

Greenlane Care Homes Limited

Greenlane House

Inspection report

Greenhill, Brampton, CA8 1SU

Tel: 0169772345

Date of inspection visit: 4th August 2015

Date of publication: 05/10/2015

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 

Overall summary

This unannounced inspection took place on 4th August 2015. During our previous inspection visit on 1st November 2013 we found that the service met all the standards we inspected during that visit.

The provider is also the registered manager. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

Green Lane House is a period building, on the outskirts of Brampton. It is set in extensive, well-maintained gardens with ample car parking. There are 25 bedrooms, seven of which have en-suite facilities. There are communal bathrooms and toilets near residents' bedrooms and

living spaces. There are three lounge areas and an additional smaller room, which is used as a smoking area. The home has a passenger lift, ramps and handrails so people can move freely round the building.

People told us they felt safe living in Greenlane House. Support staff in the home were aware of their roles and responsibilities to keep vulnerable people free from harm and the threat of abuse.

We found that medicines were administered correctly and in line with peoples' prescriptions. Records of medicines administration were correct and up to date.

Summary of findings

There were policies and procedures in place that ensured only suitable people were employed to care and support older people.

We observed warm and friendly interactions between the staff and people who lived in Greenlane house. We saw that staff were able to communicate with people who may have had limited verbal skills.

Staff received training appropriate to their role within the service. Staff were supported by one to one supervisions and annual appraisals.

People were assessed prior to their admittance to the home. Each person had an up to date care and support plan that gave staff sufficient information to provide an appropriate level of care.

Nutritional assessments were in place and people were encouraged to eat a healthy diet. Special dietary needs could be catered for if required

We saw that health care needs were met by visiting doctors and district nurses. Mental health professionals were involved when this was necessary.

There was a complaints procedure in place and people knew how to make their concerns known. People were confident that any concerns or complaints raised would be listened to and dealt with in a timely manner.

There was an open culture in the home with the staff team supporting each other as well as people who lived in Greenlane House.

There was an appropriate internal audit system in place to monitor the provision of care provided.

Summary of findings

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 is safe.

Staff had completed training in safeguarding vulnerable adults They were aware of their responsibility to protect people from the threat of abuse.

Medicines were administered safely and in line with peoples' prescriptions.

There were sufficient staff employed to care for and support people who lived in Greenlane House.

Good



Is the service effective?

The service is effective.

Staff had received training relevant to their roles to ensure they were competent to provide the support people needed.

People had a choice of meals and snacks. Nutritional assessments were in place.

People's rights were being protected because the Mental Capacity Act 2005 Code of practice and Deprivation of Liberty Safeguards were being followed.

Good



Is the service caring?

The service is caring.

People told us the staff provided good care and support.

People's dignity and privacy were respected.

Staff knew people well and had formed caring and appropriate relationships with them.

Good



Is the service responsive?

The service is responsive.

People's needs were thoroughly assessed before moving in to Greenlane House.

People were able to raise complaints and concerns knowing they would be listened to.

People were given freedom of choice at all times and staff respected the choices people made.

Good



Is the service well-led?

The service is well led.

There was a registered manager in place.

There was an appropriate internal quality audit system in place.

All records concerning every aspect of the operation of the home were in place and up to date

Good



Greenlane House

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider 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 unannounced inspection took place on the 4th August 2015 and was completed by the lead adult social care inspector.

Before the inspection we reviewed the information we held about the service, such as notifications we had received from the registered provider. A notification is information about important events which the service is required to send us by law.

We received a completed Provider Information Return (PIR) from the provider prior to our inspection visit. A PIR is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

Before the inspection we reviewed the information we held about the service, such as notifications we had received from the registered provider. A notification is information about important events which the service is required to send us by law. We looked at the information we held with regards to safeguarding referrals, concerns raised with us and checked if there had been any applications made under Deprivation of Liberty Safeguards (DoLS). We planned the inspection using this information.

During our visit we spoke to seven people who lived in Greenlane House, three in the privacy of their rooms and the others in a group in one of the lounges. We spoke to a visiting health care professional, spent time with the registered manager and spoke to three members of the care team. We were unable to speak to any visitors during our inspection visit.

We looked at the personal care and support plans, staffing arrangements and checked the receipt and administration of medicines.

We discussed the keeping of records pertaining to the safety and upkeep of the building and facilities. We looked at quality monitoring records.

Is the service safe?

Our findings

All the people we spoke to during our inspection visit to told us they felt safe living in Greenlane House. They told us, “I have always felt safe living here and I know all the staff really well”, and “I certainly do feel safe and I would always say if I didn’t”. People also told us there was enough staff on duty to look after them and keep them safe. They said, “There are always staff around and about making sure we are alright”.

We looked at the number of staff on duty and checked four weeks staff rosters to see if it corresponded with the number on duty. We saw there was sufficient staff on each shift with the skills, experience and qualifications to provide a good level of care and support. The provider ensured there were sufficient numbers on shift to allow staff to provide activities such as quizzes, large card games or a chat over a cup of tea.

We looked at the staff recruitment and selection process by checking the personnel files for five members of staff. Application forms had been completed, two references had been obtained and formal interviews arranged.

The staff files evidenced that a Disclosure and Barring Service (DBS) check had been completed before the staff started working in the home. The Disclosure and Barring Service carry out a criminal record and barring check on individuals who intend to work with children and vulnerable adults. This ensured only suitable people were employed by this service.

We found there were processes in place that ensured people were kept safe from the risk of harm or abuse. We spoke to the support staff about this and they all took their responsibility to keep people safe seriously. They had completed training in the protection of vulnerable adults and knew the signs to look for particularly when people had limited verbal communication. The staff we spoke to had a good working knowledge of the various types of

abuse and told us they would not hesitate to report anything that gave them cause for concern. Most of the support staff had worked at Greenlane House for a number of years and those we spoke to said they all worked very closely as a team to keep people safe.

Risk assessments were in place covering all aspects of daily living within the home. These were reviewed each month with the support plans unless there was a change to a person’s needs, when they were reviewed and updated immediately. This was evidenced in one of the support plans we looked at when a new mobility risk assessment was put in place following a person’s return from hospital. We saw in the support plans there were tools to monitor mental health needs and directions for staff to support people whose behaviour may challenge the service. This demonstrated all aspects of people’s needs were recognised, understood and met in the most appropriate way.

We looked at the arrangements in place in relation to the recording of medicines received into the home and kept on people’s behalf. We looked at the medicines administration records and found these to be clearly and correctly completed. We spoke to the senior care on duty whose responsibility it was to administer the medicines on the day of our inspection visit.

We checked the storage and recording of medicines liable to misuse, called controlled drugs, and this was being managed well. There were clear records of administration, checked by two members of staff and recorded in the appropriate register. We counted the medicines held and found the numbers tallied with those recorded in the controlled drugs register.

Medicines no longer required were disposed of in an appropriate and safe manner. All these procedures and checks made sure people received the correct medicine safely and at the time prescribed by their GP.

Is the service effective?

Our findings

During our inspection we spent time in all parts of the building and saw that people were given choices throughout the day. Some people spent their day in their rooms, only coming to the dining room for their meals. Others stayed in the communal areas of the home chatting with their friends and the staff. Those people who preferred to stay in their rooms told us, “The staff respect the choices I make and if I want to stay in my room they respect that. They do pop in from time to time though to make sure I am alright”. One person said, “I love my room, it is nice and quiet and I have a lovely view into the back garden”.

We asked staff how they supported people who had behaviours that may challenge the service. One told us, “This very rarely happens now although it has in the past. If, by any chance it does all the team know how to deal with these situations. It helps that we know the people who live in Greenlane House so well”.

We watched the staff interacting with the people they supported. We saw the warm and caring attitude of all the staff which ensured people were relaxed in their company. We saw that people were treated with dignity and respect and observed staff knocking on peoples’ doors and waiting to be invited in. People said to us, “It’s lovely here. The staff are so polite and treat everyone as special people”.

All the staff we spoke to told us that they received a range of training to ensure that they had the skills to provide the support people required. We discussed the training plan with the registered manager and she was able to tell us about the training updates that were planned to ensure staff training was kept up to date. Mandatory training such as health and safety, moving and handling, infection control and safeguarding had all been completed. Staff were also able to undertake further training to improve their skills and knowledge with some completing recognised qualifications in health and social care. Details of the completed training were held in the staff personnel files together with copies of the relevant certificates.

The local mental health team provided staff training in how to support people with various mental health needs with two members of staff having recently completed a 10 week course. A further two will undertake the next course due to start in October.

Each member of staff received one to one supervision with their line manager to support staff to carry out their role within the staff team. Informal staff meetings were held on most days during the handover period. The staff told us it was a good way to keep up to date with all that went on during each day. There were occasionally more formal meeting that gave staff the chance to discuss the provision of care and make suggestions to improve this. The staff told us that the registered was very much hands on and always available to support them in their role.

The Care Quality Commission monitors the operation of the Deprivation of Liberty Safeguards (DoLS) which applies to care homes. DoLS are part of the Mental Capacity Act 2005 (MCA) legislation which is designed to ensure that any decisions are made in people’s best interests.

The manager of the home was knowledgeable in this area of work. The focus of the home was on promoting individuals’ rights and independence at all times. People’s capacity to make choice was regularly monitored by the home to ensure that at all times they had the right support to make informed decisions about their care and life style choices.

We asked staff about their knowledge about the MCA and they all told us they had learnt to always assume that people had capacity rather than assume they had no capacity to make informed choices about their lives. Those staff that had completed training with the mental health team felt that they had a better understanding about how to support people who were living with dementia or had other types of impairment. However the registered manager was in the process of accessing further training in the MCA to give the staff a greater knowledge and awareness of this subject. At the time of our inspection there was no person under a DoLS but discussion were underway with the mental health team to look at this in respect of one person.

People had access to food and drink throughout the day and we observed lunch being served. Staff told us that, at the time of our inspection, there were no residents requiring assistance with eating although some needed encouragement to eat their meals. We saw that staff supported and encouraged people in a patient and appropriate manner and gave people time to eat at their

Is the service effective?

own pace. People told us they enjoyed their meals and were given choices at every meal. We heard, during the day, staff asking people about their choice from the menu for their meals the following day.

We saw, in the care plans that people's weight was monitored and weight were recorded at least monthly or more often if people were at risk of becoming malnourished.

Is the service caring?

Our findings

People told us they were happy living in Greenlane house and they felt well cared for. They told us, “I love it here and the staff look after me so well”. We spoke to one person who was in their room and discussed the care they received. They told us, “It is wonderful here. I always tell everyone I live in the best hotel in Cumbria. I could not imagine living anywhere else”.

We spent time in the communal areas of the home and saw that the interactions between people and staff were caring and respectful but with gentle humour. Where people had difficulty in expressing themselves verbally staff gave them time to communicate their wishes. Staff told us it was important to give people time to do things at their own pace and we saw people were relaxed and at ease with all the staff team.

Many of the care staff team had worked at Greenlane House for some time and knew the people who lived there very well. People said to us, “I know these girls well and they know me and it all works out very well indeed”.

When we spoke to the care staff we asked them about people’s preferences and needs. They told us they always had time to spend with people talking to them about their care and what they liked or didn’t like. They were able to

tell us about the people they supported things such as what their interest were and their preferences about how their personal care. The registered manager had a high profile in the home and the people we spoke to us said, “The manager is in the home every day and we see a lot of her. She is always around and about and will stop for a chat”.

People told us they were always asked how they wanted their care to be delivered, and where and how they wanted to spend their time. People told us they were given choices about every aspect of their care. One person said, “I like to sit in my room and watch television but I do go down to take part in the activities. I especially like the quizzes”.

It was noticeable during our visit that staff respected people’s privacy and dignity at all times. We saw staff knocking on bedroom doors and waiting to be invited in.

We spoke to a visiting health care professional during our inspection. They told us, “I visit this home every day and it is a joy to come. The staff are very caring and have the best interests of every person at the heart of their care”.

The registered manager had details of available advocacy services if people needed someone to speak on their behalf. The manager confirmed that currently all those who lived in Greenlane House had relatives to assist or advise with their affairs if they needed help.

Is the service responsive?

Our findings

We found that the service was responsive to the needs of the people who used this service. Prior to their admittance into Greenlane House people's health and social care needs were assessed to ensure the service was able and suitable to meet their needs. The registered manager explained, "It is important to make sure we get as much information as possible in order to decide if we can provide appropriate care and support and meet all the assessed needs. We had a recent experience of admitting a person as an emergency and without a full assessment.

Unfortunately this placement was unsuccessful so we will be very careful in the future".

Some of the people had stayed in Greenlane House for a short period of respite before they moved in permanently. The registered manager confirmed this very often helped people settle into their new home more quickly.

The information gathered at the initial assessment meeting was used as a basis for each individual plan of care and support. Each support plan showed people's personal preferences and choices as well as some detail about their life before they moved in to the home. Some people had provided a lot of information whilst others chose only to give the barest details. Whatever their choice was, it was respected by the registered manager and the staff.

We looked at some support plans in detail and saw they provided the staff with clear guidance on how to care for each person as they wished and how to provide the appropriate level of care and support to meet peoples' needs. We found the care plans to be relevant and up to date. Each of them demonstrated a clear commitment to promoting, as far as possible, each person's independence. All were well laid out, needs were evaluated, monitored

and reviewed each month. We saw that, where evidence showed changes to the assessed needs, the care plans had been updated to reflect the changes. All support staff were included in the monthly care plan review process.

People's weight was monitored and referrals to a dietician or speech and language therapist were made if necessary. Emotional needs were recorded as well as physical needs and advice from the mental health team was accessed when required.

The registered manager confirmed they worked closely with external agencies to ensure people were given the most appropriate care and support. These included social workers, the mental health team and visiting health care professionals.

The service did not employ a dedicated activities co-ordinator but the staffing levels were such that there was always a member of staff available to organise some activities during the day. These included quizzes, card games with jumbo size cards looking at the newspaper or sitting and chatting with a cup of tea. People told us, "There is always enough staff to have a chat with or do a quiz".

Church services were held monthly and people were given the opportunity to receive communion if they wished.

The service had policies and procedures in place to deal with complaints and concerns. There were copies of the procedure on display for people and visitors to read. We asked people if they knew what to do and who to speak to if they were worried or concerned about anything. All those we spoke to said they did not have any concerns at all but if they did they would speak to any of the staff. One person said, I would speak to any of the staff and I know they would listen to me".

Is the service well-led?

Our findings

At the time of our visit 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 and associated Regulations about how the service is run.

We asked people who lived in Greenlane House if they thought the service was well-managed. All the comments we received were very positive and included, "I think this home is very well managed. I have lived in other homes and this is the best by far. The manager is always around to speak to if you have anything to discuss".

We saw there was good interaction between the manager and all the members of the staff team. All the staff we spoke to told us the manager was very approachable and they felt able to speak to her about anything. They said "We work very much as a team and support each other" and "I think this home is well managed. It is the best one I have ever worked in". Another said, "The manager is very much hands on. She is always around for help, support and advice".

Staff told us they had regular one to one supervision meetings with the manager. These gave them opportunities to discuss the running of the home as well as their own professional development. All the staff we spoke to told us the manager was very approachable and they felt able to speak to her about anything.

Staff meetings were held very much on an informal basis. There was a detailed handover period at the end/beginning of each shift which meant that all staff were always up to date with peoples' needs and the up to date running of the home.

Greenlane House had an appropriate quality monitoring system in place. Audits or checks were completed in respect of care plans, medication, health and safety, infection control and the environmental standards of the building. The registered manager confirmed that planning permission for the construction of a conservatory to the rear of the building had been granted. The work was due to commence within the month following the inspection visit.

Records were in place that evidenced all the equipment was serviced under annual service level agreements. These included, gas, electricity, fire safety, maintenance of the lift and equipment to assist people with their mobility.