

Trevanion House Holidays Ltd

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Inspection report

Trevanion Road
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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

Trevanion House Holidays Ltd is a hotel providing holidays for adults with learning disabilities. It is registered with the Care Quality Commission to provide accommodation and personal care for up to 14 people. This allows the staff to support people coming on holiday with their personal care needs should they require support. The house can also accommodate a further seven people who do not require personal care. At the time of the inspection, 13 people were staying at the service.

Trevanion House is a detached house located within its own grounds on the outskirts of Wadebridge in Cornwall. Accommodation is provided over two floors with adapted facilities for people with impaired mobility on the ground floor. Two guest lounge rooms and a restaurant are situated on the ground floor. The service has a fully licenced bar. Guests normally stay at the service for one to two weeks and are supported by staff to visit a wide variety of tourist destinations throughout Devon and Cornwall. In addition, the service also arranges a small number of trips to the continent each year.

The service was previously inspected on two occasions in 2016. In August 2016 we undertook a comprehensive inspection and rated the service 'good' overall with the key question 'Is the service safe?' rated as 'requires improvement'. We found the service was in breach of Regulation 19 the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 as there was an inconsistent approach to following up on references when new staff started work. In December 2016, we returned to the service to undertake a focused inspection and found improvements had been made to the service's recruitment processes. We rated the key question of safe as 'good'.

At this inspection, in August 2018, we found the evidence continued to support the rating of good and there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

People told us how much they enjoyed their holiday at Trevanion House and that they felt safe staying there and with the staff. One person said, "Yes, I'm very safe here" and another said, "Yes, it's a great place to have a holiday." Staff knew people well as many people had returned on holiday over several years. Staff were aware of people's care needs and care plans provided staff with the information they needed to ensure people's personal and health care needs were met. Risks to people's safety and well-being were assessed and management plans were in place to mitigate risks and to protect people. For those people who required support to manage their medicines or their finances, this was done safely.

People were supported to have maximum choice and control of their stay and staff supported them in the least restrictive way possible; the policies and systems in the service support this practice. People could choose where they wished to go and how they wished to spend their time throughout their stay at the service. Various trips were organised each day to the local places of interest people wished to visit.

Trevanion House had its own restaurant where people could choose what meals they wished. People could choose a cooked or a continental breakfast and in the evening, three course meals were served with each course having a number of choices. Packed lunches were available for people to take out with them.

There were sufficient numbers of staff to meet people's assessed needs and to support them safely when out on trips. Staffing numbers were arranged dependent upon the numbers and needs of the people visiting the service. Staff were safely recruited and received the training and supervision they needed for their role.

The service was well managed. The management team and staff communicated well with people, relatives and care providers prior to people arriving for their holiday. Feedback about the quality of the service was actively sought and the service used this to improve. People were confident any complaint they might have would be responded to promptly. No one we spoke with had any complaints about the service.

Further information is in the detailed findings below.

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 remains Good.

Is the service effective?

Good ●

The service remains Good.

Is the service caring?

Good ●

The service remains Good.

Is the service responsive?

Good ●

The service remains Good.

Is the service well-led?

Good ●

The service remains Good.

Trevanion House Holidays Limited

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This comprehensive inspection took place on 14 August 2018 and was announced. We gave the service 48 hours' notice of the inspection visit because people were often out taking part in activities and we wanted to be sure people would be available to speak with us. The inspection was carried out by one adult social care inspector.

Before the inspection, the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed this along with previous inspection reports and other information we held about the home including any notifications. A notification is information about important events which the service is required to send us by law. Prior to the inspection we invited people who had previously been on holiday at the service to share their views with us. We received positive feedback from two people, three relatives and four care providers.

During our inspection, we observed staff interactions with people and saw how people responded to staff. We spoke with eight people staying at Trevanion House, the registered provider and registered manager and a further four members of staff. We looked at care records for four people, the medicine administration records (MAR), two staff recruitment files, staff training records and other records relating to the running of the service.

Is the service safe?

Our findings

People told us they felt safe when staying at Trevanion House. One person said, "Yes, I'm very safe here" and another said, "Yes, it's a great place to have a holiday."

People were protected from the risk of abuse because staff had received safeguarding adult training. They knew how to identify possible signs of abuse and knew what action they should take if they suspect a person was at risk. Staff told us if they had any concerns they would report them to a member of the management team and were confident they would be followed up appropriately. Information leaflets about abuse and how to raise a concern were available in each person's bedroom.

Risks to people's health, safety and well-being were managed safely. The service obtained information about people's care needs and any associated risks prior to their arrival. Care records provided guidance for staff about how to provide support to minimise these risks. For example, one person had swallowing difficulties and was at risk of choking. This person's care plan guided staff about how to prepare the person's food, what foods should be avoided and how to support the person to eat safely.

People's medicines were managed safely and stored securely. The registered manager said most people were responsible managing their own medicines which they kept in lockable storage in their bedrooms. For those people who required support with their medicines, the service had secure storage and medicine administration records were completed. Records showed staff had received training in the safe administration of medicines.

The service supported some people to manage their money. Detailed records were maintained of each person's money received by the service and of all money spent. Bedrooms contained a safe for people to store their valuables and people had keys to their rooms to protect their belongings.

There were sufficient numbers of staff to meet people's assessed needs and to support them safely when out on trips. Staffing numbers were arranged dependent upon the numbers and needs of the people visiting the service. People told us staff were available whenever they needed them. They said when they were in their rooms they had access to staff via the telephone. People told us they only had to lift the telephone and they would be put through to staff. The registered manager told us most people coming to stay at Trevanion House were independent with their personal care. At the time of the inspection, only one person required support from staff.

On the day of the inspection, two trips had been arranged and there were four staff available to accompany people. Risk assessments and emergency evacuation plans identified how many staff should be available overnight. If the service had no people rated as 'high' risk and there were no more than 14 people staying at the service, one waking night staff was available. If risks were identified, or the number of people staying at the service was over 14, one waking night staff and one sleep-in member of staff were available. There was always staff present to support people who wished to remain at the service. Care staff were supported by catering and housekeeping staff.

Staff were recruited safely. We reviewed the records for the two most recently recruited staff. The service had obtained the necessary pre-employment checks including obtaining references from previous employment and a disclosure and barring (police) check. This meant people were protected from the risk of being supported by staff who were unsuitable to work at the service.

The premises were well maintained and found to be clean and tidy. Regular checks of equipment, such as the fire detection system, were undertaken to ensure they were maintained in a safe working order.

Is the service effective?

Our findings

People received support from experienced and trained staff. Many of the people coming for holidays at Trevanion House had been coming for several years. Staff knew them well and people said they were well supported by them. Records showed staff had received a week of training prior to the holiday season starting. Topics included first aid, fire safety awareness, food safety, medicine administration, infection control, moving and handling and adult safeguarding. Staff were also provided with information about how to support people with healthcare needs such as diabetes and epilepsy.

Staff told us they had the training they needed for their role and were well supported by the registered manager and providers. Records showed staff received regular supervision and annual appraisals. This gave staff the opportunity to discuss their work performance and identify any training needs.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act 2005. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). Staff had received training about the MCA and DoLS and understood the principles of people making their own choices and decisions.

The information obtained prior to people's holiday included information about people's capacity to make decisions and whether there were any restrictions upon their freedom to come and go from the service. The registered manager said that on occasion some people who have come on holiday have had restrictions placed upon their freedom. For example, one person was unsafe to leave the service without staff support as they had little understanding of road safety.

There were no restrictive practices in place and people told us they could come and go as they pleased. Doors were unlocked and people were free to access all the shared areas of the building. However, access to the kitchen was restricted to staff, as would be expected in a hotel setting.

People's healthcare needs were known to staff prior to people's visit. Staff were provided with guidance about what actions to take should person's health deteriorate. If necessary staff sought guidance from the local pharmacist and supported people to attend the local GP surgery. In emergencies, people attended the accident and emergency department. One person, due to have a holiday at the service in the next few weeks, had been temporarily registered with the local GP to support them with their health needs.

People told us how much they enjoyed the food, one person said the food was "very nice" and another said it was "great". They said there was plenty always of choice. Meals were served in the restaurant and menus provided people with a wide choice of meals. For example, people could choose a cooked or a continental breakfast and in the evening, three course meals were served with each course having a number of choices. People told us they were provided with a packed lunch each day and a pictorial menu allowed people to choose what they would like. Tea and coffee making facilities were available for people in their rooms and in the hallway on the first floor.

Is the service caring?

Our findings

Many people had been coming to the service for several years, some for over 20 years, and as such they knew the providers, registered manager and staff well. People said they felt the staff were kind, caring and friendly. One person said, "lovely place, lovely staff" and a person who contacted us prior to the inspection said, "Yes, it was wonderful. The staff were very kind." A relative told us their relations were always keen to return. A care provider who supported a person to come on holiday told us, "I have observed outstanding levels of care from all staff. I am particularly impressed with their knowledge of the people using the service and how they are able to remember so much about individual people when you consider it is a holiday venue."

During the morning we saw staff greeting people when they came on shift and making sure they spoke with everyone. We observed staff in conversation with people, discussing their plans and sharing jokes. Staff supported people to get ready for the trips and discussed with them the evening's planned social event. Trips included The Eden Project, a chocolate factory, a fairground and Port Isaac and the evening entertainment included karaoke, quizzes and discos.

People told us they were included in decisions about the planned events both in and out of the home. Regular meetings throughout their holiday ensured people could contribute to where they went and how they spent their time. Staff said they wanted people to have a very enjoyable holiday.

People's independence and dignity were very much promoted. Staff were available should people require assistance; however, people were encouraged to be as independent as any other person going on holiday to a hotel.

Staff respected people's privacy and only had access to people's bedrooms when invited or for cleaning. Friendships were supported between people. Some people came on holiday with their friends and others meet up each year with the friends they had made on previous holidays.

Is the service responsive?

Our findings

People told us they returned to Trevanion House as they enjoyed the leisure and social activities available. People liked to visit the various places of interest and to take part in activities they would not normally have access to. One person who contacted us prior to the inspection said they had "lots to do and we went on day trips." The service had three minibuses to take people out. Seven trips had been planned for first three days of the week we visited, these included a wide variety of locations to appeal to everyone's interests. People enjoyed showing us their souvenirs and telling us how much they were enjoying their holiday.

People were supported by staff who were knowledgeable about their care needs. Information received prior to people's holidays was used to develop a care plan. These plans provided staff with important information about people's needs and guided staff about how people wished to be supported. The registered manager said they did not accept people without having first received this information as it was necessary to make a judgement about whether each person's needs could be met while they were on holiday. The provider said as long as people's needs could be met, the service welcomed people from different backgrounds and cultures. People would not be discriminated against due to their disability, race, culture or sexuality. People were supported with their cultural or religious beliefs, such as going to places of worship.

The service encouraged feedback about how people had enjoyed their holiday and welcomed suggestions for improvements. Records were kept of people's suggestions and whether anyone had made a complaint. When complaints had been received these were fully documented and the action taken to resolve the matter was recorded. Information about how to make a complaint was provided to people prior to their arrival and discussed at the introductory meeting on the day of their arrival. Written information was also provided in each bedroom. The people we spoke with told us they had no complaints but were confident if they did have, the staff would listen to them and resolve the issue.

All providers of NHS and publicly funded adult social care must follow the Accessible Information Standard. The Accessible Information Standard applies to people who have information or communication needs relating to a disability, impairment or sensory loss. CQC have committed to look at the Accessible Information Standard at inspections of all services from 1 November 2017. Care plans identified people's communication needs and provided staff with guidance about how to communicate effectively with them. We saw information had been provided in different formats, including large print and pictorial, to support people's communication needs.

Is the service well-led?

Our findings

The service continued to be well-led, with the providers and registered manager present in the service each day. One care provider who contacted us prior to the inspection said, "I have found them to be very effective communicators. When I have needed to discuss any issues with them I have found them to be good listeners, responsive to requests and quick to provide feedback/give information."

People benefitted from having a stable management team who had developed a good relationship with people over the years they had been returning on holiday. The registered manager not only undertook management responsibilities but also supported people with their personal care and accompanied people on trips out. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Handover meetings between staff shifts ensured all staff were aware of people's well-being and other information important for their support. Staff meetings were held as and when needed and at the start and end of the holiday season. Staff had access to a senior manager 24 hours a day, with the management team sharing the responsibility to provide 'out of hours' support.

Surveys were used to invite each person to give feedback about their holiday. A sample of the most recent surveys showed a high level of satisfaction. All rated the service as "very good" or gave three 'thumbs up' symbols for quality of the staff support, the environment, the trips and the food as well as their ability to choose what to do. When asked what part of the holiday people enjoyed the most, people said the day trips and spending time with friends. In addition, the holiday organiser's feedback was sought. One recent feedback stated the holiday process "exceeded their expectations". They said, "[name of person] always enjoys his holidays with you". Another organiser said, "As always very impressed by Trevanion House holidays".

Records relating to the management of the service and to people's care were well maintained and stored securely in the office. Information held on the computerised recording system was also held securely with only staff authorised to have access able to view people's confidential information. Internal audits and environmental checks ensured the provider had information about the quality and safety of the service. The service had a business continuity plan should the service experience an emergency such as a fire. Arrangements had been made with a local care service to provide emergency shelter for people.

The service stays up to date with developments in the care professional and with legislation by maintaining their membership with a number of professional organisations, such as Skill for Care, Cornwall Partnership in Care and the National Care Homes Association.