

# Heathcotes Care Limited

# Knollbeck

## 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?	Outstanding ☆
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

### About the service

Knollbeck is a residential care home providing support and accommodation for people who have a learning disability. The service can provide support for up to 8 people. At the time of our inspection 7 people were using the service.

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

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. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

### Right Support

Service design was extremely focused on people who used the service, and their comfort and safety was of paramount importance. The atmosphere throughout the service was vibrant and inclusive.

Risks associated with people's care were identified and actions were taken to minimise risk and keep people safe. The service was clean and well presented. Building and maintenance checks were carried out appropriately.

People received their medicines as prescribed by staff who were trained and competent in the safe handling of medicines.

Accidents and incidents were recorded and analysed to ensure risks were identified and mitigated and lessons were learnt.

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.

### Right Care

The atmosphere throughout Knollbeck was exceptionally positive, welcoming and homely. Staff had created a culture where people were at the heart of the service and involved in every aspect of their life and this was embedded into the ethos of the service.

People told us they enjoyed living at the home and felt staff were kind, caring and supported them well. Relatives were highly complementary about the support and care their family member received.

### Right Culture

People were supported in a home where managers and staff promoted person centred care and actively looked for innovative ways to ensure people lived a life they wanted to. There was a range of meaningful inclusive activities and social events that took place to ensure people had lead a fulfilling life.

Systems in place to monitor the service were effective and instrumental in identifying concerns and taking appropriate actions.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 24 October 2017).

### Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

### 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 responsive?

Outstanding ☆

The service was exceptionally responsive.

Details are in our responsive findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# Knollbeck

## 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 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

The inspection was carried out by 1 inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

Knollbeck 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. Knollbeck is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

Inspection activity started on 16 October 2023 and ended on 3 November 2023. We visited the location's service on 16 October 2023 and 24 October 2023.

#### What we did before 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 5 people who used the service, and 3 relatives about their experience of care provided. We sought feedback from 3 professionals who work with the service and visited regularly. We spoke with 6 members of staff including the registered manager, support workers and team leaders.

We reviewed a range of records. This included 3 support plans and accompanying documents and multiple medication records. We looked at 3 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 our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were safeguarded from the risk of abuse and avoidable harm.
- Staff told us they received training in safeguarding and were knowledgeable about how to recognise and report abuse.
- People told us they felt safe living at the service. One person said, "I feel very safe here." Another person said, "We've all got friends here. I can speak to all my friends here." (Pointing at the staff).

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks.
- Risk assessments in place considered people's safety without limiting their freedoms.
- Staff we spoke with were knowledgeable about risks and took appropriate actions to keep people safe.
- Statutory checks on equipment and the building were maintained.

Staffing and recruitment

- The provider ensured there were sufficient numbers of staff available to meet people's needs.
- The provider operated safe recruitment processes.
- People told us there were always staff available to support them and to ensure they maintained their hobbies and interests. People told us they enjoyed going to the local shop and social trips out in the community.

Using medicines safely

- People were supported to receive their medicines safely by staff who were trained and competent to administer medicines.
- The provider had taken appropriate actions when people's medicines needed a review. For example, one person felt their medicines were making them sleepy in a morning. The provider instigated a review of their medicines with their GP who made some changes to help the person feel less tired. This had made a positive difference to the person's life.

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was preventing visitors from catching and spreading infections.

#### Visiting in care homes

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

#### Learning lessons when things go wrong

- The provider learned lessons when things went wrong.
- The registered manager had a system in place to monitor and review accidents and incidents. This helped them identify trends and patterns to mitigate future risks.



# 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 our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. 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

- People's needs were assessed and care and support was delivered in line with current standards to achieve effective outcomes.
- Support plans showed people's needs had been assessed and were kept under review.

Staff support: induction, training, skills and experience

- The service made sure staff had the skills, knowledge and experience to deliver effective care and support.
- Staff felt supported and valued by the management and the team they worked alongside.
- We looked at the provider training records which evidenced appropriate training was carried out. The provider informed us they would consider moving and handling of people training due to deterioration in mobility.

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

- People were supported to eat and drink enough to maintain a balanced diet.
- Support plans contained details about people's nutritional support.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The provider ensured the service worked effectively within and across organisations to deliver effective care, support and treatment.
- People were supported to live healthier lives, access healthcare services and support.
- Relatives were confident staff would access healthcare services people required. One relative said, "They [staff] go above and beyond, it's really hard to get [relative] in a dentist and they've managed to get [relative] in with one and also have chiropodist to come out and take care of [relatives] feet."

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

- People's individual needs were met by the adaption, design and decoration of the premises.
- People had access to carefully designed garden areas and took pride in keeping these areas well maintained.

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 MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment 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, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- The provider was working in line with the Mental Capacity Act.
- People had their rights and freedoms respected as staff understood the importance of enabling people to make their own decisions, where possible. This meant care was provided in the least restrictive way. One person said, "I choose what is right for me and that makes like good for me."

# 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 our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant people were supported and treated with dignity and respect. They were involved as partners in their care.

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

- People were supported exceptionally well, and staff had upmost respect for people. Staff were extremely passionate about providing support that would help people meet their goals and aspirations.
- During our inspection we observed staff providing an inclusive atmosphere where people were valued and included. From our observations, conversations with people and information we looked at, it was clear this was the ethos of the services and completely embedded into all aspects of the service. Everything that took place was in line with people's outcomes of what they wanted to achieve.
- Staff constantly looked for ways to enrich people's lives. For example, one person had expressed an interest to learn how to swim. Staff arranged lessons at a small private pool and over time the person's confidence grew and they can now swim. The person's key worker told us, "It was amazing to see on a recent holiday [person's name] enjoying time in the pool and taking part in an activity they so loved." This had enriched the person's life.
- People were relaxed and confident in the company of staff and it was clear there was mutual respect. Staff and people chatted and shared appropriate friendly banter.
- Staff provided a positive and inclusive atmosphere where people took great pride in their achievements and celebrated each other's success. For example, we observed some people and staff engaging in a television quiz. People felt at ease to answer the questions and celebrated with each other when they got a question right. This showed people learning new skills in a fun way.

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

- People were supported by staff who were extremely respectful of people and who supported people to make their own decisions which led to them achieving their goals.
- Staff were committed to ensuring people were the centre of their care and support. The service had a wishing tree, where people could place a wish or desire they would like to fulfil. For example, some people had wanted to go on holiday and were supported to make choices about where they would like to go and what they wanted to do. Staff took great pride in supporting and enabling people to achieve their dreams.

Respecting and promoting people's privacy, dignity and independence

- Staff embraced an ethos where everyone was important and valued. Opportunities were given to support people to help their loved ones. Comments from relatives was overwhelmingly positive. One relative said, "I think it's the best home [relative] has ever been in. [Relative] has more independence here than previous homes. I hope [relative] can stay here forever and ever."
- People's privacy, dignity and independence were respected and promoted.

- We explored the positive impact the exceptional care had on people and obtained numerous examples where people's lives had significantly improved as a result of the care and support they received.
- Staff spoke passionately about how they supported people to maintain their privacy and dignity and supported people to maintain their independence. One staff member said, "I enjoy making a difference in people's lives and seeing the happiness in someone's face when they achieve a goal."

# Is the service responsive?

## Our findings

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

At our last inspection we rated this key question outstanding. At this inspection the rating has remained outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

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

- People were extremely well supported as individuals, in line with their needs and preferences.
- The provider ensured people received a very high level of person centred care. For example, during the recent pandemic, some people became concerned about their parents accessing shops to buy essential shopping. The provider supported people to visit the shops safely and deliver shopping to the front door of their parents' homes. This prevented people becoming worried and upset about their loved ones and gave people the autonomy to do something about the situation and help their parents. This made people feel extremely valued.
- People described how they received exceptional care that was personalised and tailored to meet their individual needs and preferences. Comments from people who used the service was overwhelmingly positive and told us they felt highly valued. One person saying, "I have lived here for 5 years, and a lot has improved for me."
- Relatives were also very complimentary and shared with us their positive experiences. One relative said, "They're [staff] amazing with [relatives]. They've took [relative] everywhere. They deserve a medal for looking after [relative], they've done everything possible for [relative]."
- Without exception professionals spoke extremely positively about the way staff engaged and supported people in a truly person centred way. Visiting professionals felt engaged with people's support and felt the home made a difference to people's lives. One professional said, "I feel that they [staff] go above and beyond in supporting the service users. Staff are very proactive and responsive to care plans and interventions offered to them. I have always found them to be open and honest and above all willing to carry out recommendations." Another professional said, "I have often found the care team to respond well when challenged by verbal and physical aggression. They appear to do so in a therapeutic manner that maintains a supportive service for the individual. Happy to receive advice through myself or positive behaviour support, psychology etc, the service do maintain a multidisciplinary approach to their care delivery well."

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

- People were supported extremely well to maintain relationships, follow their interests and take part in activities that were relevant to them. One person had an interest in guitar lessons and staff supported them to access tuition.
- The service placed a great deal of emphasis on people experiencing meaningful occupation which had therapeutic benefits. For example, the service had been successful in obtaining links with local community projects and were involved in a community litter picking scheme. People enjoyed this and found being out

in the fresh air and giving something back to the community was invaluable. One person said, "Staff are helping me sort out my work experience at the nursing home."

- A visiting professional said, "A pleasing aspect of the service is that a lot of my visits are unannounced. I have been encouraged how few service users are in the building, particularly when the weather is nice. The care team engage service users in all manner of community activities identified in their discussions with service user, i.e., going to football stadiums, watching bands on an evening out."

#### Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- The provider was meeting the Accessible Information Standards.
- People's communication needs were understood and supported.

#### Improving care quality in response to complaints or concerns

- People's concerns and complaints were listened to, responded to and used to improve the quality of care.
- The complaints procedure was available in an easy to read format and concerns were discussed at house meetings.
- Complaints were seen as learning opportunities and the registered manager reflected, with staff about how they could change the service for the better.

# Is the service well-led?

## Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. At this inspection the rating has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The service had an extremely positive, open and inclusive culture.
- The provider had systems to provide person-centred care that achieved good outcomes for people.

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 provider had a clear management structure that monitored the quality of care to drive improvements in service delivery.
- The provider understood their responsibilities under the duty of candour.
- People told us they felt at ease to speak with the management team and felt listened to.

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

- People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics.
- The provider took great pride in involving people, their relative, staff and other professionals as key players in ensuring the best outcomes for people.

Continuous learning and improving care

- The provider had created a learning culture at the service which improved the care people received.
- The provider had a quality monitoring system in place and audits were carried out frequently to identify and actions and resolve them.

Working in partnership with others

- The provider worked in partnership with others.
- We spoke with visiting professionals who were all very complimentary about how the service engaged with them to improve outcomes for people.