

Coastline Housing Limited

Miners Court Extra Care

Inspection report

Miners Court
Miners Row
Redruth
Cornwall
TR15 1NJ

Date of inspection visit:
08 January 2016

Date of publication:
11 February 2016

Tel: 01209200200

Website: www.coastlinehousing.co.uk

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

We inspected Miners court extra care on 08 January 2016, the inspection was unannounced. The service was previously inspected on the 23 January 2014 when it was fully compliant with the regulations. The inspection team consisted of a single inspector.

Miners Court Extra Care is a supported living service that provides personal care to people living in the service's 62 flats. A supported living service is one where people live in their own home and receive care and support to enable their independent living. People have tenancy agreements with a landlord and receive their care and support from a domiciliary care agency.

On the day of our inspection the service was supporting 47 people with personal care. People received short care visits at key times of the day to help them get up in the morning, go to bed at night and to give support with meal preparation or medicines.

There was a registered manager in post. 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. However, the registered manager had been on leave for an extended period before our inspection. The provider had made arrangements to ensure the service was appropriately lead during the registered manager's absence. Staff told us they had been well supported during this period and commented; "We have had three temporary managers but they have all been great and had minimal disruption to the service. I think it was well handled and we were never without someone here" and "The manager had made lots of very subtle positive changes."

People were comfortable and relaxed at Miners Court Extra Care. We saw people enjoyed the company of their staff who they approached for support and conversation without hesitation. People enjoyed spending time in the service's reception area and communal lounges chatting to staff and other people.

Everyone told us they felt safe and well looked after at Miners Court Extra Care. People's comments included, "The staff are all nice people, I feel safe with them", "They are absolutely wonderful" and, "It's heavenly here."

While staff told us, "Morale is generally pretty good, it's a good team to be part of", "I don't think I could find somewhere better to work, the mix of residents and staff is great."

People's visits were provided on time and there were sufficient staff available to provide all planned care visits. Staff told us, "we have not had any agency staff recently, we have four bank staff who come in when we need them." We found the service's senior carers were not routinely scheduled to provide care visits but instead provide cover during periods of staff leave or illness. People told us, "They come at the same time each day" and, "They are normally on time. Sometimes they are a bit late when [other] people need more

help but I don't mind that." Daily care records showed staff normally arrived on time and provided care visits of the planned length.

A wireless life line system was available throughout the service to enable people to summon help from staff when required. Everyone told us staff responded promptly to request for support and one person said, "When you press your button it is amazing how quickly someone comes."

Training records showed staff had been provided with all the necessary training which had been refreshed regularly. Staff told us; "All my training is up to date" and, "The training is pretty good." In addition staff told us they were well supported, and records showed regular supervision and spot checks on staff performance had been completed. People told us they were regularly asked by managers for feedback on the performance of individual members of staff.

The service's systems for the induction of new members of staff were effective and fully complied with the requirements of the Care Certificate. Recently recruited staff told us they had felt well supported during their induction training and commented, "The first couple of weeks were training and shadowing one of the team leaders" and, "Once I felt confident I was allowed to progress, the managers asked for feedback on my initial performance from people."

People received care and support from staff who they knew well and who understood their care and support needs. People told us, "The carers have gotten to know me and know what I like" and, "I like the way I get the same staff most of the time." While staff said, "what makes the difference here is that the staff all do the little extra things for people" and, "it's nice that all the staff go the extra mile for people."

Staff respected people's privacy and supported their independence. Everyone was able to lock their own front doors and staff always knocked and waited for a response before entering people's rooms. Each person's care plan included an access agreement which set out the circumstances in which people were happy for staff to enter their rooms, if they failed to respond when staff knocked on their door.

People's care plans were detailed, personalised and provided staff with sufficient information to enable them to meet people's care needs. All of the care plans we reviewed were up to date and accurately reflected people's individual needs and wishes.

People's feedback was valued by the manager. Surveys were used to monitor the service's performance and residents meetings were held regularly. The minutes of these meetings showed people's suggestions and concerns had been acted upon and resolved. The small number of minor complaints received had been resolved to the complainant's satisfaction. People told us, "I've got nothing to complain about" and "I have never regretted moving in here."

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. There were sufficient staff available to meet people's assessed care needs and provide support overnight if required.

Recruitment procedures were safe and staff understood both the providers and local authority's procedures for the reporting of suspected abuse.

The risks management procedures were robust and there were appropriate procedures in place to support people with their medicines.

Is the service effective?

Good ●

The service was effective. Staff were well trained and well supported by their manager.

There were appropriate procedures in place for the induction of new members of staff.

People's choices were respected and staff understood the requirements of the Mental Capacity Act.

Is the service caring?

Good ●

The service was caring. Staff knew people well and understood their individual care and support needs.

People's privacy and independence were respected by staff.

Is the service responsive?

Good ●

The service was responsive. People's care plans were detailed and personalised. These documents contained sufficient information to enable staff to meet their identified care needs.

People were actively encouraged and supported to engage with the local community, a variety of recreational activities and part time employment.

Staff were able to support people when they became anxious

and records showed all incidents had been managed effectively without the use of restraint techniques.

Is the service well-led?

Good ●

The service was well led. The registered manager had provided staff with appropriate leadership and support and the staff we spoke with were well motivated.

Quality assurance systems were appropriate and accidents and incidents had been effectively investigated.

The service was open and worked collaboratively with other professionals to ensure people's health and care needs were met.

Miners Court Extra Care

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 checked whether the provider is 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 inspection took place on 8 January 2016 and was unannounced. The inspection team consisted of one inspector.

The service was previously inspected on 23 January 2014 when it was found to be fully compliant with the regulations. Since our previous inspection the provider's registration has changed but this had no impact on how the service operated. Prior to the inspection we reviewed the information we held about the service and notifications we had received. A notification is information about important events which the service is required to send us by law.

During the inspection we met and spoke with the seven people who used the service, five members of care staff, the acting manager, the provider's nominated individual and five health professionals who regularly visited the service. In addition we observed staff interacting with people in the service's communal areas. We also inspected a range of records. These included four care plans, four staff files, training records, staff duty rotas, meeting minutes and the services policies and procedures.

Is the service safe?

Our findings

Everyone told us they felt safe and well looked after at Miners Court Extra Care. People's comments included; "The staff are all nice people, I feel safe with them", "They know what to do to keep me safe" and, "They are ever so good, they won't let you down." Staff said, "It's a good supportive team here, the people are all looked after" and, "I would say everyone is safe here."

Staff fully understood their role in protecting people from avoidable harm. Staff were able to explain how they would respond to any incident of suspected abuse and records showed all staff had received training on the safeguarding of adults. Posters detailing both the provider's and the local authority's safeguarding procedures were displayed in the staff room. Staff told us they would report any concerns to their manager and felt confident any issues they reported would be dealt with appropriately. One senior member of staff told us, "I am pretty confident with it [safeguarding] now, I have supported staff to make alerts in the past." Records showed the service had made appropriate referrals to the local authority to ensure people's safety.

People's care plans included risk assessment documentation. These assessments had been completed as part of the care planning process and identified risks to both people who used the service and staff during care visits. For each identified risk staff had been provided with clear guidance on the actions they must take to protect both themselves and the person they were supporting. In addition, staff had received health and safety training that included information on how to assess and manage risks while providing people with care and support.

The service had appropriate emergency plans in place and these plans had worked effectively during a recent incident at Miners Court Extra Care. We found all firefighting equipment in the services communal areas had been appropriately serviced.

Where accidents or incidents had occurred these had been documented, investigated and reported to the provider. All accidents and incidents had been fully investigated by the service's manager and regular audits had been completed to identify any trends or areas of increased risk within the service. Where necessary the procedures and people's individual risk assessment had been reviewed and updated to reduce the likelihood of similar types of incidents reoccurring.

We reviewed the service's visit schedule and staffing roster and found there were sufficient staff available to provide all planned care visits. Staff told us; "Team leaders are never on the rota for care but cover leave or any staff sickness" and "We have not had any agency staff recently, we have four bank staff who come in when we need them." However, the acting manager had identified concerns in relation to the service's ability to provide morning care visits in accordance with people's visit time preferences. This issue had been investigated and the service had identified that increasing staffing levels in the morning would address and resolve this issue. At the time of our inspection staff contracts were being re-negotiated and the morning visit schedules reviewed in order to ensure people received the morning visits at their preferred times.

Most people living at Miners Court Extra Care used a wireless lifeline system to summon help from their care

staff in an emergency. We saw that people chose to wear these pendants within their own flats and while attending group activities or visiting the services café. Everyone told us their staff always responded quickly if they called for help using the lifeline. People's comments included, "You never feel you are on your own, if you press your button someone comes straight away", "When you press your button it is amazing how quickly someone comes" and, "If I press the button they come straight away." We saw there were arrangements in place to ensure staff were able to promptly respond to requests for support throughout the night.

Records showed that staff normally arrived on time for planned care visits. People told us, "They come at the same time each day", "They are normally on time. Sometimes they are a bit late when [other] people need more help but I don't mind that" and, "Not always on time but it's not their fault if someone has been poorly." Records showed staff consistently provided visits of the correct length and people told us their staff were not rushed and spent time chatting during each care visit. People comments included; "They normally have time to sit and chat" and, "I always have enough time. They are very good if you have an appointment they will come and help earlier if you need them." None of the people we spoke with had experienced a missed care visit and staff commented, "I can't remember the last time we missed a visit."

Staff recruitment processes were designed to be safe and robust. The identities of prospective members of staff were confirmed and necessary Disclosure and Baring Service checks had been completed before new members of staff were appointed.

Staff had received training on how to support people to manage their medicines. The service generally supported people with medicines by prompting or reminding people to take their medicines. Where staff administered people's medicines this was done from blister packs prepared by a pharmacist. Where medicines were administered staff completed Medication Administration Record (MAR) charts. We reviewed MAR charts in the care plans we inspected and during visits to people's home and found they had been correctly completed.

There were appropriate systems in place to help people to manage their finances. The service was able to securely store small quantities of money and bank cards for people. Detailed records were kept of the support staff provided in relation to people's finances and we found these records were accurate.

Is the service effective?

Our findings

Once appointed all staff, new to the care sector, received training in accordance with the requirements of the care certificate. This is a national qualification designed to give those working in the care sector a broad knowledge of good working practices. Records showed staff had received regular supervision during their probationary period. The performance and progress of new staff members had been regularly reviewed and assessed both by experienced members of staff and people who used the service. Recently recruited staff told us they felt well supported and commented, "The first couple of weeks were training and shadowing one of the team leaders" and, "Once I felt confident I was allowed to progress, the managers asked for feedback on my initial performance from people."

There were appropriate systems in place to manage the training needs of the staff team. Staff files and the service's training matrix demonstrated staff had received regular training in a variety of topics including; infection control, fire awareness, food hygiene, safe handling of medication and, manual handling. People told us, "They go for training every so often." While staff said; "All my training is up to date", "The training is pretty good" and, "We can ask for extra training if we find something interesting." The manager told us staff were encouraged to complete additional training in topics they were interested in. For example, one of the service's team leaders was particularly interested in caring for people with dementia. This staff member had been supported to become a Dementia Champion and was due to provide all staff and any people or their friends and relatives who wished to attend with, "Dementia Friends" training. This training developed by the Alzheimer's Society is designed to help people understand what it is like living with dementia.

Records showed all staff received regular support and supervision. Staff told us; "We have a meeting with our team leader every month and they do spot checks as well" and "The manager is approachable and does sort things out." On alternate months staff had either a formal supervision meeting or a quality assurance "spot check" during which the supervisor observed the staff member providing care and support. Both types of supervision were well documented and staff told us they were well supported. People were also regularly asked for feedback on the performance of individual members of staff and one person told us, "They come and do a survey with me on how the new carers are doing."

The forms used to record supervision meetings had recently been updated and now included a section on celebrating each staff member's achievements. One team leader commented, "We have now included a whole section on successes at the top of the supervision record I think it has been a really positive change." We saw this new section of the supervision record had been used to encourage staff to focus on their achievements and successes.

Team meetings were held regularly at Miners Court Extra Care. The minutes of these meetings showed they had provided all staff with an opportunity to share information about people's care needs and discuss any changes within the organisation. Staff feedback was valued by the manager and staff suggestions made during recent team meetings had been acted upon.

People told us, "The doctor comes to see me when I am not feeling well" and there were systems in place to

support people to access services from a variety of health professionals when needed. Staff told us, "People can arrange their own GP visits and we encourage people to be as independent as possible but we can help people arrange things if they ask us to." Records showed staff consistently followed guidance provided by health professionals. Professionals told us; "I have always found them very cooperative and helpful" "The staff are genuinely concern about people's welfare" and, "They are good at following instructions."

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. We found that staff and managers had received training on the requirements of the act and recognised the importance of any decisions being made in the best interests of people who lacked capacity.

People had been involved in both the development and review of their care plans and signed these documents to formally record their consent to the care as described. People told us they felt in control while their staff were providing care and that staff respected their choices. People's comments included, "They don't grumble they do whatever I need them to do" and, "They always check I am happy before they go." Staff told us they always respected people's choices and described how they responded when people declined care. Staff comments included, "People make their own choices and we support what they choose" and, "Someone refused to get out of bed this morning. So I asked another member of staff to offer support but this was also declined."

People's care plans included guidance for staff on the support each person needed in relation to food and drinks. Staff prepared meals for some people while others were supported to cook their own meals. One person told us, "They do help me to make lunch sometimes." In addition the café at Miners Court Extra Care was open seven days per week and offered a selection of both hot and cold meals. During the early afternoon people were offered tea and homemade cakes in their own flats from the café's trolley which visited all areas of the service. People told us, "The food in the café is good" and "The café is nice."

Signs and individual flat numbers included information in braille to help support blind or partially sighted people to navigate around the service independently.

Is the service caring?

Our findings

Everyone we spoke with told us they were well cared for by the compassionate staff team at Miners Court Extra Care. People's comments included; "they do whatever they can to help you", "They [staff] do all they can for me", "They are absolutely wonderful" and, "They are all very kind and have a laugh with you." One person told us, "I have never been so spoilt in all my life."

People received care and support from staff who they knew well and who understood their care and support needs. People told us; "The carers have gotten to know me and know what I like", "I get on very well with them here" and, "I like the way I get the same staff most of the time." There was a positive atmosphere amongst the staff team and we overheard one member of staff telling another happily, "[Person's name] has just come over and given me a massive kiss."

Staff knew people well and spoke confidently about their ability to meet people's care and support needs. Staff told us; "What makes the difference here is that the staff all do the little extra things for people", "It's nice that all the staff go the extra mile for people" and, "People are lovely, we have plenty of time to chat with people." Health and social care professional's told us, "[The staff] seem genuinely concerned about people's welfare."

People were comfortable both in their own flats and the service's communal areas and free to move around the service as they wished. People and the care staff got on well together. We saw that staff greeted people in communal areas as friends and that some people enjoyed spending time and chatting with staff in the service's reception area. We noted people were comfortable requesting support from staff in communal area and did so without hesitation. Staff consistently responded appropriately to people's requests.

Staff told us, "Quite a few people are independent and come and go as they please" and we saw people regularly left the service to visit local shops and their friends. Although there were no controls on people's movement staff were aware of individual's normal routines. One staff member told us, "People are free to go out but we are aware of when people do. One person was late back recently so we went out to look for them. [The person] had collapsed on his way home." This demonstrated the benefits of living at Miners Court Extra Care as staff had quickly located the individual when they identified the person was overdue.

Staff support people to maintain contact with their friends and family and people told us their visitors were always made to feel welcome at Miners Court Extra Care. On the day of our inspection engineers were conducting a survey to assess how best to provide Wi Fi internet access to all areas of Miners Court to provide people with additional options for maintaining contact with their friends and family.

We saw people's privacy and dignity was respected by staff. Everyone was able to lock their own front doors and key safes were used to enable staff to access people's flats in an emergency. We saw staff consistently knocked on people's door and waited to be invited in at the beginning of each care visit. Each person's care plan included a formal access agreement which set out the circumstances in which staff were permitted to enter people's flats if they failed to respond to care staff. Some people had chosen to allow staff to enter at

any time while others had decided that if they failed to answer the door carers should seek consent from a designated relative before entering their home.

At the time of our inspection the service was in the process of introducing a new system for recording in detail people's care preferences for care at the end of their lives. We examined an example of this new section and found it would enable people to record how and where they wished to be care for and who they wished to be involved in their end of life care.

Is the service responsive?

Our findings

Staff told us people's care plans were, "Pretty good", "Quite easy to use and up to date" and, "Fine they have all the information you need." All of the care plans we inspected were detailed and personalised. These documents provided staff with clear guidance on how to meet each person's individual care needs with details of their specific preferences in relation to how care and support was provided.

Everyone's care plan included information about their life history, likes and preferences as well as details of the person's medical history. This information helped staff to understand how people's background effected who they are today. Staff said, "[The care plans] have a bit of background about the person" while people told us, "The carers have gotten to know me and know what I like." The care plans including details of people's desired outcomes from the care they received and specific guidance for staff on the care to be provided during each planned visit.

People's care plans had been developed from information supplied by both the person and the commissioners of their care during the services pre-admission assessment process. People were encouraged to visit Miners Court to meet the staff and other people living there before deciding whether or not they wished to move in. In addition the service's two dedicated respite flats had been previously used to enable people to experience living at Miners Court before deciding to move in permanently.

Senior carers were responsible for reviewing and updating people's care plans. These staff told us they had sufficient time available to ensure people's care plans were updated regularly and one senior commented, "I think we get enough time to do the care plans." All of the care plans we inspected were up to date and had been regularly reviewed and updated to reflect any changes to people's care needs. People told us they had been involved in their review of the care plans and commented, "They [staff] come and see me every so often to go through the care plan" and "They [staff] do come and talk to me about what is in the book." At the time of our inspection the manager was in the process of introducing a new style of care plan designed to ensure the service was aware of people's preferences for care at the end of their lives.

Daily care records were completed by staff at the end of each care visit. These recorded the arrival and departure times of each member of staff and included details of the care provided, food and drinks the person had consumed as well as information about any observed changes to the persons care needs. In addition staff completed detailed hand over records at the end of each care shift. These records included details of any advice provided by professionals and information about any observed changes to people's care and support needs.

Miners Court Extra Care also operated a day care centre in communal areas on the ground floor and during our inspection we saw people who used that service and from the local community enjoying playing bingo and other games together. People told us they enjoyed attending the day centre and one person commented, "I enjoy the games and whatever's going on." In addition there was a hair salon on the ground floor of the service which was staffed by two professional stylists four days per week. People told us they enjoyed visiting the salon and having their hair done but that the stylists would visit them at home if they did

not feel up to going down to the salon. Christmas parties had been held in the café on both Christmas day and Boxing day. On the day of our inspection one member was delivering photos of these parties to people's flats. People told us; "Christmas day was lovely" and "We had a Christmas party it was a nice dinner party."

We found there was a positive community atmosphere within Miners Court and many of the people we spoke with told us they regularly visited their neighbours and helped each other out wherever possible.

People told us care staff respected their choices and decisions. People said; "They [care staff] do what I want them to do" and, "They let me do what I want, they are really lovely here." We saw people's preferences and choices in relation to the gender of the care workers were consistently respected and one person told us, "I don't have the men because that's my choice." Staff told us they always respected people's choices and commented; "People make their own choices and we support whatever they choose" and, "You can't make people do things they don't want. If someone declines care you try again later." Where people were known to regularly decline care and support their care plans included guidance for staff on how to respond when the person declined care. Daily care records showed staff had consistently responded in accordance with this guidance when care and support had been declined.

There were procedures in place for the investigation of any complaints received. We saw that the small number of complaints the service received had been addressed and resolved to the complainant's satisfaction. People knew how to make complaints about the service but commented; "I've got nothing to complain about" and "I have never regretted moving in here."

Is the service well-led?

Our findings

Everyone we spoke with was highly complementary of Miners Court Extra Care. People's comments included; "I am very happy here it is a wonderful place", "It's heavenly here" and "It is absolutely wonderful." One person told us, "You ought to put your name down now."

The staff team were well motivated and consistently told us that they enjoyed working at Miners Court Extra Care. Staff comments included; "Morale is generally pretty good, it's a good team to be part of", "I don't think I could find somewhere better to work the mix of residents and staff is great" and, "The team are great. I am so happy here I have cried a couple of times."

Prior to our inspection the registered manager had been on leave for an extended period. The provider had notified the commission of this period of absence and made arrangements to ensure the staff team received appropriate leadership. Staff told us they had been well supported during this period and commented; "We have had three temporary managers but they have all been great and had minimal disruption to the service. I think it was well handled and we were never without someone here" and, "It has been well managed while the registered manager was away. We have had a few changes, some have been really good." People knew the acting manager and told us, "The manager is nice." While staff said, "[The manager] is brilliant very fair", "The manager had made lots of very subtle positive changes" and, "The current manager is quite good they have made changes for people's benefit." Some health and social care professionals raised concerns about impact of the numerous managerial changes of the service's performance as they had noticed some deterioration in the service's normally high standards. However, professionals recognised that the current manager was providing effective leadership to the staff team.

At the time of our inspection the manager was in the process of making significant changes to how the service operated. The manager had identified that current staffing levels during the morning shift were not sufficient to meet people's preferences in relation to the timing of their morning care visits. As a result of this issue the service's roster and visit schedules had been reviewed and the decision taken to increase staffing levels in the morning. This meant staff contracts and working patterns were going to change. At the time of our inspection these proposed changes were being discussed and staff were receiving one to one support from the manager and the provider's human resource team. These meetings had provided staff with an opportunity discuss the impact of the planned changes and with information on how they could challenge the proposed changes if they wished. These significant proposed changes to staff terms and conditions had been well managed and staff told us; "I think the changes will be good for the scheme", "I think it has been handled really well. HR have been involved. We have been kept in the loop and been there every step of the way" and, "The new rota should be more flexible for people I think it is a good idea."

The manager told us they enjoyed their role, felt well supported and had a, "Really good relationship with senior managers." The manager completed a detailed audit of the service's performance each month, the results of which were shared with the provider's board via a monthly performance report. This report included details of any significant events that had occurred and detailed information about the service's performance including for example, the number of bank staff used each month and percentage of planned

staff supervisions provided. The minutes of the provider's board meetings showed this information was regularly reviewed. In addition, the provider's board had recently received specific training on their roles and responsibilities under the Health and Social Care Act 2008. The provider's Chief Executive Officer had recently shadowed one of the service's carers to gain a better understanding of the needs of people living at Miners Court Extra Care and the support staff provided.

Surveys of people's experiences of care and support were conducted regularly as part of the service's four monthly care plan review process. Everyone who had responded to the survey reported that they were "satisfied" or "very satisfied" with the overall level of support they received at Miners Court Extra Care. People's comments on their survey responses included, "They [the staff] are really caring", "The carers know me well" and, "It's the only place I feel safe."

People told us, "We do have residents meetings here" and we saw regular residents meetings took place at Miners Court. The minutes of these meetings showed that people's feedback was valued and acted upon. For example, people had asked for information on healthy meal preparation and food safety. In response to this request the manager had arranged for the café's chef to provide a cookery demonstration and guidance on food hygiene.