

Heathcotes Care Limited

Kirklands

Inspection report

Kirklands
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West Yorkshire
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20 November 2023
22 November 2023

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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

Kirklands is a residential care home providing accommodation and personal care for up to 6 people. The service provides support to people who have learning disabilities and complex needs. At the time of our inspection there were 6 people using the service.

People's experience of the service and what we found:

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessment and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support

Risks were assessed and managed to ensure people could safely participate in activities that they enjoyed. People's relatives told us people were supported safely. 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 were able to receive visitors without restrictions in line with best practice guidance.

Right Care

People were safeguarded from abuse and avoidable harm. There were sufficient numbers of staff and staff supported people in line with their individual preferences and agreed care plans. People were protected from the risk of infection as staff followed safe infection prevention and control practices. Medicines were managed in a safe way.

Right Culture

There was a positive and open culture at the service and systems were in place to provide person-centred care. People's relatives and staff were involved in the running of the service and the provider worked in partnership with others to achieve good outcomes for people. The quality of care was monitored and lessons were learned when things had gone wrong.

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 23 published January 2018

Why we inspected

This inspection was prompted by the time since our last inspection. 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 has remained good.

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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p>Good ●</p>

Kirklands

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 team consisted of by 1 inspector and 2 Experts 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.

Service and service type

Kirklands 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. Kirklands 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

The inspection was unannounced.

Inspection activity started on 20 November 2023 and ended on 8 December 2023. We visited the location's service on 20 and 22 November 2023.

What we did before the inspection

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 completed observations of the care provided and staff interaction with people who lived at the service. We spoke with 4 people and 2 relatives and people important to people using the service about their experience of care. We spoke with 7 staff including the registered manager. We reviewed a range of records. This included 3 people's care records and multiple medication records. A variety of records relating to the governance of the service, including policies and procedures were reviewed. We looked at 4 staff files in relation to recruitment. We reviewed feedback from professionals involved with the service. We continued to seek clarification from the provider to validate evidence found following the inspection.

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 has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

People were safeguarded from abuse and avoidable harm. People told us they felt safe and supported. One person told us they felt safe and they liked living at the home. Staff knew people well. Relatives told us they felt people were safe and gave us examples how the service had improved how safe people were since coming to the home.

Assessing risk, safety monitoring and management

The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks. Care plans and risk assessments were very detailed, however used language not always person-centered. We did see examples how people had been involved in their development and review. The registered manager had a plan to update care plans to ensure they would be more person centered once a electronic recording system had been embedded. All required health and safety checks were in place and regularly monitored.

Staffing and recruitment

The provider ensured there were sufficient numbers of suitable staff. The provider operated safe recruitment processes. Throughout our inspection we observed staff supporting people in a caring, friendly and unrushed way. One person told us, "I have a key worker who is very good, and [Staff] tries their best and makes me laugh. I have good relationship with [Staff], the staff are nice people.

Using medicines safely

People were supported to receive their medicines safely. We highlighted that people should be informed what their medication is and what for in a way they could understand, if at all possible. The registered manager took immediate action to address this. Medicines records were complete, and medicines were stored and administered safely. People's medicines were reviewed regularly. Staff were aware when people's medicines needed to be reviewed and followed up with healthcare providers.

Preventing and controlling infection

People were protected from the risk of infection as staff were following safe infection prevention and control practices. The home was clean, and systems were in place for infection prevention and control.

Visiting in Care Homes

People were able to receive visitors without restrictions in line with best practice guidance. There were no restrictions on visiting and people's family and friends were able to visit when they wanted to. The registered manager told us relatives and people important to people using the service could visit whenever they chose,

as it was the person's home.

Learning lessons when things go wrong

The provider learned lessons when things had gone wrong. Systems were in place to regularly review all incidents and identify any changes that could be made to reduce the likelihood of a reoccurrence. The registered manager reviewed any incidents to see if lessons could be learned and shared the learning with the staff team.

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 with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguarding (DoLS)

The provider was working in line with the Mental Capacity Act. The provider had devised an innovative way to manage DoLS. The provider had different door entry codes for coming into and out of the building. One person told us, "I go out for a cigarette, and I let myself back in." Best interest decisions had been completed where needed and where appropriate people were involved in decisions about their care and support.

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-centered 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 has remained Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centered care.

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

There was a positive and open culture at the service. The provider had systems to provide person-centered care that achieved good outcomes for people. People and their relatives were positive about the registered manager, staff and the support they received. One relative told us, "[Person] is well known by staff members, "They are their second [Parent]" and "The registered manager is great." Staff told us they enjoyed working at the home. They were very positive about the people who lived there and they put people's needs and wishes at the heart of everything they did. This was supported by feedback from people and their relatives.

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 understood their responsibilities under the duty of candour. The registered manager was aware of the principles of the duty of candour and the importance of being open and transparent should anything go wrong. Relatives consistently told us the registered manager was approachable, open and transparent.

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

The provider had a clear management structure that monitored the quality of care to drive improvements in service delivery. The service was well managed. Governance processes were effective and helped to hold staff to account, keep people safe, protect people's rights and provide good quality care and support. Policies and procedures were available to guide staff on what was expected of them in their roles. Staff were very positive about working for the service and the support they received from the registered manager.

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

People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics. People and staff were involved in the running of the service. People's individuality was respected and promoted. Staff and the registered manager knew people very well. They focused on ensuring people were treated as individuals and received the care and support they wanted. We saw examples how people were encouraged and supported to undertake activities they wanted to try, such as open sea fishing.

Continuous learning and improving care

The provider had created a learning culture at the service which improved the care people received.

The provider sought feedback from people, relatives and those important to people who use the service and used the feedback to develop the service in person centered ways.

Working in partnership with others

The provider worked in partnership with others. The registered manager and staff at the home worked well with other organisations and actively sought support where it was needed. Staff used feedback from healthcare professionals and acted on their recommendations to help people achieve positive outcomes and improve the quality of their life. Records showed there was good communication with health care professionals.