our visit to the home we spoke with three people who lived in the home and with a relative of one person. We spoke with the registered manager of the home, the two staff members who were on duty and with the provider. We also spoke with two members of the community nursing team who supported people who lived in the home.

We looked at care records for four people who used the service and at the training records for the two staff members, the registered manager and the provider. We also looked at records related to the management of the service.

After the inspection we spoke with a relative of one person who lived at Twin Oaks and were contacted by relatives or representatives of another four people.

Before the inspection we reviewed the information we held about the service. We also contacted the local authority and local health care providers for their views of the home.

Is the service safe?

Our findings

People we spoke with told us this was a good home and said they were confident people were safe. People who lived in the home told us, "I feel very safe" and said "This is a lovely home, there is always someone here when you need them, that makes me feel safe."

The staff we spoke with told us they had completed training in how to identify and report abuse. We saw there was also guidance about how to report abuse in the information the registered manager gave to people who used the service. People who lived in the home, the relatives and the members of the community nursing team we spoke with told us they had never seen or heard anything that made them concerned about how people were treated in the home. We saw people who could not easily share their views were confident around the staff who were working in the home.

Risk assessments had been carried out to identify hazards to people's safety. These included the actions for the staff team to take to protect people and any items of equipment people needed to help them to move around the home safely. We saw the staff knew how to support people to remain safe in the home.

People told us there were enough staff in the home to provide their care. This was a small home and the registered manager and provider worked with a small staff team to provide people's care. People told us the size of the service was important to them as they felt it was "homely" and "like a family". People told us they knew the registered manager, provider and staff and said they received the care they needed and were supported to remain safe.

No new staff had been employed to work in the home since our last inspection in February 2016. The registered manager was aware of the checks that needed to be carried out before new staff were employed. Carrying out robust checks on new staff would help to ensure they were suitable to work in the home.

People told us they received the support they needed in taking their medicines. One person told us, "[The registered manager] gives me my medicines and writes it all down". Another person said, "I get my medicines as I need them."

We saw records of the medicines that had been given to people. These showed people had received their medicines as their doctors had prescribed.

There had been no serious incidents in the home which had required the registered manager and staff team to make changes to how people were cared for. The staff we spoke with told us that, if they observed anything in the home that made them concerned people were not safe, they would be confident reporting this to the registered manager so it could be addressed.

The staff we spoke with told us they had completed training in how to ensure people were safe. This was confirmed by training records we looked at. We saw the training completed included keeping people safe from infection, first aid and the actions to take in the event of a fire.

Is the service effective?

Our findings

People who lived in the home said they received a good quality of care and told us the registered manager, provider and staff employed in the home were competent and good at their jobs. One person told us, "They [the staff team] are extremely good." Another person said, "They [the staff team] know what they are doing."

The care records we looked at showed that appropriate services had been included in assessing and planning people's care. A relative we spoke with confirmed appropriate health care services had been included in assessing and planning the care their family member received. This helped to ensure people received appropriate care to meet their needs.

The staff we spoke with told us they had completed training relevant to their roles and to meeting the needs of people who lived in the home. The records we looked at showed that the staff team had completed appropriate training and qualifications in health and social care.

People told us the meals in the home were "very nice". One person told us, "The meals are very good. [Registered manager] is a very good cook." Another person said, "The food is good, we get a choice."

Throughout our inspection we saw that people were provided with drinks and snacks as they wanted. We observed the midday meal being served and saw this was presented to look appetising. Where people did not like the main choice offered an alternative meal was provided.

People received the support they required to enjoy their meal. One person did not like large portions of food and we saw they were given appropriate smaller portions that they enjoyed. During the midday meal we saw a staff member sat in the dining room providing people with any support they needed to enjoy their meal.

The registered manager worked with local health providers to ensure people received the support they required promptly. A relative we spoke with told us the registered manager was very good at contacting local health services to ensure people received the support they required. People who lived in the home told us they were supported to see their doctors as they needed.

The members of the community nursing team we spoke with told us the registered manager worked well with them to ensure people received appropriate support. They said any advice they gave was acted on. They told us the staff working in the home understood when to take advice about people's health and made appropriate referrals to local health services.

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 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.

People told us they had agreed to the support they received. They said the staff who supported them always asked for their consent before providing their care. People told us they could refuse any aspect of their support if they wished and said the staff respected the decisions they made.

Twin Oaks was a small home and provided people with a comfortable and homely environment. Each person had their own room that they had been able to personalise as they wished. People told us they liked their rooms. There was a stair lift to assist people to access the accommodation on the first floor of the home. The registered manager had also worked with local services to provide the specialist equipment individuals needed to ensure their comfort and safety.

Is the service caring?

Our findings

People who lived in the home and the relatives who contacted us told us the staff who worked at Twin Oaks were kind and caring and provided a high quality of care. One person who lived in the home told us, "They [the members of the staff team] are kindness itself". Another person said, "I'm happy living here. All the staff are very friendly, they are all really nice."

One relative told us the home provided, "Excellent care for [my relative] at any time of day or night." They also told us the home had, "A very caring and friendly atmosphere." Another relative said, "My husband and I are extremely satisfied with the excellent care and attention that [relative] receives."

People told us the registered manager and staff who worked in the home asked for their views about their care. They told us the registered manager listened to them and took action in response to the views they shared. We observed the registered manager asking people for their views during our inspection.

People told us they trusted and felt comfortable with the registered manager, provider and staff employed in the home. We saw that people were confident and comfortable around the staff team working during our inspection. The registered manager knew people well and engaged them in conversations about their interests and families. We observed this supported individuals' wellbeing.

People who lived in the home told us the staff treated them with respect and always respected their privacy. One person told us, "The staff always knock on my bedroom door before they come in." We also saw the staff spoke to people in a respectful way and knocked on doors to toilets and people's rooms before entering.

People were supported to maintain their independence. People told us there were always staff available if they needed support but said the staff knew the tasks they liked to carry out themselves and gave them the time they needed to do so. We saw the staff assisting people to move around the communal areas of the home. We saw they ensured people had any mobility aids they needed and gave people time to move independently.

There was no one in the home who required independent support to express their wishes. People who lived at Twin Oaks told us they were supported by relatives or representatives who they would contact if they needed advice or support to share their views. The registered manager was aware of how to contact local advocacy services if people required independent support. Advocates are people who are independent of the home who can support people to make important decisions about their lives and to share their views.

Is the service responsive?

Our findings

People who lived at Twin Oaks told us the service provided was responsive to their needs and wishes. They said that they had been asked about their preferences and said their care was provided as they wanted. One person told us, "I get up and go to bed when I like." Another person said, "I do what I want, I just let [the registered manager] know if I'm going out and she makes sure I'm ready."

Each person who lived in the home had a care plan to guide the staff on the support they required and how they wanted this to be provided. People told us they had been included in planning and agreeing to the support they received. The care plans showed people had been asked about things that were important to them such as relationships, preferences for how they spent their time, the food and drinks they liked and the times they liked to get up and to go to bed. We saw the care plans reflected what people told us was important to them. One person had told us about an activity they liked to follow in their room and we saw this was recorded in their care plan. We also saw that people had been provided with meals that took account of their recorded preferences.

People who lived in the home and the relatives we spoke with told us visitors were made welcome and people could see their friends and families as they wished. This helped people to maintain relationships that were important to them.

The registered manager had a procedure for receiving and responding to complaints about the service provided. People who lived in the home told us they had no complaints about the service they received. People told us they would speak to the registered manager or provider if they had any concerns. One person said they knew how they could make a complaint and said, "It wouldn't be a problem." Another person told us they had "no concerns" and said they felt they would be able to raise any concerns if they needed. The staff we spoke with said they knew how people could complain about the service provided and said they would be confident to support people to make a complaint if they wished to.

Providers of social care services are required by law to display the rating we give following our inspections on their website, if they have one. As part of our inspection planning we carry out an internet search to check if providers have a website and if they are displaying their rating as required. While we were planning our inspection at Twin Oaks we carried out an internet search and found the provider did not have a website.

Our internet search found two reviews of the home recorded on a care service review website. One review was very positive and reflected the positive views we were told by people who used the service and their relatives. One review was negative and did not reflect what we were told. We discussed this with the registered manager. She was aware of the reviews of the service and believed she could identify the individual the negative review referred to. The registered manager said no concerns had been raised with her about the care provided either at the time the person had stayed in the home or since. The registered manager told us she was happy to work with individuals and their families to seek alternative accommodation if there was any aspect of their care that the service provided at Twin Oaks was not able to meet.

Records we looked at showed that people had been asked about how they would like to be cared for if they were reaching the end of life. This meant the registered manager, staff in the home and local health services knew the choices people had made. The registered manager had links to local health care services that could support people to remain comfortable in the home as they reached the end of life.

Is the service well-led?

Our findings

People who lived at Twin Oaks and the relatives who contacted us told us this was a good home. People told us they would not want to live anywhere other than at Twin Oaks. One person said, "If anyone asked me to move I would say no." People who lived in the home and their relatives said they would recommend the service. One relative told us, "I would have no hesitation in recommending Twin Oaks to anyone looking for residential care."

The registered manager and provider were the owners of the home. They worked in the home each day and were available for people to speak with as they wished. People who lived in the home and their relatives told us they knew the registered manager and the provider. They told us the registered manager and provider ensured people were provided with a high quality service and said they valued this. One person told us, "I cannot praise them highly enough, both owners and staff". A member of the community nursing team told us, "It is a lovely home. [The registered manager and provider] are very good."

People who lived in the home and their relatives commented on the "homely" atmosphere. One relative told us this was very important to their family member and said, "This is a small residential home which is the reason [my relative] selected it. It has a family feel which is what she likes."

The registered manager and provider monitored the quality and safety of the service. Checks were carried out on the equipment used in the home to ensure this was safe. The registered manager worked in the home with a small staff team. This meant they were available to guide staff and to monitor the quality of the service provided. We saw the registered manager gave people her time and asked for their views about their care in an informal manner. One person told us, "We are asked, we can share our views."

The staff we spoke with said they felt well supported by the registered manager. They told us Twin Oaks was a good home and said they enjoyed working there.

The registered manager had developed relationships with local health service teams to ensure people received the support they needed. Where she identified people required additional support she had contacted appropriate services to request a review of their care.

Providers of health and social care services have to inform us of significant events that happen in their services such as serious injuries to people or deaths of people. The registered manager was aware of the notifications that needed to be made and had informed us of important events promptly.