Mrs Lauraine Ann Matthews

The Moorings

Inspection report

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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

Overall summary

This inspection took place on 24 February 2015 and was unannounced.

The Moorings is registered to provide accommodation and nursing care for a maximum of three adults with profound and multiple learning disabilities, including autism, cerebral palsy, Down Syndrome and epilepsy and is managed by the provider, who is a Learning Disability Nurse.

People's care needs were complex with limited or no verbal communication. They also required support with mobility. Two young adults, one male, one female, lived in the home full time and one person used the home for respite care on alternate weekends. All three people had their own personalised rooms, with ensuite facilities, and there were two bathrooms.

The home is not required to have a registered manager but the registered provider is a 'registered person'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the home is run.

The provider had taken steps to make sure that people were safeguarded from abuse and protected from risk of harm. Relatives told us they felt their loved ones were safe. One person told us, "He's very happy there. He's very

Summary of findings

important to them." People were protected from harm as risks to their safety were assessed and managed appropriately. People, their families or representatives were involved as far as possible in their assessments and action to minimise risk was agreed with them. One relative said, "We are involved in all discussions about important issues, such as the cameras."

The provider operated safe recruitment procedures which included carrying out legally required checks on every applicant to make sure they were suitable to work with the people who lived at this home. Staff told us there was a good atmosphere and staff worked as a team. One staff told us, "It's very demanding but very rewarding." We saw there were enough staff to care for people and keep them safe.

Regular health and safety checks of the home's environment were made and any works required noted for attention by the maintenance man. Fire equipment and emergency lights were regularly serviced and tested.

Medicines were stored, administered and recorded by suitably trained staff. Records were comprehensive and up to date and there was a robust policy for "as required" (PRN) medicines.

Hygiene and infection control were maintained by cleaning schedules and hand-washing practices.

Staff were provided with suitable training to enable them to carry out their roles. Staff told us, "We have all of the essential training and specific training for the complex needs of the people here."

Staff understood their roles and responsibilities. They told us they felt, "Listened to." Staff received regular supervision and appraisal to make sure they were competent to deliver appropriate care and treatment.

Where people lacked the mental capacity to make decisions the manager was guided by the principles of the Mental Capacity Act (MCA) 2005 to ensure any decisions were made in the person's best interests. Whilst no-one living at the home was currently subject to a Deprivation of Liberty Safeguard DoLS, we found that the manager understood when an application should be made and how to submit one and was aware of a recent Supreme Court Judgement which widened and clarified the definition of a deprivation of liberty. The manager had submitted applications to the Local Authority in relation to DoLS and these were being processed.

Staff received MCA and DoLS training to make sure they knew how to protect people's rights. Staff understood the importance of obtaining consent from people and carrying out best interest meetings before care or treatment was provided.

People were provided with a varied and nutritious diet which was included food which the people enjoyed. Staff were both patient and used specially adapted cutlery and crockery to support people to eat as independently as possible.

People's health care needs were managed by staff together with involvement from a variety of external healthcare professionals.

People were treated with respect, kindness and compassion. Each person had an individual care plan. These were continually reviewed and updated to make sure all their needs were understood by staff. Relative's told us they had been consulted about how they wanted their loved one's care to be delivered.

People were treated with dignity and respect. Their privacy was protected wherever possible and staff spoke to people, not over them. Staff knew people well. They were calm and patient with people; they communicated effectively and responded quickly.

Care plans were regularly reviewed with the person's relatives, health professionals and, if relevant, social homes to make sure they were up to date and reflected their individual preferences, health needs, interests and aspirations. There were a wide variety of outside activities arranged to involve people in the wider community.

There was a policy and procedure in place for dealing with complaints. Relatives we spoke with told us they hadn't needed to complain but knew what to do if they did. They also said, "The manager is very approachable" and they would be "Confident that any concerns raised would be dealt with."

There were effective systems in place to review the quality of all aspects of the home regularly. Relatives' surveys and regular 'resident and relatives' meetings gave people the opportunity to comment on the quality of the

Summary of findings

home. People were listened to and their views were taken into account in the way the home was run. The manager and staff worked hard to enable people to live happy, interesting and fulfilling lives despite their complex and extensive needs.

We saw good leadership by example during our inspection and a culture of doing everything possible to enhance the quality of life for people.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?
The home was safe.

The provider had taken steps to protect people from abuse.

The provider operated safe recruitment procedures and there were enough staff to meet people's needs.

Risks to people's safety and welfare were assessed and managed effectively.

People's medicines were stored, managed and administered safely.

Good

Is the service effective?
The home was effective.

Staff were provided with induction, regular supervision and essential training. They were also trained in a range of topics relevant to the specialist needs of people who used the home including Mental Capacity Act (2005) (MCA) and Deprivation of Liberty Safeguards (DoLS).

People's health care needs were managed by appropriately trained staff and a variety of external healthcare professionals.

Meal times were managed effectively to make sure that people received the support and attention they needed.

Good

Is the service caring?
The home was caring.

Staff treated people with respect, kindness and compassion. People's privacy and dignity was protected.

Every effort was made by the manager and staff to enhance people's quality of life. People or their representatives were involved as far as possible in planning their care. People were cared for by staff who knew and understood their individual needs.

Good

Is the service responsive?
The home was responsive.

People's needs and care plans were reviewed regularly and updated to make sure they received appropriate personalised care and treatment.

People were supported intensively to both stimulate them and make them as comfortable as possible. They were enabled to engage in a whole range of outside groups and activities within the home.

The views and input of people or their families or representatives was constantly sought to provide suitable and effective care. Complaints were listened to, explored and responded to in good time.

Good

Summary of findings

Is the service well-led?

Good

The home was well-led.

The provider had a clear ethos for the home which was shared by staff. There were visible close–working relationships between management and staff to provide the best possible care for people at the home.

The manager sought ideas and took actions to continually improve the care and home for the benefit of people living in the home.

The views of staff, people at the home and their visitors were sought in meetings and surveys to involve them in the running of the home and drive improvement.

The Moorings

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 home, and to provide a rating for the home under the Care Act 2014.

This inspection took place on 24 February 2015 and was unannounced. Due to the small size of this home the inspection was carried out by one inspector.

Before the inspection we looked at information provided by the local authority including the Quality Monitoring Team. We reviewed records held by the CQC which included notifications. A notification is information about important events which the provider is required by law to tell us about. We also looked at information we hold about the home including previous reports, safeguarding notifications, complaints and information received from members of the public.

Before the inspection, the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the home, what the home does well and improvements they plan to make. While the home is registered as a nursing home, there is limited clinical intervention by staff. The manager is a Learning Disabilities nurse, the staff are all trained for epilepsy management and medicine administration and Community Nurses and GPs attend the home regularly.

Not everyone was able to tell us about their experiences living at The Moorings. To find out more about people's experiences we carried out observations which included a Short Observational Framework for Inspection (SOFI). SOFI is a specific way to observe care in communal areas to capture the experiences of people who cannot talk to us.

During the inspection we spoke with the provider who was also the manager, three staff, and both people. We looked at records, including three care plans, daily records, associated daily food, fluid and activity charts, risk assessments, medicine records and observed care throughout the day. We also looked at five staff recruitment files, records of staff training, supervision and appraisal. After the inspection we spoke with four relatives and contacted three healthcare professionals who had visited the home.

The home was last inspected in December 2013 when no concerns were identified.

Good

Is the service safe?

Our findings

Family members told us they felt happy that their relative was safe at The Moorings. One relative told us, "I have no concerns whatsoever." Another said, "It gives me great peace of mind that she is so well looked after." Relative's told us there were always enough staff to keep their relative safe. They told us they could tell that their loved one was important to staff and that was apparent in the way they reacted and communicated with staff. One relative told us, "It's a lovely home. Everyone there is happy, including the staff. That means a lot. If the staff are happy then the people they look after are happy and well cared for." They felt fulfilled in their employment and this carried over into the way they cared for people. This meant that the welfare and safety of people at the home was assured because the staff who cared for them were happy and fulfilled in their employment.

People required one to one support at all times and two to one support to enable them to go out. Staffing rotas were planned to ensure this level of support was always provided. We saw there were sufficient staff on the day of our inspection and staff told us there were always good staffing levels to enable people at the home to get the most out of every day. Staff told us shifts were arranged with an overlap for seniors so that a comprehensive handover could be carried out. This ensured staff were fully up to date with people's personal care, state of mind, health, behaviour and nutrition. People were kept safe because staff were fully aware of their current needs or risks.

Staff were trained in manual handling and we observed good practice and gentle coaxing when staff were supporting people to move about the home or getting into a wheelchair to go out. We also saw a hoist which had been purchased to support people who required to be moved this way. Staff told us they had been trained in its use and we saw records showing that the hoist was regularly maintained.

Care plans contained comprehensive risk assessments covering areas such as manual handling, epilepsy, going out and emergencies. People at the home experienced epileptic seizures on a regular basis, including at night. In order to keep them safe, cameras had been installed in their bedrooms so that staff could respond quickly with appropriate care and medication whenever they experienced night-time seizures. This practice had been the subject of best interest meetings involving relatives, staff and healthcare professionals. The cameras focussed on people's heads to maintain their dignity and privacy as much as possible while keeping them safe.

Care plans also included detailed individual support plans in the event of an emergency called personal evacuation escape plans (PEEPs). We read emergency procedures which included a list of contact numbers for staff in the event of emergency, detailed lists of medicines taken by people and a communication passport to accompany them. They also included medicine records, communication passports, and individual evacuation plans with detailed specifications around manual handling. Risk assessments were completed on the environment to ensure it was a safe place for people. The home is a bungalow with level access to all areas including the garden and this minimised the risks from falls. Comprehensive risk assessments, based on each person's specific needs, had been completed and there were clear guidelines for staff to follow.

Staff recruitment files we looked at included the results of Disclosure and Barring Home (DBS) checks, proof of identity and two relevant references from previous employers.

Staff had completed safeguarding adults at risk training which was regularly updated. The safeguarding policy included contact information and telephone numbers to report concerns directly to the local authority safeguarding team. Staff told us they would raise concerns with senior staff on duty but understood their responsibility to raise concerns with outside organisations if appropriate. Staff told us when people had falls that they completed an accident form and it was put into the daily records.

The provider told us that they checked the daily records each morning to review any accidents or incidents that had occurred and appropriate follow up actions which took place were documented. We looked at accident/incident forms and saw they had been completed accurately and in a timely manner. Staff were aware of the whistleblowing policy, and told us that they would raise any concerns with the manager or provider if they arose.

All areas of the home and its facilities were in good decorative order, homely and cleaned to a good standard. We saw hand-washing guidelines and hand-washing gels in all of the bathroom facilities. Staff told us they carried out

Good

Is the service safe?

cleaning as part of their normal shift duties, and bedrooms, bathrooms and the kitchen were regularly deep-cleaned to ensure that hygiene levels were maintained and the risk of infections being spread were minimised.

The manager and staff said they checked the environment on a daily basis to ensure people's safety. They said it was essential that people could move around the home and transfer from bed to wheelchairs safely. Records were in place to support this. Health and safety checks were completed in relation to vehicles, corridors and escape routes. The fire alarm system had been checked. There was evidence that fire alarms were tested weekly and that fire extinguishers, smoke detectors and emergency lighting were checked regularly. Staff spoken with said they had attended fire training, with an evacuation drill, and records supported this.

Medicines were stored appropriately in a locked cupboard and administered by either the seniors or the manager who were trained appropriately to do. This was important because of the complex health and medical needs of people. We looked at the Medication Administration Record (MAR) sheets and saw these were accurate, comprehensive and up to date. There were a number of 'as required' (PRN) medicines in use we saw there were documented protocols in people's care plans for administering these. This included authorities from the GPs covering their use.

We observed medicines being given openly with a spoonful of chocolate mousse and heard staff ensure the person knew they were having medicine. We were told this was the only way this person would take their medicine. This decision was made following a best interest meeting between staff, the person, their family and health professionals about this practice. There was always one senior member of staff on duty and the manager lived on the premises so that people were safe from the risk of delays in receiving their medicines. We saw well defined descriptions around indications of the onset of seizures for different people. This meant that they would receive early support and medicines if necessary. We also saw clear protocols for the administration of seizure medicines. In this way people were supported to receive their medicines safely.

Good

Is the service effective?

Our findings

Staff we spoke with told us, “I love my job. I feel I can make a difference.” They told us they had a good standard induction and were then supported and encouraged to undertake further training to attain NVQ level 3 as well as training specific to the needs of the people they supported. This included advanced epilepsy awareness, emergency medication, autism and dealing with behaviours that challenge. Staff had been trained in supporting people with epilepsy as people at the home experienced regular high numbers of seizures on a daily basis. Staff meetings were held every two months and staff told us they felt listened to. They also had regular supervision and annual appraisals which meant people were assured of receiving consistent appropriate levels of care from motivated and well managed staff.

Staff were clear about their roles and responsibilities in the home. They had attended training in epilepsy, learning disability, moving and handling, health and safety, food hygiene, safeguarding, mental health awareness and medicines. Staff demonstrated an understanding of people's needs, and felt the training enable them to support people appropriately.

The size of the home meant that management, seniors and staff worked closely together and were aware of any issues or challenges where support might be needed or improvements could be made. All staff had undergone training around the Mental Capacity Act (MCA) 2005 and Deprivation of Liberty Safeguards (DoLS)and demonstrated their understanding of the Act’s relevance in their support of people at the home. Staff were aware of the implications and practical application of DoLS. These safeguards protect the rights of people using homes by ensuring if there are any restrictions to their freedom and liberty, these have been authorised by the local authority as being required to protect the person from harm. DoLS applications had been submitted in relation to two people and MCA assessments had been completed for everyone living at the home. Care plans included mental capacity assessments and we saw evidence these were regularly reviewed. People were supported by staff to make personal choices in day to day decisions. We saw entries in care plans under the headings, “What I like and what I don’t like” and entries such as “I like to sit and chat” and “For my breakfast I like cereal/cereal bars and chocolate milk which I enjoy making myself.”

There was evidence of how staff supported personal choices in how people dressed. One care plan stated, “I can pick an outfit either by colour or if I am shown a small amount of outfits to choose from.”

There was evidence that best interest meetings had been held to discuss how to provide appropriate support for people. The staff assessed to ensure people's needs could be met, before people moved into the home. Best interest meetings had also been held to ascertain the usefulness of monitoring people at night, to ensure their safety. These had been attended by the person's relatives, appropriate health professionals and the manager of the home. All had agreed that the use of cameras at night enabled people to sleep without interruption from staff, whilst ensuring that staff could see when people needed assistance. The local authority had been consulted.

There were links with health professionals, including GP, psychiatrist, psychologist, podiatrist and dentist. We saw that when routine tests were required staff had consulted the GP and hospital. This ensured tests were arranged in a way that was appropriate to people's specific support needs, and enabled staff to be with them at all times.

Care provided by staff was effective. We read people had identified targets around socialising and communication and these were regularly reviewed. One person had regularly displayed behaviour that may cause them harm and had only been able to communicate using picture boards. However following input from the Positive Behaviour Team, who suggested strategies and interventions to support people with behaviours which can be described as challenging, and support from staff, this person was able to communicate their feelings and wishes using a combination of verbal and body language. This meant staff were better able to involve them and accommodate their wishes around day to day care and activities.

While some people had limited verbal communication, we saw many examples of gentle and effective communication between staff and people to achieve the successful completion of essential tasks such as eating and getting dressed to go out. This was achieved through speech, touch and recognising people’s body language. People appeared happy and relaxed and responded positively to

Good

Is the service effective?

this. We saw one occasion where there was an exchange which resulted in the person having a fit of the giggles as they were obviously very happy with the attention they were receiving from staff.

Care records noted that people regularly attended clinics to see a variety of health specialists including neurologists, dentists and opticians. One person was able to move about the home with support and used a wheelchair while out and about. We were told that their posture and walking had improved significantly since they had been at The Moorings with input from physiotherapist and staff support.

People's health was supported by attendance at outpatient clinics where necessary such as for diabetes and also through the input of health professionals such as physiotherapists, GPs and the community dentists. Routine medical procedures or tests which were considered as potentially traumatic for people were subject to a best-interest meeting to weigh up the potential benefits and likely distress and ensure the best outcome for the person involved.

People's complex needs meant their food and drink intake needed to be monitored and records confirmed that this was being done, along with regular weight checks. Meal times were managed effectively to make sure that people received the support and attention they needed. The staff and manager were constantly striving for ways to promote people's independence, for example by finding or adapting implements such as cutlery and crockery so they could use them with minimal staff support. People were offered choices of different foods when selecting their lunch and their enjoyment of the food they had chosen to eat was obvious.

Staff were knowledgeable about the needs of the people they supported, and were able to discuss and explain the strengths and goals of each person. The focus of the support was based on enabling people to be independent and make choices in a safe environment. This positive behavioural support meant that the emphasis was on identifying triggers for changes in behaviour and how staff should respond to manage this. Staff said this was achieved by distracting people and encouraging them to do something else, such as watching TV, going for a walk or doing an activity.

Good

Is the service caring?

Our findings

We carried out a SOFI observation during lunch and observed gentle and patient interaction between staff and people. Staff were very attentive and took time to explain what they were doing and support people to eat as independently as possible. We saw one member of staff giving someone a gentle hand massage while they were chatting to them. One member of staff told us," I love my job, I feel I can make a difference."

The staffing levels meant that people's needs and choices were met. Staff were able to develop close relationships with people and learn to recognise their best way of communicating. A traffic light system was being trialled for one person to see if this would assist them more easily express "yes" or "no." The staff were supported by regular attendance at the home by the Speech and Language Therapy (SALT) team.

Staff had supported one person to obtain a bus pass which they used regularly to enable them to experience independence and go out to the shops or visiting friends and family. One person was being supported to build links with outside groups including a local church market and a day centre, which specialised in supporting people with learning and physical disabilities to develop and maintain practical and social skills. The day centre offered support to learn life skills, such as cooking, computer skills, health and wellbeing, gentle exercise, photography and arts and crafts.

Staff involved specialists who had areas of expertise in, floristry, jewellery-making, aromatherapy and in music, art and drama therapy. Relatives were able to visit at any time and people were supported to go home at regular intervals. There was a very low turnover of staff at the home which meant that staff knew people and their particular likes, dislikes and support needs well. Staff we spoke with told us they were, "Very happy" in their work and wanted to help people at the home, "Achieve the best quality of life possible."

Staff were in the process of arranging a wheelchair for one person following an assessment which showed their independence could be enhanced by a wheelchair with more user-friendly brakes.

People at the home had frequent seizures and these were recorded to assist the GP in medicines reviews. We read medicines were subject to regular and frequent review to minimise detrimental effects on people, such as disrupted sleep pattern or diminished appetites.

In order to keep people safe when experiencing night-time seizures cameras had been installed in their bedrooms. The cameras were sensitively placed covering the person's head and shoulders only so that staff could monitor them at night to keep them safe without disturbing their sleep or infringing on their privacy. Staff always knocked before entering people's rooms and waited for a response before entering. They treated people with respect, always explaining what they were going to do before providing personal care.

Personalised care plans underlined how people were supported to make choices. Preferences around gender of care staff, diet, outings, meals and bed times were recorded. Peoples preferred activities and pastimes were recorded but not prescriptive. We saw people were always encouraged to indicate a choice or consent before any activity, whether personal care, entertainment or educational.

Good

Is the service responsive?

Our findings

People were not limited by their health and mobility challenges as staff found ways to support them to go on trips to a variety of local attractions. People went out on a visit or activity most days which included meals at cafes, discos, markets and day centres. One person also assisted in daily activities at the home. People were supported intensively to both stimulate them and make them as comfortable as possible. They were enabled to engage in a whole range of outside groups and activities within the home.

Care plans were person centered and tailored to individual's needs and characteristics. They included assessments to fit support needs including mobility, manual handling, finances, communication, bathing, medication, continence, diet, and socializing. These were set out in very personal terms such as, "I enjoy social situations, but also like my own company and quiet times," "I respond well to reassurance or praise" and, "I need prior warning of any change of level or ground surface."

Care plans included goals which were reviewed regularly, for example one person's care plan included exercises and techniques for staff to use with them to improve their vocal communication skills. In order to advance their potential a referral had been made to the Speech and Language Therapy (SALT) team. Another person's included their range of facial expressions and gestures that they used to make themselves understood, as well as signs that they were becoming distressed. This gave staff clear and detailed descriptions and assisted them in supporting the person and promoting two-way communication. One person had their own bank account and cash card, so they could enjoy shopping with the support of staff. This was arranged by their appointee and audited by the manager. Care plans had regular reviews and these involved keyworkers, family and where relevant social homes.

Relatives told us they had completed surveys and attended regular 'resident and relatives' meetings. This gave them the opportunity to comment on the quality of the home. They felt "listened to" and their views were taken into account in the way the home was run.

People had personalised care and were encouraged in their interests, for example one person enjoyed having their photograph taken and arrangements had been made for a sitting with a professional photographer. Another person enjoyed 'pamper' sessions and arrangements were made for them to have a pedicure, manicure and massage at the home. One person had osteoporosis and was receiving gentle physiotherapy as a result. We saw clear, detailed instructions within the person's care plan to ensure were able to do this safely and effectively.

People had communication passports to ensure all relevant information accompanied them on outings, hospital visits and in case of emergencies. These included a summary of their medicines, their medical conditions, allergies and contact numbers.

The manager said relatives were aware of the complaints procedure, although no formal complaints had been made. We saw evidence of this in the records. If relatives or visitors had any issues they would discuss them at the time they were raised, which meant that they did not escalate to a complaint. Relatives said they had no reason to complain. They felt The Moorings was the best home for their relative, and people were safe and very well cared for. People at the home were able to make it very clear by some words, sounds, gestures or body language when they were not happy about something and staff were tuned in to them. A complaints procedure was in place. The manager said this was included in the home users' guide, which was available for people, in easy-read format, and their relatives. Staff were aware of the complaints procedure, and said that no complaints had been made about the support and care they provided. Staff said people were encouraged to tell staff how they felt about the support they received.

Good

Is the service well-led?

Our findings

Relatives told us they felt that the home was well-led. One person said, “Lovely home, run well. Everybody there including the staff are happy.” We saw the manager was very involved in the day to day running of the home. The positive rapport between staff and the manager was clear to see and staff told us she was very approachable. The provider had a clear ethos for the home which was shared by staff. The manager told us of her ethos was to provide as good a quality of life as possible for the people living there and wherever possible to improve their lives. This vision was echoed and shared by all the staff. One told us, “I feel I can make a difference. It’s very demanding but very rewarding.”

The small size of the home meant that the manager was able to monitor closely all aspects of care and the running of the home and ensure standards were maintained. There were systems in place to support her in this. People’s finances were overseen by their parents or an appointee. All transactions and purchases were recorded and audited monthly by the manager. We saw that areas such as cleaning and the environment were subject to regular audits. There was also a new audit being initiated to monitor the number of medicines being used at the home because of the complex needs of the people living there.

The manager sought ideas and took actions to continually improve the care and home for the benefit of people living in the home. Relatives attended the home regularly on an informal basis. We saw records that showed they were also involved in more formal relatives meetings and asked to complete surveys once or twice a year. The tenor of the feedback from these was very favourable. However, we did not see any analysis of the results of the surveys, or any follow up plans for areas for improvement identified by these surveys. This had already been identified by the manager as an area for improvement and plans were in place to implement analysis as part of the review process.

There were regular staff meetings and staff told us their views were always listened to. They also said that because of the size of the home they were always working closely with the manager and there was always ample opportunity to discuss improvements or concerns with her. The manager lived on the premises and was fully involved in all day to day aspects of people’s care so was able to see that staff were following best practice.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

This section is primarily information for the provider

Enforcement actions

The table below shows where legal requirements were not being met and we have taken enforcement action.