

Prime Care SW Limited

Five Gables Care Home

Inspection report

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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

Five Gables Care Home is a residential care home registered to provide care and support to up to 13 people. The service provides support to older people some of whom were living with dementia. At the time of our inspection there were 12 people living at the home.

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

People, their relatives and staff told us Five Gables Care Home was a safe place to be and felt like home. We have made a recommendation about staff recruitment processes and the monitoring of safety systems within the home. The registered manager and provider immediately sought to rectify the shortfalls found during the inspection. Environment safety checks were not always carried out as planned, the registered manager immediately arranged for the necessary checks to be completed.

People's risks were assessed, and procedures in place supported them to be safe from avoidable harm, staff knew people well. There were enough staff on duty, people told us when they pressed their call bell, staff were there. The management team and staff discussed the needs of people to work out safe staffing levels, regularly working within the home to assess first-hand if staffing numbers were adequate.

Accidents and incidents were recorded and analysed to ensure lessons were learnt and discussed. Reflective learning was used to improve practices. 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.

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 Five Gables Care Home. People's views were sought and used to drive improvement within the home. The registered 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 23 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.

Five Gables 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.

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 one inspector.

Service and service type

Five Gables 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. Five Gables 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 were two registered managers 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 service improvement and safeguarding teams. The provider completed a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 5 people who lived at Five Gables Care Home and received feedback from 3 relatives about their experience of the care provided. We spoke with and received feedback from 9 members of staff including both registered managers, operations manager, senior carer, carers and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We made observations throughout the day of interactions between people and staff.

We reviewed a range of records. This included 3 people's care records and 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 reviewed. The registered manager immediately conducted an audit and worked to obtain the missing information.

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

- There were enough staff on duty. People told us staff were available to them when they needed them. The registered manager monitored call bell durations to ensure people were attended to in a timely manner.
- Staff told us they were able to carry out their role effectively and had enough staff to ensure people's needs were met safely. The registered manager told us it was important to regularly work within the home to assess first-hand if staffing numbers were adequate.
- 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

- Environmental safety checks were not always carried out as planned as a gas safety certificate had expired, the registered manager immediately sought to address this shortfall and booked an engineer to visit the home.
- People had risk assessments in place for all their care and support needs. The home was proactive in their approach to managing risks. Risk assessments were reviewed monthly or in response to a change in a person's condition, for example, following a fall or injury.
- Risk assessments were detailed; staff understood the risks and knew people well. Risks to people's health and wellbeing were discussed daily within handovers.
- 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. Accident and incident reporting were detailed, and the registered manager had an overview summary sheet to ensure all necessary safety steps had been taken for each incident.

Systems and processes to safeguard people from the risk of abuse

- People, their relatives and staff told us Five Gables Care Home was a safe place to be. Some of the comments were: "I feel safe, anything you want they will get for you", "I am safe, I am happy, this is where I want to be", "I can't stress how happy I am", "I know my loved one [name] is safe as I get all the information I need, I am kept up to date", "Yes, people are safe because we are a small team and we all know their needs", "Thank you so much for taking such great care of my loved one [name] and the other residents at Five Gables."
- 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 knew the process for reporting safeguarding concerns to the local authority. A member of staff told us, "If I ever thought someone was at risk, I'd also speak to a senior or manager."
- There were clear communication channels for raising concerns within the home. Staff told us they felt complete confidence in the registered managers. One member of staff told us, "If I have concerns over someone I support, then I have confidence that all matters raised are dealt within, in a timely manner."
- Staff had received training in safeguarding and were confident any concerns they raised would be taken seriously and acted upon by the manager. Safeguarding concerns were reviewed monthly within the accident and incident analysis process.

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 as prescribed. There were safe procedures in place for the ordering, storage and disposal of medicines.
- Medicine administration records were completed correctly; a photograph of the person was an additional safety measure.
- The registered manager told us they had a good relationship with the pharmacy. 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.
- 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.
- The home was welcoming visitors in line with 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 home safety checks. The registered 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.

- The registered manager used reflective practice to explore events within the home. This meant the home was continually learning. Updates and changes were shared within the staff team and handovers.
- Staff understood their role and had clear responsibilities. Staff had job descriptions and told us they were clear on the expectations of the provider, registered manager and the home.

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

- Both registered managers and the operations manager worked closely with staff to ensure everyone was involved. Everyone at the home was actively involved in decisions. This included people, their relatives and staff. There was a calm and homely atmosphere in the home, staff told us they felt happy in their work and felt included. One member of staff said, "I cannot tell you enough that I feel very much appreciated at Five Gables." Another said, "It makes such a big difference hearing or receiving a message, saying thank you." A person told us, "It's our home, we have everything we want."
- Staff were proud to work at Five Gables Care Home, their comments included: "My main reason for feeling so proud, is because of the registered managers [names], they have made that place a home, not just a care home and for how much they generally do appreciate their staff", "It is a small family run home, we all get to know each other very well", "We all work as a team and we have an understanding of each other's feelings and problems", "I feel very proud to work at Five Gables. The home to me is warm cosy happy place. We encourage everyone to have a sense of humour to laugh, to support each other, and that includes colleagues, residents and family."
- People, professionals and staff were complimentary about the management of Five Gables Care Home. Some of their comments included: "The registered manager is lovely, they have compassion, any problems they will sort them out", "Wonderful. I've never had managers that are open, caring and will do anything to

help you", "Management at the home is really good and supportive", "The registered manager [name] is always there to support us. She's is a very caring manager and treats her staff lovely", Both registered managers [names] are in my view very professional and manage a safe, caring home and do everything they can to make the life of the residents happy and comfortable."

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 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 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 told us it felt like home.
- The home continued to make links within the local community, this included links with local care homes for support and improvement ideas.
- People told us they were happy to give their views to staff. The registered manager told us they worked with people and staff so they could understand what people wanted. One person told us, "The registered manager [name] will get me anything I want, I just have to ask."
- The home undertook satisfaction surveys for people and their relatives. The most recent survey showed positive results.
- The home worked well with health and social care professionals.