

Cuerden Developments Ltd

Cuerden Developments Limited - Appleby Court

Inspection report

Appleby Court
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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 ●

Summary of findings

Overall summary

About the service

Appleby Court is a care home which can accommodate up to 61 older people who need residential or nursing care across two floors. At the time of our inspection 54 people were living in the home.

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

The registered manager's ethos was to place people at the heart of the service. They firmly believed that people should be 'heard' and listened to. They advocated for people and supported them to express their views to external health and social care professionals to have certain decisions over-turned and restrictions removed.

Staff fully believed in the registered managers vision to promote person-centred care and were proud to work for the service. They told us the registered manager's visibility around the home and their 'open-door' policy made them feel well-supported and involved.

Risks to people had been identified and assessed with guidance in place for staff to follow to ensure people did not come to harm. Staff knew how to recognise signs of abuse and were confident reporting any concerns they may have. People told us they felt safe and family members were reassured their relatives were well looked after. People's medicines were managed safely by trained staff and guidance was in place for people who received medicines 'as required'.

There were enough suitably qualified and trained staff to meet people's needs safely and effectively. Staff commented on the teamwork they had and how they supported each other especially during busy times. They told they felt they had time to sit with people and spend quality time with them.

People's needs had been assessed and plans were in place to help manage these. Staff commented on how easy the care plans were to follow and how the information they contained helped them to support people.

People had access to other health and social care professionals when needed and staff followed the guidance they provided. People were supported to maintain a healthy balanced diet and spoke positively about the food provided. All staff had good knowledge of people's individual dietary needs and preferences and provided people with the support they needed during meal times.

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 and family members spoke positively about the caring nature of all staff and told us they were "gentle" and "reassuring". Family members told us how welcome they were made to feel and that staff often took time to chat with them. Staff had developed positive relationships with people and provided care and

support that was person-centred and based on their needs and choices.

A full time activities coordinator supported people to access a range of activities. Their 'bubbly' personality helped to 'bring people to life' and had developed positive relationships with them.

People and family members spoke positively about the management of the service. Effective systems were in place to monitor the quality and safety of the service and the registered provider was keen to improve the quality of care people received.

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 (report published 27 July 2017)

Why we inspected - This was a planned inspection based on the previous rating.

Follow up - We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

This service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

This service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

This service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

This service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

This service was well-led.

Details are in our well-led findings below.

Good ●

Cuerden Developments Limited - Appleby Court

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 Care Act 2014.

Inspection team

This inspection was carried out by one 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

Cuerden Developments Limited - Appleby Court 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.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

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 and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information

helps support our inspections.

During the inspection

We spoke with six people who used the service and four family members about their experience of the care provided. We spoke with eight members of staff which included the registered manager, nurse, care staff and activities co-ordinator. We also spoke with two professionals and the registered provider. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We reviewed a range of records. This included four people's care records and multiple medication records. We looked at two 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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff understood their responsibilities to keep people safe from abuse and told us they were confident reporting safeguarding concerns.
- Allegations of abuse were raised with the relevant agencies in a timely way. The registered manager worked alongside others and acted appropriately to safeguard people from further risk of harm.
- People told us they felt safe living at Appleby Court and family members were reassured their relatives were safe and well looked after. Comments included; "Yes, I am safe. I am looked after" and "Since [relative] moved in to Appleby Court it has eased my mind. They are tremendously safe."

Assessing risk, safety monitoring and management

- Risks to people had been assessed and plans were in place for staff to manage these and keep people safe from harm.
- Regular checks were completed on the environment and equipment to ensure it remained safe for people to use.

Staffing and recruitment

- Enough suitably qualified and skilled staff were deployed to meet people's needs; staff were seen to respond quickly to people when requesting support.
- People and family members told us they felt there were enough staff on duty. Comments included; "There is always [staff] passing the door" and "The [staff] are always on the ball when [relative] needs anything."
- Safe recruitment processes were being followed and relevant checks completed on newly recruited staff to ensure they were suitable to work with vulnerable people.

Using medicines safely

- Medicines were managed safely by suitably trained and qualified staff. Regular assessments were completed to ensure they remained competent to safely manage and administer medicines.
- Medication administration records (MARs) were completed to reflect prescribed medicines and when they were administered.
- Guidance was in place for staff to follow for the use of 'as required' medicines to ensure people only received these when necessary. One nurse told us "We use 'watchful waiting' for people who become anxious. This helps us to make sure they only receive medication when absolutely necessary."

Preventing and controlling infection

- The home was visibly clean and well maintained and people spoke positively about the overall

cleanliness.

- Staff told us they had received training around preventing and controlling the spread of infection and had access to relevant guidance and information about good infection prevention and control.
- Staff were seen to use personal protective equipment (PPE) when required.

Learning lessons when things go wrong

- A detailed review and analysis was completed of incidents, including medication errors, to help identify patterns and triggers. Information was used to re-evaluate people's assessed needs and help prevent incidents occurring in the future.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Staff working with other agencies to provide consistent, effective, timely care

- People's needs were assessed, and care delivered in line with standards, guidance and the law. Assessments were completed in good detail and provided guidance for staff to support people and ensure their needs were met.
- The service worked with external 'trusted assessors' to help reduce the time people had to wait to be discharged from hospital. The registered manager spoke positively about the scheme and told us this had made the transition much smoother and more effective.
- People's oral health needs were considered as part of the assessment process. Staff told us they had attended oral hygiene training which they had found informative and beneficial.
- Information was shared with other agencies where this was appropriate so that people received consistent care and support to meet their needs. One professional told us, "They [staff] are really quick to refer people to us and get advice when needed."

Supporting people to live healthier lives, access healthcare services and support

- People received additional support from health and social care professionals when needed and staff followed guidance when people's needs had changed. One professional told us, "Staff here know people really well and always have information ready. They always follow our advice."
- People told us they felt that liaison with external health professionals was "well-organised". Family members told us they were kept informed about any changes in their relatives condition, one commented, "Staff work as a team with family members."
- The service supported people to access health appointments, such as hospital, when needed.

Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to maintain a healthy balanced diet and were provided with regular food and drink throughout the day.
- On-the-whole, people were happy with the food provided. Comments included; "Excellent," "Not too bad" and "Too much for me". However, people confirmed alternative meals were offered if they did not like what was on the menu.
- Staff were aware of people's dietary needs and preferences. People were protected from risks associated with poor nutrition, hydration and swallowing difficulties; such as weight loss, dehydration and choking risks.
- 'Think - drink' notices were located around the home to help remind people to drink more. People and family members told us staff regularly offered drinks throughout the day.

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and skilled and carried out their role effectively. They told us they felt the training was good quality and helped given them the skills they needed.
- Staff told us they completed their shadowing period on the nursing unit which they felt provided them with a good level of skills and knowledge to support people.
- Staff felt supported in their role and received regular one-to-one supervision. They told us the on-going support enabled them to discuss their work concerns or learning and development when needed.

Adapting service, design, decoration to meet people's needs

- People's rooms were decorated with items personal to them to help provide familiarisation and comfort.
- There were areas around the home that provided reminiscence and encouraged conversation between people and staff. Staff told us they loved chatting to people about 'the old days' as they found it fascinating.

● Ensuring consent to care and treatment in line with law 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 Act 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 MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty, had the appropriate legal authority and were being met.

- The registered manager worked with the local authority to ensure that any DoLS applications and authorisations made on behalf of people were lawful.
- Where decisions needed to be made in people's best interests, relevant people were involved and appropriate records had been completed.
- Staff ensured people received support in the least restrictive way and advocated for those who had restrictions in place that were not required. In some cases, these restrictions had been removed.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were well cared for by staff who were passionate about their individual roles. People and family members spoke positively about how caring staff were. Comments included; "The staff are wonderful. I am very happy with the way I am treated" and "Staff are very loving towards [relative] and always cheerful."
- All staff created a warm, homely atmosphere and chatted with people intently; they engaged in conversations that showed they truly knew people well.
- Staff provided support to people in a gentle and compassionate way. Where people who were nursed in bed, staff were seen to stop and gently stroke their face when passing. People responded with smiles. One family member told us, "Staff are very kind and gentle with [relative] especially during hoist transfers. They reassure them and explain what they are doing."
- Family members told us they were made to feel welcome whenever they visited. One commented, "There is always [staff] to talk to."

Respecting and promoting people's privacy, dignity and independence

- Staff treated people with dignity and respect and made sure people were clean and well-presented.
- People told us staff helped them to maintain their mobility where possible; they assisted them to walk as far as they wanted to but provided mobility equipment when needed.
- People's right to privacy and confidentiality was respected. Staff ensured they delivered personal care to people in private.
- Records relating to people's care were kept confidential and staff understood the importance of discussing people's care in private.

Supporting people to express their views and be involved in making decisions about their care

- The service supported people to express their views to external professionals when they did not agree with certain decisions they had made. For example, having a dementia diagnosis removed and a DoLS and DNACPR (Do Not Attempt Resuscitation) overturned.
- People were encouraged to share their views about the care they received with regular reviews and meetings.
- Where appropriate, family members were included in discussions about their relative's care. One family member told us, "We were part of all the discussion about [relative's] care and [staff] always keep us up-to-date."

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People received care that was person centred and based on their individual needs. Positive feedback had been given around the care people received.
- Information about people's life histories and what was important to them was recorded in detail. This information provided staff with the ability to get to know people before supporting them and to engage in conversations of interest.
- Staff interactions showed they knew people well understood and met their individual needs.
- People and family members were involved the care planning and regular reviews.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- The activities coordinator was full of life and thoroughly enjoyed her role. People interacted well with her and 'came to life' in her presence. She supported people to had access to a range of activities both inside the home and out in the community.
- A 'reminiscence' area contained items such as books, pictures and sensory items to help encourage interaction and provide stimulation which people appeared to enjoy.
- During the inspection children from a local nursery visited; the nursery staff told us they receive as much joy out of the visits as people in the home did.
- The activities co-ordinator maintained a record of people's participation in activities and held regular discussions with them to obtain their views. This helped to ensure activities were person-centred.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People's communication needs, and difficulties were considered as part of the assessment and care planning process. Guidance was in place for staff to follow to help effectively communicate with people where required.

Improving care quality in response to complaints or concerns

- People and family members told us they would raise concerns or complaints if they needed to. They were confident that any concerns would be properly investigated by the registered manager.

- A record of any concerns/complaints was kept which clearly showed the procedures followed by the registered manager and how they were investigated and resolved.

End of life care and support

- The service worked in partnership with the 'Hospice in your care home' team to help enhance the care people received at the end of their lives. One nurse had won the 'Nurse of the year' award in recognition of their work in this area.
- Staff told us the training they had received from a local hospice had provided them with the skills and confidence to provide compassionate support to people and family members at this difficult time.
- The registered manager was passionate about supporting people to have their end-of-life wishes met. A 'Last Wishes' support plan was used to record people's wishes. For example, one person and their family member had expressed to receive end-of-life care at home.
- Family members were given a small gift of remembrance when relatives passed away; the registered manager told us this was their way of paying respect and acknowledging how important that person was.

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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

- The registered manager promoted a person-centred culture and was passionate about placing people at the heart of the service. They regularly advocated for people to ensure their views were heard and respected by external organisation.
- Staff were aware of the registered manager's vision and values to provide the best care people deserved and were keen to implement this. They were proud to work for the service.
- People described the atmosphere in the home as "Lovely," "Friendly" and "Happy." One person said "[Manager] is like a breath of fresh air."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 was supported by a team of nurses and senior care staff who worked well together to provide quality care for people.
- One senior carer had been given additional managerial responsibility to further support the registered manager in areas such staff supervisions and audits.
- The registered manager had been recognised for their role and had received an award from the 'Hospice in your care home' team. In addition, the service had been awarded the 'Wigan and Leigh' partnership award for 2019.
- Staff felt well supported in their role and knew who they could speak to if they had any concerns or needed any advice. The whole staff team worked well together to ensure people received high quality care.
- The registered manager was aware of their legal requirement to notify CQC about certain events and submitted notifications when required.
- The registered manager was aware of their duty to be open and honest if things went wrong and reported incidents to the relevant organisations.

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

- The service engaged people and family members with regular meetings and discussions and encouraged them to share their views about the service.
- A 'News letter' was printed every three months to tell people and family members what has been happening in the home. This also included information and celebrations about staff.

- The registered manager completed identified that night staff had started to feel isolated. They implemented regular night visits to help them feel involved and acknowledged.
- Staff told us the registered manager was always visible around the home and promoted an 'open door' ethos. This made them feel listened to and involved in decisions about the service.

Continuous learning and improving care; Working in partnership with others

- Effective systems were in place to check the quality and safety of the service. Regular checks and audits were completed in various areas and any issues were addressed through action plans.
- The registered manager attended regular forums and meetings with managers from other services and provider groups to share learning and good practice.
- The registered manager told us the local authority regularly initiated pilot schemes that encouraged managers to work together to support each other to make care better everywhere.
- Staff were encouraged and supported to develop their skills and progress within their role. Some staff were being supported to complete their Level 5 NVQ in Health and Social Care.