

# Care UK Community Partnerships Ltd

# Hadrian Park

## Inspection report

Marsh House Avenue  
Billingham  
Cleveland  
TS23 3DF

Tel: 03334343036

Website: [www.careuk.com/care-homes/hadrian-park-billingham](http://www.careuk.com/care-homes/hadrian-park-billingham)

Date of inspection visit:

22 May 2023

24 May 2023

Date of publication:

15 June 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

Hadrian Park is a residential care home that provides accommodation and personal care for up to 74 older people and people living with dementia. At the time of the inspection there were 73 people using the service.

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

People told us they were happy living at Hadrian Park. The provider ensured people lived in a safe environment. Health and safety checks were regularly conducted. Staff were trained to support people in the event of an emergency. Medicines were managed safely. Individual and environmental risks were identified and managed.

People were protected from the risk of abuse. Staff had completed safeguarding training. Information gathered from safeguarding concerns, accidents and incidents was analysed to identify trends or patterns with actions put in place to minimise risk of further incidents.

Staff had completed training in infection control and followed protocols to reduce the risk of infection. A robust recruitment process was in place. Enough staff were deployed to meet people's needs. The registered manager regularly reviewed staffing levels to ensure people's needs were met.

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.

The provider had a clear vision and values which staff demonstrated. The registered manager promoted an open and inclusive culture. Staff told us the provider and management team were supported in both the work and home environments. The home had introduced a number of ideas to improve both people and staff's well-being.

The provider and registered manager understood their duty of candour. Staff were knowledgeable about their roles and worked well together. The home had developed strong partnerships with health and social care professionals to ensure people received joined up care.

The provider had comprehensive quality assurance systems to monitor the quality and safety of the home. The home regularly sought feedback from people, their relatives and staff.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 23 February 2018).

### Why we inspected

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

We undertook a focused inspection to review the key questions of safe and well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service remains good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hadrian Park on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### 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 safe findings below.

# Hadrian Park

## Detailed findings

### Background to this inspection

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by 2 inspectors.

Service and service type

Hadrian Park 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. Hadrian Park 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.

Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (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 6 people and 4 relatives about their experience of the care provided. We spoke with 9 members of staff including the registered manager, the deputy manager, 2 seniors, a chef, and 4 care staff. We looked at the care records of 3 people, a sample of medicines records and other records related to the management of the home.

# Is the service safe?

## Our findings

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

At the last inspection this key question was rated as requires improvement. At this inspection this key question has changed to good. This meant people were safe and protected from avoidable harm.

### Using medicines safely

- Medicines were managed safely. Staff followed the appropriate guidance for the management, storage, administration, and disposal of medicines.
- People received their medicines as prescribed and as their preferred. One relative said, "They always make sure (Person's name) had their medicine before we go out."

### Assessing risk, safety monitoring and management

- People lived in a safe environment. Health and safety checks were regularly completed. A plan was in place to ensure people had continuity of care in the event of an emergency.
- The registered manager was proactive in the management of fire safety. Fire evacuation simulations were conducted. Staff told us they were confident to support people in the event of an emergency.
- Individual and environmental risks had been identified and managed. Risk assessments combined with care plans outlined how staff were to support people to remain safe.

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)

- The home was working within the principles of the MCA. DoLS were applied for and monitored. The registered manager ensured lasting power of attorney documentation was obtained and recorded.

### Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- Systems were in place to reduce the risk of abuse and harm. Staff had completed safeguarding training. Staff told us they would not hesitate in raising an alert if they witnessed anything of concern.
- The registered manager had investigated concerns raised and these were referred to the appropriate authorities.
- The provider analysed information gathered from safeguarding concerns, accidents and incidents to identify trends or patterns. Any learning points were cascaded across the provider's services and implemented to minimise risk of further incidents.

### Staffing and recruitment

- A robust recruitment process was in place. The process included Disclosure and Barring Service checks and obtaining references from previous employers.
- Enough staff were deployed to meet people's needs. The registered manager regularly reviewed the dependency tool and conducted observations throughout the home, including night visits.

### 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 meeting shielding and social distancing rules.
- 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 accessing testing for people using the service and staff.
- 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.

### Visiting in care homes

- Visiting was in line with government guidelines. No restrictions were in place and visits took place during the inspection process.

# Is the service well-led?

## Our findings

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

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

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

- Staff recognised the importance of working with people to achieve positive outcomes. One staff member told us how one person was supported to swim again and recalled the positive outcome for the person but also for staff.
- The provider had a clear vision and values, this outlined how best to support people to live happy lives. The management and care team demonstrated these values. The registered manager told us how many staff had gone above and beyond. For example, a staff member regularly came into work on their day off to visit people with their dog, another staff member had completed sponsored challenges to raise money for community causes, including a defibrillator attached to the home. Another staff member had raised funds with the support of people to create a winter wonderland.
- The home had an open environment. Inclusivity and diversity were celebrated. The home had embraced Pride celebrations and promoted awareness and support of the equality of people from the LGBTQ + community.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider had a comprehensive quality assurance system in place. Learning points were cascaded throughout the provider's services.
- Staff worked well together. They told us how the management team were supportive and promoted their development. One staff member told us how through support and encouragement they had gained confidence and had represented the home at a provider level conference.
- The registered manager had submitted the required statutory notifications to CQC.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People, relatives and staff were encouraged to give feedback about the home. This information was used to make improvements in the home and actions were displayed.
- Team meetings were regularly held. Staff told us, these were a two-way conversation, sharing learning and listening to staff offering improvements.

Continuous learning and improving care; Working in partnership with others

- The registered manager was constantly reflecting on the care and support provided. They actively completed internal and external training to improve the home. They were responsive throughout the

inspection.

- The registered manager promoted a holistic approach to support for both staff and people. The home had introduced 'Namaste' a sensory experience for people, which looked at touch, sound, and smell. The registered manager had also recently completed a mental health first aid course aimed to support staff and had started a project to create a 'safe' area for staff.
- The home had developed strong partnerships with health and social care professionals. The registered manager arranged for external healthcare professionals to deliver face to face training in relation to person specific conditions or treatment. One external healthcare professional said, "Staff are very friendly and helpful, responsive to peoples' needs."

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 provider and registered manager understood their duty of candour. The home had an open and transparent culture.