

Liverpool City Council

Sedgemoor Care Home

Inspection report

41 Sedgemoor Road
Norris Green
Liverpool
Merseyside
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Tel: 01512336320

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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?

Outstanding ☆

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Sedgemoor Care Home is registered to provide accommodation and personal care for up to 30 people. At the time of the inspection 29 people were living at the service. Sedgemoor provides accommodation, personal care and therapies on a short-term basis to help people regain their independence and return to their own homes (re-ablement). The people living at the home have both physical and psychological support and care needs.

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

Feedback from people and relatives was overwhelmingly positive and they consistently praised the exceptional caring and supportive nature of the staff at the service. People told us it was the support of staff that had increased their confidence, wellbeing and independence.

The service had excellent working relationships with healthcare professionals who were also located at the service. Regular multi-disciplinary team meetings took place to review people's support needs. This ensured a truly holistic approach to people's care with excellent outcomes achieved as a result.

People and their relatives experienced a positive and inclusive approach to care and were encouraged to give their feedback to help improve the home. The staff worked with external professionals and communities to improve people's health and social wellbeing.

People told us they felt safe and secure and well cared for. People were safe because the registered manager had good systems for monitoring risk and staff had a good understanding of people's needs and how to keep them safe. People and their relatives told us there was enough staff on duty to meet their needs and they did not need to wait for support. People were supported to take their medicines safely.

People received exceptional care that was tailored to their needs and wishes. This was provided by caring, attentive and compassionate staff. The service's atmosphere was overwhelmingly positive, very welcoming, warm, and inclusive with friendly staff providing care and support in a way people liked and enjoyed. Positive interactions took place between people, staff and each other throughout our visit. People had their privacy, dignity and confidentiality observed by staff, and they were both encouraged and supported to be independent.

People were placed at the centre of the service and were genuinely involved in relation to all decisions about their care and the service. Sedgemoor Care Home had a proven track record of providing exceptionally responsive personalised care and support.

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.

Staff told us they worked well together as a team, and there was good morale amongst them.

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 4 May 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?

Outstanding ☆

The service was exceptionally 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.

Sedgemoor 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 one Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Sedgemoor Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. 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 seven people who used the service and six relatives about their experience of the care

provided. We spoke with eight members of staff including the registered manager, deputy manager, senior care workers, reablement workers and the chef.

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

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 and their relatives told us they felt safe at the service. Comments from people and relatives included, "Yes, staff are always around and I can press my button if I need anything. It makes me feel completely safe," and "[The person] is safe, staff walk with [the person] and [the person] is well looked after."
- Staff were clear on the potential signs of abuse and how to raise any concerns they might have.
- There were effective systems in place to safeguard people from abuse.

Assessing risk, safety monitoring and management

- Risks to people's welfare and safety were identified and well managed.
- The management of risk was proportionate, as it did not negatively impact on people's activities and personal freedom.

Using medicines safely

- People were provided with safe and appropriate support with their medicines, which were stored and managed safely.
- People were supported to manage or be involved in managing their own medicines and risks had been assessed to make sure this was done in a safe way.

Staffing and recruitment

- Safe recruitment processes were followed for all staff to ensure they were suitable to work at the service.
- There were enough staff to support people and they were very attentive to people's needs. People told us, "They have never been short of staff to help me", and "Yes plenty of staff all the time. If I use my call bell they come within minutes."

Learning lessons when things go wrong

- A system was in place to monitor any incidents or accidents which occurred. This allowed for any patterns or trends to be identified so that action could be taken to prevent recurrence.

Preventing and controlling infection

- The home was immaculately clean and well maintained throughout.
- We saw staff using appropriate Personal Protective Equipment (PPE) to reduce the risk of the spread of infection.

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

- We saw numerous examples of engagement and excellent relationships between Sedgemoor staff and healthcare professionals that demonstrated a truly holistic approach to partnership working.
- Due to the co-location of Sedgemoor staff and health care professionals, people were able to receive effective and timely care. There were daily meetings with all staff, including social care assessors, physiotherapists and Sedgemoor re-ablement staff. This proved to be an effective way of working with excellent outcomes consistently achieved.
- One person living at Sedgemoor had multiple health needs that were impacting their wellbeing. Staff worked with this person to improve their physical wellbeing. During this time, the registered manager worked closely with professionals from other services to ensure the persons psychological and social wellbeing could be improved. Excellent working relationships and communication ensured this person received all the support they needed and had a smooth transition back into the community.

Staff support: induction, training, skills and experience

- Staff received a robust induction that included all mandatory training and extensive shadowing and observations of practice. One member of staff told us, "There's lots of training, it's really good. If there's any training we feel we need to better support people, we just ask and they find it for us."
- The registered manager had robust oversight of when staff needed refresher courses using their internal recording systems. This meant staff were very effectively kept up to date with the skills and knowledge they needed. One person told us, "Staff are well trained. They know exactly what they are doing. It's brilliant."

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

- People's needs were assessed in partnership with them. This fed into the support plans and risk assessments, which gave extremely clear and detailed information about the support each person needed and preferred.
- There was an exceptionally strong focus on maintaining and improving each person's skills and independence.
- Each person had an assigned keyworker to make sure their plans were reviewed regularly, were current and met the needs of the person.

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

- Rooms had been adapted to ensure people's needs could be supported.
- Equipment was in use to support people to move around the home independently.

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

- People were very complimentary about the food and dining experience. Homecooked meals were provided which people told us they enjoyed. Comments from people included, "Yes it's lovely food – unbelievable," and "It's fantastic – I can't wait for the next meal and there's a good variety – plenty of salad and vegetables."
- People's cultural needs regarding food were considered and kitchen staff ensured their preferences were met.. One person required a specific diet that could not be accommodated in the kitchen, so the registered manager arranged for meals to be delivered to meet this persons cultural needs.

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.

- Staff had a particularly good understanding of the MCA and when the principles should be applied. People's mental capacity to make decisions was assumed unless there was evidence to suggest otherwise. There was an emphasis on involving people and enabling them to make choices wherever possible.
- People's independence was always taken into consideration. For example, people were enabled to administer their own medicines.

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 now improved to outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

Respecting and promoting people's privacy, dignity and independence

- Staff had an exceptionally person-centred approach and people were encouraged to do as much for themselves as they possibly could, being actively involved in every aspect of their support.
- People were very complimentary about the support from staff regarding their recovery and encouragement at gaining independence. Comments included, "I could hardly walk when I came in with the pain in my leg and hip. The carers helped and encouraged me and I'm doing steps now", "I couldn't do much – now I have my confidence back I can do more" and "In so many ways they support my independence. Life isn't as bad as I thought it was."
- The registered manager told us there had been an increase in referrals for people with obesity. There had been some concerns in the past that people's dignity was compromised as rooms were average size and people had to side step into the room and struggled to get access to the home via the front entrance. The registered manager arranged for two bedrooms to be adapted to ensure people were able to access them more comfortably whilst preserving their dignity. We saw an example of how this had benefitted the wellbeing of someone.
- During our inspection we observed staff supporting people during lunch time. One person was partially sighted, so staff took time to discreetly describe the position of this person's food to them using clock face descriptions. This person told us they appreciated staff's approach as it promoted their independence in a dignified manner.
- Relatives told us staff had a positive attitude to motivating and encouraging people and this had led to several people having more confidence to try new things and had a very positive impact on people's self-esteem and independence. One relative said, "[The person] used to say 'I can't do that, but now [the person] is 100% better at trying things."

Ensuring people are well treated and supported; respecting equality and diversity

- People and their relatives were overwhelmingly positive about the care and support they received. Comments included, "Yes they look after [the person] and entertain her – it's like a family", "Yes staff are wonderful – I enjoy their presence" and "It's miraculous in every way; they just seem to know what you need."
- People were allocated a keyworker according to the skills, experience and personality of staff. Keyworkers were assigned based on the assessment of people's needs and their preferences for support. It was clear to see there were strong relationships between people and staff. Staff were observed supporting people in a kind, compassionate and empowering way.
- Every staff member we spoke with showed a passion for providing outstanding outcomes for the people

they supported and were proud of the difference they made to people's lives.

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

- People benefitted from the person-centred culture and ethos within the service. People were very much involved in their care plans, which were very specific to their individual needs.
- Staff understood people's individual communication methods and how to communicate with each person. They tailored their approach according to the person's needs. For example, one person required short, simple instructions. There were non-verbal communication guides for staff and people to use. This enabled these people to understand information and make their own choices.
- One person supported by Sedgemoor was unable to speak English. This caused the person to be apprehensive and quiet. Staff arranged for a translator and friends of the person to support communication with them. Staff also spent time with the person developing signs and gestures to ensure their views could be heard. In their own time, staff also learnt some of the language the person spoke to make the person feel at home.

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 outstanding. At this inspection this key question has been rated good. 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 and relatives spoke highly of the person-centred care provided at Sedgemoor.
- People told us staff were exceptionally knowledgeable of their needs. One person said, "They always seem to know exactly what I need. It's reassuring."
- People's care plans provided in depth information on people and their needs and underpinned the excellent physical, emotional and spiritual care given by staff.
- We saw many examples of care being personalised to ensure the best outcomes for people were achieved. One person with learning difficulties was struggling to engage with staff, which was impacting on their recovery. The registered manager arranged for staff with skills and experience of supporting people with learning difficulties to support this person. A specialist health professional was also consulted regarding best practice advice on supporting this person and staff changed their approach based on this information. The person went from refusing to engage in daily activities and exercise, to improving their ability at completing tasks independently. This had a positive effect on the persons wellbeing and they were able to return to more independent accommodation.
- Care plans were regularly reviewed and updated immediately following a change in a person's needs. People's progress was also reviewed daily at multi disciplinary team meetings. There were many examples of people's care being adjusted based on their needs. One person's stay was extended during a progress meeting as it was felt with some more support from staff they would be able to return home, rather than to a residential care home. The extra support identified at the progress meeting was put in place and this person achieved their goal and returned home.
- The service continued to work effectively with others to provide services in a flexible manner to meet emerging needs. Healthcare professionals told us staff were very responsive to people's needs, and delivered excellent person-centred care, and were very positive about the impact the service had on people. One professional told us "The service is very effective, people are supported to achieve their goals. It works really well because staff are responsive and work with therapists to deliver the best care."

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's communication needs were identified, and information was provided in different formats if necessary to meet the Accessible Information Standard. Where people wore hearing aids and spectacles, staff ensured these were in place, clean and working.

- People used mainly speech, large print and some photos to communicate. People had a 'Communication' care plan. This described how the person communicated and how information might best be presented to them to aid their understanding.
- The registered manager had developed a non verbal communication aid to ensure people's needs could be met. This was available in various places throughout the home.

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

- Activities mainly centred around people's exercises designed to promote independence. Exercises were tailored to each person's specific needs. People told us the use of these exercises and staff encouragement had improved their confidence, their wellbeing and promoted their independence.
- We saw people in the home had developed positive relationships with other people and staff.
- Visitors were welcome every afternoon, as mornings were reserved for people's exercises. It was important people kept to a routine and completed exercises daily. However, there were provisions available if people wanted to visit outside of the core visiting times.
- People told us they enjoyed being at the home and there was plenty to do. One person said "There's no time to be bored as the day passes in an enjoyable way."

Improving care quality in response to complaints or concerns

- A clear complaints process was displayed throughout the home.
- There was clear evidence the registered manager responded to complaints appropriately and used feedback from people to develop the service.

End of life care and support

- The registered manager told us they would liaise closely with other health professionals and relatives to support people who were nearing the end of their life.

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 an extremely positive and open culture that ensured people were at the centre of everything the service did. People were empowered to be as independent as possible.
- Staff teams worked effectively together and were built around meeting the needs of people. A staff member told us, "The manager has the time to focus on individuals and make sure things are running well within the home."
- People and relatives told us the service was "well run" and outcomes were "exceptional." One person said "I can't fault them – things are set up really well."
- Staff were continually thanked for their work by the registered manager and provider. This helped promote a positive culture amongst the staff team.

Working in partnership with others

- Without exception, health and social care professionals told us of the extremely positive partnership working to improve people's lives. This exceptional relationship and partnership working was clear to see throughout the home and with people's outcomes.
- The registered manager had developed links with external services to ensure people's needs could be met. One person had been admitted to Sedgemoor with no accommodation, so the registered manager sought out local services to support this person's social needs. This had a positive impact on this person's wellbeing, and gave them a new found confidence and sense of worth.

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

- Relatives told us that staff were excellent at keeping them involved and involving them in their family member's care and support.
- The service was very much part of the local community. Local schools visited the home allowing people to enjoy interactions, crafts and games alongside the children.
- There were regular staff meetings and staff told us they felt supported in their roles.

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

- The registered manager completed checks and audits which identified concerns and actions needed to improve.

- The registered manager was aware of their role and responsibilities, including what events they needed to notify CQC about. They had submitted notifications in line with legal requirements and displayed the rating of the last inspection.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider met the regulatory requirements to be open and transparent with people using the service when things went wrong.