

Beeches Retirement Hotel Limited

Beeches Retirement Hotel

Inspection report

4 De Roos Road
Eastbourne
East Sussex
BN21 2QA

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10 September 2019

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10 October 2019

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

Beeches Retirement Hotel provides care and accommodation for up to 20 older people with care needs associated with older age, including dementia and memory loss. There were 14 people living at the service on the day of our inspection including one person staying for a period of respite care. Beeches Retirement Hotel is an adapted building in a residential area of Eastbourne with an accessible rear garden.

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

People and relatives were positive about the support provided at Beeches Retirement Hotel. Relatives said the registered manager was very approachable and that staff were caring.

People had a high level of independence and were supported to have choice and control of their lives. Staff supported people in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Risks to people's health and safety had been identified and actions were in place to ensure risk was minimised. Staff were aware of the actions to take if they thought anyone was at risk of harm or abuse. Any concerns identified had been reported to appropriate external professionals.

A complaints procedure was in place and although there were no current complaints, people, staff and relatives were aware of the process.

Staff knew people very well, they treated them with kindness and respect and demonstrated a good understanding of people's individual needs. People were assisted to access healthcare services when needed.

Care documentation included information about people's care and support needs and personal preferences. People received their medicines when they needed them from staff who were trained to give them out safely.

There were enough staff working to provide the support people needed, at times of their choice. Staff supported people to attend appointments when needed. People were able to continue with hobbies and activities they enjoyed. People chose how to spend their time and some went out alone or with relatives.

Recruitment procedures ensured only suitable staff worked at the home. People told us staff were available when they needed assistance. Relatives and people told us staff knew people well and the care provided was of a high standard.

A system of quality checks and internal audits to monitor care, documentation, safety and quality of the service were completed by the care manager.

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 1 February 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? The service was safe	Good ●
Is the service effective? The service was effective	Good ●
Is the service caring? The service was caring	Good ●
Is the service responsive? The service was responsive	Good ●
Is the service well-led? The service was good	Good ●

Beeches Retirement Hotel

Detailed findings

Background to this 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

The inspection team consisted of one inspector.

Service and service type

Beeches Retirement Hotel 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. The inspection was carried out on 10 September 2019.

What we did before the inspection

We used the information the provider sent us in the provider information return (PIR). 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. We reviewed information from other agencies and statutory notifications sent to us by the registered manager about events that had occurred at the service. A notification is information about important events which the provider is required to tell us about by law.

We used all of this information to plan our inspection.

During the inspection-

We spoke with seven people living at Beeches Retirement Hotel, three relatives and one visiting professional. We met and spoke to six members of staff, including the provider, registered manager, care staff and the cleaner.

We looked at a range of care records, including three people's care plans and associated documentation. These included records for one person who was staying at Beeches Retirement Hotel for a period of respite care. We reviewed daily records, looked at people's medicine administration records (MAR) and observed medicines being given. We reviewed two staff recruitment files and records relating to the management of the home, procedures and quality assurance processes.

After the inspection –

We looked at training data provided by the registered manager and received confirmation of the legionella risk assessment.

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

- People were protected against the risk of harm or abuse. Staff had received training and were aware of their responsibility to safeguard people. Staff told us, "We have the training and know it's our responsibility to report any concerns properly to make sure people are safe."
- People told us they felt safe living at the home and relatives confirmed staff provided a safe environment for people.
- The care manager had notified relevant persons including the local authority and CQC in line with local safeguarding policies and procedures when required.

Assessing risk, safety monitoring and management

- People told us, "They are so good here they look after you so well. I came here for a short break as I needed some help with eyedrops. I liked it so much I sold my house and moved in."
- Care plans provided information for staff about people's health needs and associated risks. For example, people at risk of falls had an appropriate risk assessment completed. All risk assessments were reviewed regularly to ensure they provided current guidance for staff.
- People at Beeches Retirement Hotel were independently mobile, some people used mobility aids and needed support from staff to help them stand up, however, no one required hoisting and the home did not have a hoist. The registered manager told us if people's mobility deteriorated and they were unable to stand unaided they would not be able to remain at the home as they would be unable to meet these needs safely.
- Risks associated with the safety of the environment and equipment were identified and managed appropriately. Service contracts were in place including gas and electrical testing. After the inspection the provider confirmed a recent legionella risk assessment had been completed.
- Regular checks had taken place in relation to fire safety. People had personal emergency evacuation plans, which informed staff of how to support people to evacuate the building in the event of an emergency.

Staffing and recruitment

- There were enough staff working at the service to ensure people received the care and support they needed. People told us, "Staff are great, I feel safe here, no responsibilities. I don't have to worry about anything."
- People were supported to attend medical appointments by staff if needed. On the day of the inspection one person was escorted by a staff member to the hospital. The person told us, "It's nice to have someone to go with."
- Agency staff were used to cover staff sickness and annual leave. The registered manager confirmed that regular agency staff were used when possible to provide consistency for people.

- Safe recruitment and selection procedures were in place. All required safety checks including references and Disclosure and Barring Service (criminal record) checks took place before a person could start work at the service.

Using medicines safely

- Medicines were provided safely. There were systems in place for ordering, storing, administration and disposal of medicines safely.
- People told us they received their medicines on time. One said, "Staff look after my medicines and give me them when I need them. I don't have to worry"
- Each person had guidance in place to inform staff how they liked their medicines to be given. A medicine administration record (MAR) chart was completed each time medicines were given. MAR charts included 'as required' (PRN) medicines. PRN medicines are those taken when they are needed, for example when a person is in pain. The registered manager told us staff were being reminded to write on the rear of the MAR chart when and why PRN medicines were given to ensure these were consistently recorded.
- Medicines audits were completed, and the service had worked with the medicines optimisation team to ensure practices were up to date and safe.

Preventing and controlling infection

- The service was clean and without odours. Domestic staff ensured cleanliness throughout the home was maintained to a high standard.
- Staff used personal protective equipment (PPE) when assisting people with personal care. PPE such as hand wash, gloves and aprons were available throughout the home to help protect people from risks relating to cross infection.
- Risks around the prevention and control of infection were well managed. Staff had received infection control training, and food hygiene training.

Learning lessons when things go wrong

- Accidents and incidents were documented and recorded. The registered manager told us they were in the process of improving their accident/incident process to incorporate more information, to document actions and lessons learned in more detail. Any serious incidents were escalated to other organisations such as the local authority and CQC as required. Any subsequent action was shared with all staff to ensure that any changes or lessons learned could be taken forward.
- Staff took appropriate action following accidents and incidents to ensure people's safety and this was clearly recorded. For example, when an incident had occurred, a person's falls risk assessment had been reviewed to ensure any associated risks were identified.

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

- Care and support was delivered in line with current legislation and evidence-based guidance. Prior to people moving into Beeches Retirement Hotel a pre-assessment was completed to determine whether the home could meet people's needs.
- Regular reviews were completed to ensure people's outcomes were being met. Some people living at Beeches Retirement Hotel had a high level of independence and needed minimal support. Others required more support for example with personal care. Staff ensured they supported people's independence and encouraged them to be involved in their care as much as possible.
- A consistent staffing group meant staff knew people well and understood their needs and preferences. When new people had moved into the home, staff had taken the time to build their trust and make them feel comfortable in their new surroundings. Staff had a good relationship with people. We saw people interacting openly with staff and responding warmly when staff spoke to them. Relatives told us the atmosphere was always warm and friendly.

Staff support: induction, training, skills and experience

- People received care and support from staff who knew them well. Staff had access to appropriate training and support. Mandatory training included moving and handling, infection control, health and safety, safeguarding, Mental Capacity Act (MCA) and fire safety.
- Staff told us they received all the training they needed to be able to meet people's needs. Staff felt assured that if they identified a training need this would be accommodated by the registered manager.
- New staff completed an induction. This included spending time shadowing other experienced staff, reading care documentation and the home's policies and procedures. Staff new to care completed the Care Certificate. The Care Certificate ensures that staff new to care receive an introduction to the information, skills, knowledge and values to provide high quality, safe and appropriate care for people.
- Staff received regular one to one supervision. Staff felt supported in their roles and told us they could speak to the registered manager if they had any issues.

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

- People told us they enjoyed the meals provided. Comments included, "The food is very nice, it's the sort of plain, normal food I enjoy." And, "No complaints about the food, it's nice and we get a choice."
- People were supported to eat and drink well and staff were seen to encourage people to drink plenty, with a choice of hot and cold drinks available throughout the day. People's weights were monitored, and staff told us if they had any concerns regarding people's nutrition or weight, referrals would be made to the GP.
- People chose where to eat their meals. Some preferred to eat in their rooms and others came to the dining

area.

- People were involved in decisions regarding what they had to eat and drink and staff ensured people's meal preferences were met. For example, one person did not want a hot meal at lunchtime and requested a salad.

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

- The registered manager told us the service worked collaboratively with other health professionals to ensure a multi-disciplinary approach to people's care.
- People had support from various health and social care professionals to improve their wellbeing. Documentation confirmed referrals had been made for specialist advice and support when appropriate. This included contacting GPs when people became unwell and referrals to other health professionals including mental health teams when required.
- Staff were prompt to respond when people became unwell and supported people to attend appointments, for example one person had regular appointments at the eye clinic.
- Relatives told us they were contacted promptly if their relative became unwell or if they needed to attend an appointment.

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.

- No one at Beeches Retirement Hotel currently required a DoLS. The registered manager had taken advice from the local authority regarding one person and their capacity to make decisions regarding their care and was considering whether a DoLS was required.
- The registered manager was aware that before a DoLS application was completed a mental capacity assessment was required to show the rationale behind any decision.
- Staff had received training to ensure they understood the principles of MCA and DoLS. People were asked for their consent and were involved in day to day choices and decisions. We saw people being given choice and involved in decisions throughout the inspection.

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

- Beeches Retirement Home was an adapted building. People had easy access to communal areas and a secure rear garden. There was a passenger lift to upper floors for people unable to use the stairs.
- When people moved to the home they were able to personalise their rooms with their own belongings. People told us they were very happy with their rooms.

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 treated with kindness and respect. There was an obvious warmth between people and staff and everyone we met spoke with high praise about the staff and management. They told us, "It's an amazing home, I have nothing negative to say, they are so good." And, "The staff here are very nice people, they pop in for a chat and always stop to check I am ok when they are passing."
- Peoples life choices were respected, and people were supported to live in ways that reflected these preferences. For example, people were supported to dress in the way they chose and peoples rooms reflected their personality.
- Staff told us they enjoyed working at Beeches Retirement Hotel and were proud of the high level of care provided to people.

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

- People were involved in decisions throughout the day and offered choices including how they spent their time, and who supported them with their care. Some were supported to make decisions by friends or family.
- People's feedback was sought regularly to enable people to share their views and opinions about the home and staff. People told us, "You get to do what you want, it's up to you." And, "They are all very good here, they know you, it's a family thing, everyone knows everyone else. Some places are impersonal, it's not like that at all here."
- There was a suggestion box in the main entrance hallway and feedback forms for people and visitors to complete, we saw that people had used these to give positive feedback. People and relatives confirmed they could speak to the registered manager or staff at any time.

Respecting and promoting people's privacy, dignity and independence

- We observed that respecting people's privacy, dignity and independence was always considered when providing care to people at Beeches Residential Hotel.
- Doors were always closed before people were assisted with personal care, and conversations regarding people's care and support needs took place discreetly.
- People had a high level of independence, and this was supported and encouraged, for example staff always included people in tasks and activities to enable them to do as much for themselves as possible.
- People's personal preferences were respected including how they dressed and how they liked their rooms to be. A relative told us, "He is content here, if there were any concerns he would say so, but there's never been anything, he's very happy, he does his own thing and they respect that and are here if he needs

anything."

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; 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

- Care planning was discussed with people and their relatives when appropriate.
- Staff ensured that people were reminded about upcoming appointments and relatives told us they were always informed if there were any health changes. If relatives were unable to take people to appointments, then the registered manager arranged a staff escort if needed.
- Care plans included information about people's care needs. Staff communicated well. At the end of a shift, relevant information was handed over to staff coming on duty to ensure they were aware of any changes to care needs, things people wanted to do that day and people's chosen activities.
- Staff and management enabled and supported people to maintain regular contact with people who were important to them. Visitors told us they felt welcome to visit the home at any time and were always greeted warmly.
- People told us they had plenty to do. Some people went out alone and others were able to continue with hobbies and interests without staff support. For example, one person told us they enjoyed sitting in their room watching television whilst knitting or reading. Others went out with staff and there was also a varied activity programme at the home. This included a number of visiting entertainers and in house activities. Although there was no one currently at the service who had expressed any religious needs, the registered manager told us that when people had wished to attend religious services they were supported to do so.

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 who were hearing and or sight impaired were supported by staff to ensure they were able to access information.
- Information was available for people in accessible formats. For example, people could request larger print copies of documentation if needed.

Improving care quality in response to complaints or concerns

- The provider had a complaints policy and procedure. The registered manager told us if any issues were shared with them, these would be reported and investigated immediately.
- There were no complaints at the time of the inspection. The registered manager told us if complaints were received, these would be escalated as appropriate and would be investigated in accordance with the

complaints policy. Outcomes would be fed back and discussed with staff to ensure on going learning and improvement.

End of life care and support

- No one currently at Beeches Retirement Hotel was receiving end of life care. However, this had been provided in the past.
- The registered manager told us previously they had received support from community nurses and other health professionals to support people receiving end of life care.
- People's end of life care wishes and preferences had been discussed with some people but were not recorded for everyone as some people had been reluctant to discuss this. The registered manager told us this was an area they were looking to develop to ensure information was recorded including who to contact in the event of a person's death and funeral arrangement wishes.
- Whenever possible people would be able to stay at the service until they died, however, the registered manager was aware that any changes to people's health would need to be reviewed to ensure that the service was able to safely meet the persons need's and provide appropriate support.

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

- All staff worked together to provide people with a good quality of care.
- The registered manager was in day to day charge, supported by the provider when needed. There was a relaxed and cheerful atmosphere at the home, staff told us they felt supported by the registered manager and that staff worked together as a good team. The registered manager encouraged staff development. One told us, "I was keen to develop and learn, I have now moved up to be team supervisor. The manager has been very supportive and is encouraging me to develop."
- People were seen to engage readily with staff. Interactions were relaxed with friendly banter and conversation taking place. Staff encouraged people to participate in day to day activities and offered support at a pace that suited the individual.
- People told us they liked the registered manager and felt supported by all staff.
- There was an open, engaging and inclusive culture at the service and everyone was offered the same opportunities in ways that reflected their needs and preferences.

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 aware of their responsibilities under duty of candour and told us they were open and transparent and would inform all relevant people should an incident occur.
- A relative told us, "The manager is easy to talk to if I need to discuss anything, or if anything happens they call me."

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

- Staff demonstrated a clear understanding of their roles and responsibilities and told us they enjoyed working at Beeches Retirement Hotel.
- There had been a number of staffing changes and sickness over recent months. The registered manager and provider had worked hard to ensure this had not impacted on the high level of care people received. However, the registered manager had been required to cover some shifts to ensure continuity of care. This had meant that some aspects of documentation had not been completed with the level of detail previously seen.
- Staff felt that recent staffing changes had had a positive outcome overall and staff morale was high. The registered manager told us now that staffing was stable and a team supervisor appointed they were able to

concentrate on the documentation and ensure this was maintained to a high standard. This included changes to the care plan format and risk assessments to ensure they provided a higher level of person specific information.

- The registered manager completed quality checks and internal audits to monitor care, documentation, safety and quality of the service. Action plans were produced from the findings and actions completed.
- The registered manager observed staff and checked good levels of care were consistently being provided. We were told that any issues or improvements identified would be fed back to staff to ensure high standards were maintained.
- The registered manager understood their regulatory responsibilities. Notifications of significant events, such as safeguarding concerns, had been submitted to the Care Quality Commission (CQC) in line with guidelines. Reportable incidents had been referred appropriately to the local authority. Action was taken to prevent similar occurrences, and outcomes were shared with staff.

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

- Regular staff and resident meetings took place. Meetings were used to discuss all aspects of care and support provided to people, training needs and any other issues related to the running of the home.
- Family members were liaised with as appropriate and were encouraged to give feedback on the service. A visiting professional who visited the home regularly told us, "Always pleasant staff very helpful, they know people and are always happy to help if I need them. People seem happy and are well looked after. I've never seen anything that has worried me at all."
- Staff were aware of the importance of providing care in ways that supported people's choices, equality and diversity. Staff understood what was important to people as individuals and people were encouraged to express their individuality, personality and needs.

Working in partnership with others

- Staff at Beeches Retirement Hotel worked in partnership with other services and organisations such as GPs, mental health teams, community nurses and other healthcare professionals involved in people's care.
- Staff sought out appropriate guidance, and advice by health professionals was used to ensure the safety and wellbeing of people was maintained.
- All staff were receiving the appropriate training to enable them to carry out their duties appropriately. Any additional training identified would be sought to ensure staff had continuous learning and were able to safely and effectively meet people's needs.