

Mrs Philomena Chikwendu Okoron-Kwo

Fouracres Care Services

Inspection report

47 Fouracres
Enfield
Middlesex
EN3 5DR

Tel: 02082924823

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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 well-led?	Good ●

Summary of findings

Overall summary

About the service

Fouracres Care Services (Fouracres) is a residential care home providing personal care to up to six people. At the time of our inspection there were three people using the service. People using the service were of mixed ages and living with dementia or a learning disability. Accommodation was provided in an extended semi-detached house in a residential street.

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

Improvements had been made to the providers recruitment and governance processes. Staff were safely recruited.

People were kept safe by staff who knew how to report concerns and manage risks for people they were supporting. Staff knew how to raise safeguarding concerns. There were enough numbers of staff to meet people's needs. Medicines were managed in a safe way.

Staff had received training to ensure they had the skills and knowledge to support people safely. Staff received regular supervision to support them in their role. People's dietary needs were met, and they had access to healthcare services where needed.

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 received personalised care and support to meet their needs and wishes. People using the service, relatives and staff were given the opportunity to provide feedback on the service. Audits took place to ensure the quality of the service was maintained.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

Based on our review of Safe, Effective, Caring and Well-led, the service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. 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. We saw people were able to enjoy a meaningful and fulfilled lifestyle, with community involvement and contact with family and friends. Where possible people were encouraged and supported to maintain their skills and independence and their personal wishes and goals were understood and reflected in their plan of care.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 15 September 2020).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an unannounced inspection of this service on 3 August 2020. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve staff recruitment.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe, Effective, Caring and Well-led which were previously rated as requires improvement and contained those requirements.

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 changed from Requires Improvement to Good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Fouracres Care Services 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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Fouracres Care Services

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.

As part of this inspection we looked at the infection control and prevention measures in place. This included checking the provider was meeting COVID-19 vaccination requirements. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Fouracres 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. Fouracres is a care home without nursing care. 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 (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 one person who used the service and two relatives about their experience of the care provided. We spoke with six members of staff including the director, registered manager and support staff. We spent time observing care to help us understand the experience of people who could not talk with us.

We reviewed a range of records. This included two people's care records and three people's medication records. We looked at four staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

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 requires improvement. At this inspection the rating has changed to Good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

At the last inspection, the provider had failed to ensure staff were safely recruited. This was a breach of regulation 19 (Fit and proper persons) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 19.

- Staff had been recruited safely. Pre-employment checks had been carried out to ensure staff were suitable for the role. This included full Disclosure and Barring Service (DBS), work history checks and references.
- Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Staffing levels met people's needs. During our visit we saw staff supporting people in an unrushed manner and they were able to respond to requests for support.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People were protected from the risk of abuse. Safeguarding policies and guidance were available, and training had been provided to staff.
- People and their families told us they were safe living at Fouracres. A relative told us, "[Person] seems very happy. We believe [they] are happy and safe."
- The registered manager and staff knew the actions to take to report unsafe practice.
- The provider had a system in place to analyse incidents and accidents which helped ensure they were able to learn any lessons and adapt practice.

Assessing risk, safety monitoring and management

- Risk assessments were in place to provide staff with guidance on how to keep people safe from known risks associated with their care in areas such as nutrition, pressure care, falls and moving and handling. For one person, we were concerned that an identified risk was not safely managed. The registered manager consulted with an appropriate health professional and following the inspection, updated the person's risk assessment in this area.
- Staff we spoke with were knowledgeable about the risks to the people they supported and how they could keep them safe from harm.

- Checks of equipment, water hygiene and of gas, electrical and fire safety systems and equipment had been carried out by registered contractors as required by law. Regular 'in-house' checks of, for example fire checks, fridge/freezer and hot water temperatures had taken place.

Using medicines safely

- Medicines were administered to people safely and as prescribed.
- Medicines were stored safely and securely.
- Medicines Administration Records showed that people received their medicines as prescribed.
- Staff administering medicines had received training and were assessed as competent to administer medicines by the registered manager.
- The registered manager carried out regular checks of medicines stocks to ensure that medicines were administered as prescribed.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections. One relative told us, "They have been really good through the pandemic and avoided an outbreak."
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

The provider was facilitating visits for people living in the home in accordance with the current guidance. Families told us they were support to visit their loved ones safely and encouraged to celebrate events and birthdays.

Care homes (Vaccinations as Condition of Deployment)

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency. We checked to make sure the service was meeting this requirement.

The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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 a previous inspection in September 2019 this key question was rated requires improvement. At the last inspection in August 2020 this key question was not inspected. At this inspection this key question has now improved to good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making 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 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.

At a previous inspection in August 2019, there was a lack of documentary evidence confirming that the service was working within the principles of the MCA which was in breach of Regulation 11 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 11.

- Staff had received training in MCA and DoLS and were knowledgeable around how the legislation impacted on the care they delivered.
- Mental capacity assessments were carried out when needed to establish if people making decisions affecting their lives had capacity to do so. Where appropriate, staff involved professionals and advocates to support people in a Best Interests capacity.
- Applications to deprive people of their liberty lawfully had been made and systems were in place to monitor these.
- Care plans evidenced that consent to care was appropriately obtained which included details of relatives who had the legal authority to consent to care for people who had been assessed as unable to do so themselves.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were fully assessed, and their beliefs, wishes and preferences were incorporated into their care and support plans. Care plans were regularly reviewed by the registered manager to ensure they fully reflected people's evolving needs and health and care needs.
- People's gender, culture and religion were considered as part of the assessment process.

Staff support: induction, training, skills and experience

- Staff received induction, and systems were in place to monitor staff's training and competency assessments to ensure they had the skills for the job. Staff were enthusiastic about the training and said they had really learned a lot and had regular opportunities for new training. One staff told us, "The training is really good, I learned so much. You have to practise what you learned."
- For one person, who had a specific medical condition, staff had received additional training on how to better understand the condition and support the person. A relative told us, "They're doing a really good job."
- Staff received regular supervision and an annual appraisal with the registered manager. Staff told us they felt supported. One member of staff told us the registered manager was, "very supportive."

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

- People were supported to eat and drink to maintain good health. Where people needed support with their food and drink intake, this was clearly recorded in their care plan.
- People were supported to eat culturally appropriate foods as per their preferences. Staff sourced ingredients and prepared meals for one person in this way.
- Where any concerns were identified with people's nutrition, referrals were made to the appropriate health professionals for advice.

Staff working with other agencies to provide consistent, effective, timely care;

- Staff worked with external health and social care and community professionals to provide effective care and promote positive outcomes for people.
- Staff spoke knowledgeably about people's health needs and records showed they had been proactive in seeking guidance and support from health professionals.
- Records showed that guidance and instructions from healthcare professionals were carried out.

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

- The service provided a homely environment where people could personalise their bedrooms to their preferences.
- A new extension had recently been added to the home which provided additional communal living space. A bathroom had also recently been renovated.
- An external outbuilding with additional office and laundry space had been also completed. The outdoors area was a concrete yard lacking green space. We spoke to the management team about this who advised that plants and flowers would be sourced, and new garden furniture would be provided to make the space more appealing to people and their families.

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 a previous inspection in September 2019 this key question was rated as requires improvement. At the last inspection in August 2020 this key question was not inspected. At this inspection this key question has now improved to good. 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 treated with kindness and were positive about the staff's caring attitude. Relatives told us, "[Person] is very happy there."
 - We saw compliments and positive feedback from families and professionals around how people were supported by a caring and compassionate staff team. Some feedback included, 'Marvellous job in caring' and '[Registered manager] was talking to [Person] in a respectful, polite and reassuring manner.'
 - Staff knew people and their needs well. We observed kind and positive interactions between staff and people. A relative told us, "It's like family."
 - People were supported to spend time with their families, which had become easier with the easing of COVID-19 restrictions.
 - The Equalities Act 2010 is designed to ensure people's diverse needs in relation to disability, gender, marital status, race, religion and sexual orientation are met. There was evidence that people's preferences and choices regarding some of these characteristics had been explored and documented in their care plans. We found no evidence to suggest people were being discriminated against.
- Supporting people to express their views and be involved in making decisions about their care; Respecting and promoting people's privacy, dignity and independence
- People and their relatives had been involved in the development of their care plans and their ongoing care needs. A relative told us, "They keep me informed on how [Person] is."
 - During our inspection, we observed people consistently making choices about how they wanted to spend their time.
 - People's privacy and dignity was maintained.
 - People were supported to develop and maintain their independence. Care plans detailed what people could do for themselves and what they needed assistance with. Care plans also detailed how people could communicate to make their wishes known. One relative told us, "[Person] improved tremendously, their communication has improved."

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 requires improvement. At this inspection the rating has changed to 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; 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

- There was a positive culture within the service. People and their families were positive around the care at Fouracres. One person told us, "The staff are nice. I talk to them." Relatives told us, "Overall Fouracres is good" and "I'm really happy with the home. They're doing as much as they possibly can."
- The management team understood their responsibility in relation to duty of candour.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- In August 2019 inspection, the service was rated inadequate overall. Since then, there has been significant improvement to overall care delivery which has been embedded and sustained at this inspection.
- The management team had carried out audits in several areas including, medicines, care planning, recruitment and infection control. In addition, an external consultant also completed regular checks of the service.
- The registered manager was clear about events they were required to report to the CQC, in line with their legal responsibilities.
- During the inspection the management team were very responsive to any issues we found and discussed with them, addressing them immediately.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The provider engaged with people receiving care, their relatives and staff. Families felt involved with the service and were welcomed to visit as often as possible.
- Staff spoke positively of working at Fouracres and the support they received from the management team. One staff told us, "It is like a family here."
- Regular meetings were held with the staff team, as well as individual supervisions to look at work issues, performance and to identify training needs. Learning from accidents and incidents was shared and discussed. Staff were also kept informed of changing guidance in relation to COVID-19.
- Feedback from people and families was regularly requested in meetings and through engagement such as telephone calls and quality surveys. Feedback was overall positive.
- The service regularly worked in partnership with other health and social care professionals to ensure people received ongoing support to meet their needs. We saw positive feedback from involved health

professionals which praised the caring and pro-active nature of the staff and management team.