

Papillon Care Limited

# The Grove and The Courtyard

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This inspection took place on 30 August 2018 and was announced. It was a focussed inspection looking at the well-led domain only, so we gave the registered manager short notice (the day before) of our inspection to make sure they would be in to assist us.

We carried out an unannounced comprehensive inspection of this service in April 2016. A breach of legal requirements was found in relation to displaying inspection ratings. We wrote to the provider to remind them of their requirements to display their inspection rating.

We undertook this focused inspection to confirm they now met legal requirements, and saw that they were now displaying their inspection rating. This report only covers our findings in relation to those requirements and the well-led domain. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Grove and The Courtyard on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The Grove and The Courtyard is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. It offers care to people with general and specialist mental health needs and can accommodate up to 55 people. At the time of our inspection 53 people were using the service.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The registered manager had informed CQC of significant events in a timely way by submitting the required notifications. The registered manager and provider carried out a number of quality assurance checks to monitor and improve standards at the service. Feedback was sought and acted on. People benefited from the service's close links with the local community.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service well-led?**

**Good** ●

The service was well-led.

Staff spoke positively about the culture and values of the service.

The registered manager carried out a range of quality assurance checks to monitor and improve standards at the service.

Feedback was sought and acted on.

# The Grove and The Courtyard

## **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 service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 30 August 2018 and was announced. It was a focussed inspection looking at the well-led domain only, so we gave the registered manager short notice (the day before) of our inspection to make sure they would be in to assist us. The inspection team consisted of one adult social care inspector.

We reviewed information we held about the service, including the notifications we had received from the provider. Notifications are changes, events or incidents the provider is legally obliged to send us within required timescales.

We used information the provider sent us in the Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

We contacted the commissioners of the relevant local authorities, the local authority safeguarding team and other professionals who worked with the service to gain their views of the care provided by The Grove and The Courtyard.

We spoke with three people who used the service and four members of staff, including the registered manager, administrator and support workers. We looked at records involved with the day to day running and management of the service.

# Is the service well-led?

## Our findings

There was a registered manager in place, who was registered in 2015. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Services that provide health and social care to people are required to inform the CQC of important events that happen in the service in the form of a 'notification'. The registered manager had informed CQC of significant events in a timely way by submitting the required notifications. This meant we could check that appropriate action had been taken.

At our last inspection of the service in April 2016 a breach of legal requirements was found in relation to displaying inspection ratings. We wrote to the provider to remind them of their requirements to display their inspection rating. When we returned for this focussed inspection we saw the service's inspection rating was displayed prominently in the entrance hall so it could be seen by anyone entering the building. A copy of the full inspection report was also left in the entrance hall for people, relatives or any other visitors to read if they wished to. This meant the provider was meeting their legal requirement to display their inspection rating.

People and staff spoke positively about the leadership of the registered manager and said the service was well-led. One person told us, "I know who the manager is, they are nice. I'd go and have a chat with them about things." A member of staff we spoke with said, "[The registered manager] is really good and helpful." Another member of staff told us, "I feel supported in my role and confident to raise things."

Staff described positive and caring culture and values at the service. One member of staff we spoke with said, "There's really good team work here and we all pull together." Another member of staff told us, "It's good here. Caring and supportive."

Feedback was regularly sought from people, relatives and staff. This included carrying out feedback surveys and meetings at which issues could be raised. Surveys had most recently been carried out between February and April 2018, and we saw they contained positive feedback. For example, 21 of the 23 people who responded described the manager as approachable, with another saying they didn't know. One member of staff had responded, 'Very happy with the support off all management and staff.' Staff meetings took place regularly and were used to discuss a wide range of issues, including safeguarding, medicines practice and anything staff wished to raise. One member of staff told us, "We get regular staff meetings. Anything can be raised."

The registered manager and staff had worked to create and sustain a number of community links that benefited people at the service. One person had been supported into employment, and others volunteered for charities. The service had links with local places of worship and some people were supported to practice their religion. People and staff were well known by local businesses, many of whom regularly donated to

fundraising efforts at The Grove and The Courtyard.

The registered manager and provider carried out a wide range of quality assurance audits to monitor and improve standards at the service. Quality assurance and governance processes are systems that help providers to assess the safety and quality of their services, ensuring they provide people with a good service and meet appropriate quality standards and legal obligations. These included audits of care plans, medicines and health and safety. Where issues were identified actions were put in place and monitored to ensure remedial action was taken. Representatives from the provider also carried out regular visits to check standards at the service.