

The Oaklea Trust

Walby Hill (Adult Care Home)

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?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Walby Hill (Adult Care Home) provides care, support and accommodation for up to seven people with a learning disability. At the time of the inspection there were six people living at the service. The service also provided an outreach service for people living in the local community. We did not inspect this part of the service because it was outside the scope of the regulations.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service received planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

People told us they felt safe. There were systems and processes in place to help protect people from the risk of abuse.

There were enough staff on duty to meet people's needs. Staffing was provided by a stable and consistent staff team. Staff understood the needs of the people they supported well. Safe recruitment procedures were followed.

There was a positive approach to safety and risk which was not restrictive for people. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People had a choice and access to sufficient food and drink. Staff supported people to buy, prepare and cook healthy food for their well-being. People were supported to have access to a range of healthcare professionals to ensure they remained healthy.

People were treated with kindness. Most people had lived at the home for many years and had built strong relationships with other people and staff. There was a happy family atmosphere, people and staff cared about each other and enjoyed spending time together.

People's care was developed around their wishes, preferences and goals. Staff had explored what opportunities were available within the local community to promote inclusion and supported people to attend social events.

A range of audits and checks were carried out to monitor the quality and safety of the service. Action was

taken if any issues or concerns were identified.

The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence.

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

Rating at last inspection and update

The last rating for this service was good (published 10 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?

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?

Good ●

The service was 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.

Walby Hill (Adult Care Home)

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 Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Walby Hill (Adult Care Home) 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.

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 also contacted Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

We used the information the provider sent us in the provider information return. 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 used all of this information to plan our inspection.

During the inspection-

We spoke with all six people who lived at the home about their experience of the care provided. We also spoke with five members of staff including the registered manager and four support workers.

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

After the inspection

We spoke with a care manager from the local NHS Trust and a local shop owner.

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 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

- There were systems in place to help protect people from the risk of abuse.
- People told us they felt safe. One person told us, "I do feel safe and happy."
- Staff were knowledgeable about what action they would take if abuse were suspected.

Assessing risk, safety monitoring and management

- Risks were assessed and monitored.
- There was a positive approach to safety and risk which was not restrictive for people.
- Checks and tests were carried out to make sure the building was safe.

Staffing and recruitment

- There were enough staff to meet people's needs. Staff worked flexibly to meet the needs of people.
- Staffing was provided by a stable and consistent staff team. Staff understood the needs of the people they supported well.
- Safe recruitment procedures were followed to help ensure suitable staff were employed.

Using medicines safely

- Medicines were managed safely. Medicines were reviewed in line with STOMP guidelines. STOMP is national project to stop the over-use of psychotropic medicines in people with a learning disability, autism or both.

Preventing and controlling infection

- People were protected from the risk of infection. The environment was clean.
- Staff had completed infection control and food hygiene training. They followed safe infection control procedures. People were also supported to understand and practice safe hygiene practices including washing their hands before food preparation.

Learning lessons when things go wrong

- Accidents and incidents were reviewed and monitored to identify any themes or trends so action could be taken to reduce the risk of any reoccurrence.

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.

Staff support: induction, training, skills and experience

- People were cared for by staff who were trained and supported. Staff had completed training in safe working practices and to meet the specific needs of people.
- Staff told us they felt supported. There was a supervision and appraisal system in place.

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

- People had a choice and access to sufficient food and drink. Staff supported people to buy, prepare and cook healthy food for their well-being.
- Meal times were relaxed. Staff ate with people to make meal times a sociable experience.

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

- People were supported to have access to a range of healthcare professionals to help ensure they remained healthy.
- People received a learning disability annual health check with their local GP surgery and had a hospital passport. The information recorded in a hospital passport helps staff in hospitals and GP surgeries to make reasonable adjustments to support safe and effective care for people with learning disabilities.

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

- The premises were designed to provide a homely environment.
- The outside area had been adapted. A new patio area had been built. One person told us how much they had enjoyed a barbecue for their birthday.

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.

- Consent to care was sought in line with legal requirements.
- The registered manager had submitted DoLS applications to the local authority for review/authorisation in line with legal requirements.
- Staff had considered the least restrictive ways of working. This positively impacted on people's wellbeing.

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

- People's needs were assessed and support plans were formulated to document what actions staff needed to take to meet people's needs.

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. One person told us, "Staff are nice and friendly. I like them all."
- Most people had lived at the home for many years and had built strong relationships with other people and staff. There was a happy family atmosphere, people and staff cared about each other and enjoyed spending time together. One staff member told us, "Everyone has their own likes and we just enhance what they like."

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

- Staff supported people to be involved in and agree decisions about their care.
- Three people had an independent advocate. An advocate helps people to access information and be involved in decisions about their lives.

Respecting and promoting people's privacy, dignity and independence

- Staff respected people's privacy and dignity and promoted their independence.
 - Locks were fitted to people's doors for privacy.
 - Support plans recorded what aspects of care people could manage independently and what they needed support with.
 - Staff supported people to take risks in a safe way to maximise their independence, choice and control. One person told us, "I have my own kettle and on a night I make a cup of tea and watch the tv."
- Housekeeping skills were encouraged to promote people's independence.

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 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

- People's care was developed around their wishes, preferences and goals. Detailed support plans were in place which instructed staff how to deliver care which was responsive and met people's needs.

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.

- Staff followed the AIS. Information was available in accessible formats. Easy read documents had been produced using pictures for people who had difficulty understanding the written word.

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's social needs were met.
- Staff had explored what opportunities were available within the local community to promote inclusion and supported people to attend social events. One person worked at a local shop. We spoke with the local shop owner who told us, "It's nice when she comes in. She enjoys it."
- The service now provided an outreach service for people in the local community. This had also helped increase community integration since the person who used this service visited the home and had made friends with people.
- Staff understood the importance animals had on people's wellbeing. Eric the cat lived at the home. One person told us, "It likes to sleep on my bed."

Improving care quality in response to complaints or concerns

- There was a complaints procedure in place. People were supported to raise any concerns and action was taken in response to these.

End of life care and support

- People were supported to discuss their end of life wishes so their needs and wishes could be met at this important time.
- Staff spoke with people about their end of life wishes which were recorded in people's support plans.
- The registered manager was looking into end of life training for staff.

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

- There was a cheerful atmosphere in the home. Staff told us they felt valued and enjoyed working at the home. One staff member told us, "I love it, it's not like a care home, every day is completely different...I never think ughh I've got work tomorrow."

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

- The registered manager understood their duty of candour responsibilities. They had submitted notifications of specific events in line with legal requirements.
- A range of audits and checks were carried out to monitor the quality and safety of the service. Action was taken if any shortfalls were identified.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- People and staff were actively involved in all aspects of the service.
- Reviews and surveys were carried out to obtain feedback from people. External support was provided if people needed help to complete surveys.
- Staff meetings were carried out. Staff told us they felt supported by the registered manager. One staff member said, "There's never a no to anything. If you come up with suggestions [they're looked into]."

Working in partnership with others

- Staff had developed strong links with the local community and local businesses to help ensure people were engaged in their local community. Staff also liaised with health and social care professionals to make sure people received joined up care which met their needs.