

The Green Nursing Homes Limited

The Green Care Home with Nursing, Hasland

Inspection report

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Hasland
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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

The Green Care Home with Nursing, Hasland is a residential care home providing the regulated activities personal and nursing care to up to 40 people. The service provides support to older people. At the time of our inspection there were 27 people using the service.

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

People and their relatives told us they felt the service was safe. Staff were recruited safely and there were sufficient numbers of staff to meet people's needs. Medicines were managed safely and risks that affected people's daily lives were regularly monitored and assessed. Infection, control and prevention measures were in place and followed by staff.

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 and manager had a quality assurance system in place which ensured all aspects of the service were regularly audited. There was a positive person-centred approach to the delivery of people's care. People and their relatives had regular opportunities to suggest improvements to the service in person to the manager or through meetings. Staff were clear about their role and responsibilities and had received training to ensure they knew how to provide care and support to the required standard.

Rating at last inspection

The last rating for this service was Good published 5 September 2020.

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 question not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Green Care Home with Nursing, Hasland on our website at 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 well-led findings below.

The Green Care Home with Nursing, Hasland

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 was carried out by 1 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.

Service and service type

The Green Care Home with Nursing, Hasland 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. The Green Care Home with Nursing, Hasland is a care home with 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.

What we did before the inspection

We reviewed information we had received about the service. 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 3 people who used the service, 1 visiting professional and 9 members of staff including the registered manager, kitchen manager, 2 nurses, a nursing assistant and 4 care assistants. We also spoke with the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We spoke with 9 relatives about their experience of the care provided. We reviewed a range of records. This included 3 people's care records and multiple medication records. We looked at 2 staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were also 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 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 and their relatives told us they felt the service was safe. One person told us, "Yes I feel safe I have been here a long time, staff are great, and I know them all." A relative said, "I do feel that my relative is safe and they always report anything to me when I visit, and they also contact if they have any concerns."
- Safeguarding incidents had been correctly reported, recorded and investigated. We found appropriate actions and referrals to relevant professionals had been made to reduce the risk of re-occurrence.

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks.
- Risks which affected people's daily lives, in relation to their mobility, nutrition and management of health conditions were documented and known by staff. The management team monitored and regularly assessed these risks and took appropriate actions to ensure people received care in a safe and consistent way.
- Environmental risks were well managed, regular checks had been carried out. This included water temperature checks and fire safety.

Staffing and recruitment

- The provider ensured there were sufficient numbers of suitable staff.
- The registered manager monitored and reviewed their dependency tool appropriately to ensure the staffing levels continued to reflect the needs of the people using the service.
- People and their relatives told us staff arrived quickly when they pressed their call bell for assistance. We also observed this during our inspection.

Using medicines safely

- People were supported to receive their medicines safely.
- Medicine was administered by trained staff who received regular checks and direct observation of their practice to ensure medicines were administered safely.
- Audits of medicine administration records were conducted regularly by the management team and appropriate actions had been taken to address issues they identified.

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- Staff had completed infection, prevention and control training and we observed staff to follow best

practice throughout our inspection.

- The registered manager ensured regular infection, prevention and control audits were completed which identified areas for improvement and the actions taken.

Visiting in Care Homes

- People were able to receive visitors without restrictions in line with best practice guidance.

Learning lessons when things go wrong

- The provider learned lessons when things had gone wrong.
- Accidents and incidents were reviewed and investigated by the management team, we found appropriate actions had been taken to reduce the risk of re-occurrence.
- The registered manager shared the outcomes of audits with the staff, so appropriate action was taken to ensure people's safety and mitigate any risk.

Is consent to care and treatment always sought in line with legislation and guidance?

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.

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 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

- There was a positive and open culture at the service. The provider promoted this through value-based training where staff made 'value pledges' and explored the impact they could make as individuals to create a happy and safe culture for people using the service.
- There was a positive person-centred approach to the delivery of people's care. This was demonstrated by the staff's knowledge and understanding of the people they were supporting.
- People and their relatives told us of the outcomes people had achieved since they had been using the service. For example, one person told us, "It's down to the staff that I am back on my feet, the staff are great." And a relative told us, "[Person] talks to us about the different activities, they had a guitarist in last week and the staff have encouraged [person] to dance and sing which [person] always enjoyed. They seem to really think of how to keep people safe and well."

Continuous learning and improving care; 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 provider had created a learning culture at the service which improved the care people received.
- The service had an action plan in place which was regularly reviewed and updated. We reviewed the plan and found actions were in progress to address areas of the home that had been identified as requiring refurbishment.
- The registered manager regularly analysed findings from audits to identify any emerging themes or patterns in order to improve the care provided. These findings were then shared with the wider staff team.

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 provider and manager had a quality assurance system in place which ensured all aspects of the service were regularly audited. Where issues were identified action plans were put in place. For example, where a medication error had been identified this had been promptly followed up, with appropriate actions taken.
- Staff were clear about their role and responsibilities. Staff had received training to ensure they knew how to provide care and support to the required standard, the registered manager ensured regular observations

of staff practice were carried out.

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 using the service had regular opportunities to suggest improvements to the service in person to the manager or in resident's meetings. We reviewed the minutes of these meetings and found when people had made suggestions, these had been actioned.
- Staff consistently told us they felt supported in their roles, and they attended regular meetings with the management team as a group and on an individual basis. Staff told us they contributed new ideas and felt listened to.
- Relatives told us they found the management team approachable and available to discuss any queries they had in person or through the resident and relative meetings.

Working in partnership with others

- The provider worked in partnership with others.
- The service worked in partnership with external professionals such as speech and language therapist's and GP's to support people to access healthcare when they needed it which had improved people's outcomes.
- We received positive feedback from a visiting professional at the service who told us, "It's a pleasure to work with them, it's a great home, good care and excellent communication. I cannot fault them."