

Milewood Healthcare Ltd

Alexandra House

Inspection report

Summerhouse Square
Norton
Stockton On Tees
Cleveland
TS20 1BH

Date of inspection visit:
17 November 2023
20 November 2023

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11 December 2023

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Alexandra House is a residential care home providing personal care to 7 people. The service provides support to younger adults some of whom may be living with a mental health condition or a learning disability. Alexandra House consists of 7 flats and areas within the home which offer communal space. At the time of our inspection there were 7 people using the service.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessment and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

People's experience of the service and what we found:

Right Support: The environment was clean, tidy and spacious. People's flats reflected the people who lived in them with photographs, artwork, and personalised decorative accessories on display. Ongoing maintenance kept the service to a good standard. People had choice in all aspects of their lives and were supported to do all they wanted to do when they wanted to do it. Staff had a flexible approach and accommodated people's wishes wherever possible. People had an active life which incorporated activities in their local community and where people had shared interests, they went out together. People received their medicines as required and staff worked in-line with recommendations from health professionals. 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: Staff promoted equality and diversity in their support for people. They understood people's cultural needs and provided appropriate care and emotional support. The registered manager had a flexible approach to staffing levels to ensure activities, hobbies, individual interests, and outings were catered for. Staff acted quickly when needed to keep people safe, whilst promoting positive risk taking to allow people to build their daily living skills. People spoke highly of the staff team and the level of support they provided.

Right Culture: People received compassionate and empowering care that was tailored to their individual needs. Staff spoke highly of people and went 'above and beyond' for them to live the best lives possible. People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management and staff. Management led by example and staff empowered people to do all that they wanted to do safely. The service was committed to a culture of improvement and regularly sought feedback from people, staff and professionals. People were at the centre of the service and staff valued and acted upon people's views.

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 (published 8 August 2018)

Why we inspected

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

We undertook a focused inspection to review the key questions of safe and well-led only. For those key question not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Alexandra House 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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p>Good ●</p>

Alexandra House

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.

Inspection team

The inspection team consisted of one inspector.

Service and service type

Alexandra House 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. Alexandra House 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

The inspection was announced. We gave the service 24 notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

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 5 people who used the service. We spent some time observing and listening to staff interactions with people. We spoke with the registered manager, 2 senior carers and 1 support worker.

We conducted a visual inspection of the building and looked at a wide variety of records. These included people's care and medicine records, monitoring documentation, staff files and audits used to monitor the service.

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 has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- People were safeguarded from abuse and avoidable harm.
- Thorough processes were in place to report any safeguarding concerns. Staff were aware of how to report concerns and were confident these would be addressed by the registered manager.
- People told us they felt safe living at Alexandra House. Comments included, "This place is the best thing that ever happened to me. I can't praise the staff enough" and "Honestly, we are like one big family. We all look out for each other. I class the staff as my family. They do everything to make sure I am safe."

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks. Identified risks were recorded and regularly reviewed.
- The registered manager and staff promoted positive risk taking to help people gain skills and independence. People told us they had thrived whilst living at the service due to this approach. One person said, "Staff work with me so I can do things I want."
- Checks were in place to ensure equipment remained safe. Regular fire drills were completed to ensure people knew the processes to follow in the event of an emergency.

Staffing and recruitment

- Safe recruitment processes were in place and followed.
- There was a well-established team of skilled staff working at Alexandra House. The registered manager ensure staffing levels were adapted to meet people's needs. Additional staff were used to enable people to participate in social activities they enjoyed.
- People told us there was enough staff. Comments included, "There are no issues with staffing here. All the staff are brilliant and on hand whenever you need anything at all."

Using medicines safely

- People were supported to receive their medicines safely.
- Thorough processes were in place to ensure medicines were stored, administered and recorded appropriately.
- People were aware of the medicines they were prescribed and told us they received their medicines on time. Observations showed medicines were administered safely, in line with guidance.

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and

control practices.

- The home was clean and tidy throughout and regular infection control audits were completed to ensure standards were maintained.
- People were encouraged to participate in maintaining their own environment with support from staff where required. This helped people improve their daily living skills.

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 had gone wrong.
- People and staff told us the registered manager had created a culture where staff and people were open and honest when things went wrong.
- Processes were in place to ensure areas such as accidents and incidents were monitored. Any learning from such events was shared with staff and people to aid wider learning.

Is consent to care and treatment always sought in line with legislation 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 with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguarding (DoLS)

- The provider was working in line with the Mental Capacity Act.
- Where people had conditions in place relating to their DoLS, these had been followed.

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 provider and registered manager were committed to ensuring there was a positive culture within the service. This helped achieve positive outcomes for people.
- The registered manager was visible in the service. They worked directly with people living at the service and led by example. People, management and staff described Alexandra House as a 'family home where everyone is valued.'
- Staff described an enjoyable working environment where all staff had a desire to ensure people lived their best possible lives. One member of staff told us, "[Registered manager] is a breath of fresh air. [Registered manager] promote and embraces change and will go out of their way to help everyone achieve their goals."

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 been open and honest when things went wrong.
- Staff gave honest information and suitable support, and applied duty of candour where appropriate.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager had the skills, knowledge and experience to perform their role and had a clear understanding of people's needs, as well as effective oversight of the services.
- Governance processes were thorough and effective. They were used to monitor, assess and drive forward improvements to ensure the service consistently provided good quality care.
- Staff were committed to reviewing people's care and support on an ongoing basis as people's needs and wishes changed.

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

- Staff encouraged people to be involved in the development of the service. People were often asked to share their views which were listened to.
- Staff embraced people's views, opinions, and personalities, tailoring their approach to each individual. People were comfortable and confident when approaching staff to discuss any aspect of their lives.
- People spoke highly of the registered manager and staff team. One person told us, "Sometimes you just need to be given a chance. The manager and staff here are like angels. I feel like I am actually living now, not

just surviving."

Working in partnership with others; Continuous learning and improving care

- The provider worked closely with other professionals to ensure people receive the care and support they needed in a timely manner.
- There had been numerous compliments received from professionals who worked closely with the service. Comments included, "You have worked wonders with [person's name]. They have never been doing so well and that is all down to the hard work and commitment of staff."
- The registered manager regularly engaged with other home managers within the local area to share ideas and improve their practice.