

Hillbro Nursing Home Limited

Hillbro Nursing Home

Inspection report

Holden Lane
ShIPLEY
West Yorkshire
BD17 6RZ

Tel: 01274592723

Date of inspection visit:
21 February 2023

Date of publication:
22 March 2023

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Hillbro Nursing Home is a care home with nursing care. They provide care to older people, people with mental health needs and people living with dementia. Hillbro Nursing Home accommodates 43 people in one adapted building. At the time of the inspection there were 40 people using the service.

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

Everyone told us the service was safe and there were always sufficient numbers of staff on duty to meet people's needs. Risks associated with people's care were managed safely. 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. The service had systems in place for learning lessons when things go wrong. People's medicines were well managed. The service followed safe infection, prevention and control procedures. The service had effective systems in place to ensure allegations of abuse or poor care were investigated and acted on.

The service was consistently well-managed and led. Staff felt valued and were proud to work at Hillbro Nursing Home. All of the relatives we spoke with would recommend the home to others. Systems and processes for monitoring quality and safety were effective. The provider demonstrated throughout the inspection there was a strong focus on continuous improvement. The service involved people and genuinely welcomed feedback. Records showed people's care was usually planned, although we saw examples where plans did not fully explain how to meet people's needs. The provider had already identified they wanted a more user-friendly electronic care recording system. The service worked effectively with other professionals to support joined-up care.

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 requires improvement (published 26 November 2020). At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

The overall rating for the service has changed from requires improvement to good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hillbro Nursing Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Hillbro Nursing 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 Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by 2 inspectors and an 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

Hillbro Nursing Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Hillbro Nursing Home is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

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, the local health and care partnership, Healthwatch and professionals who work with the service. 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 information gathered as part of monitoring activity that took place on 19 May 2022 to help plan the inspection and inform our judgements. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spent time in communal areas observing the care and support provided by staff. We spoke with 3 people who used the service, 10 relatives and 11 members of staff including a housekeeper, care workers, senior care workers, an activity worker, nurses, nominated individual and registered manager. Some discussions were held with relatives via the telephone. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records. This included 4 people's care records and multiple people's medicine records. We reviewed 3 staff recruitment files and a variety of records relating to the management of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

At our last inspection the provider had failed to safeguard people from abuse and improper treatment. This was a breach of regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 13.

Safeguarding service users from abuse and improper treatment

- The service had effective systems in place to ensure allegations of abuse or poor care were investigated and acted on. Information about staying safe and raising concerns was displayed prominently in the home. Safeguarding referrals had been made to the local authority and reported to CQC as appropriate.
- People we spoke with told us they felt safe living at Hillbro Nursing Home. Relatives and staff were very confident people were safe. One person said, "Oh yes, I am safe." A relative said, "100% not a problem. No doubt about her total safety."
- Staff had a good awareness and understanding of abuse and knew what to do to protect people. They were confident the management team would deal with any concerns promptly and effectively. One member of staff said, "Management talk to us about safeguarding procedures individually and at team meetings."

Assessing risk, safety monitoring and management

At our last inspection the provider had failed to assess or manage risks associated with people's care and did not ensure people were supported with moving and handling safely. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- The provider had systems to assess, monitor and manage risk.
- Staff understood how to provide safe care. They received appropriate training and knew people well. We observed staff were responsive when people required assistance and transferred people safely.
- Risks relating to people's health and safety were usually assessed, regularly reviewed and managed. For example, one person's records said they had extra equipment to help prevent them from falling out of bed and we saw this was in place. One person said, "I have my buzzer and will use it to call staff when I need anything."

- The provider had improved their systems for assessing and managing risks associated with people's care and were continuing to improve this further. We saw several gaps where assessments did not robustly cover key areas of risk. For example, one person was at risk of falls, but their assessment did not show how to manage the risk effectively. The provider was responsive to the inspection findings and sent information to show they had addressed shortfalls identified at the inspection.
- People lived in a safe environment. Premises and equipment checks were completed to keep people safe. Records showed regular internal and external testing was completed.

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty.
- The service kept restrictions to a minimum. The service used door codes to help keep people safe. When appropriate, people were given the codes and had freedom of movement within the home. One person showed us how they used the passenger lift independently using the access code which they said enabled them to, "choose when to go somewhere".

Staffing and recruitment

- The service had enough competent staff for people to stay safe. During the inspection we saw staff were present in communal areas and gave people the support they needed.
- Feedback about the staffing arrangements was consistently positive. Two people described staff as 'lovely'. A relative said, "Yes there are enough because I go regularly and at different times and it is always the same. The staff are fantastic and it is an amazing place."
- Staff told us they had a consistent workforce and sufficient staff to meet people's needs. Two staff told us although there were enough staff, they would like to be able to spend more time with people to enhance the quality of care.
- The service used an electronic staff rostering system which ensured shifts were planned well in advance. All staff completed essential training, such as promoting equality and dignity, and moving and handling, which meant they could be flexible in their role. Staff told us this system worked well. One member of the housekeeping team told us, "There is enough staff, staff are always around. We can support with things like moving and handling because we have done all the training. It works well."
- The provider had a system for reviewing their staffing arrangements and had recently added a twilight shift because they had identified early mornings were busy. At the time of the inspection the provider used measurable data to review and adapt staffing levels but told us they were exploring a more formal system.
- The provider followed a robust recruitment process which ensured suitable staff were employed.

Using medicines safely

- Medicines were administered safely. Staff followed effective systems when ordering, dispensing administering and recording medicines. Accurate medication administration records were kept.
- The service had guidance for staff to follow when people required support with their medicines including

as required medicines.

- Medicines were stored securely.
- Staff were trained, and their competency was assessed to make sure they understood how to administer medicines safely.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider's approach to visiting met government guidance.

Learning lessons when things go wrong

- The service had an effective system to learn lessons when things went wrong. Audits such as medication, falls, accidents and incidents were completed to help identify patterns, trends and lessons learned. The provider told us they were introducing a formal recording log to make sure lessons learned were captured and shared.
- Individual accidents and incidents were well recorded, monitored and analysed. They identified actions to help prevent repeat events. For example, after a recent incident the service had contacted other professionals for advice.

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 our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. 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

- People received high quality personalised care. Feedback about the standard of care and quality of staff was consistently positive. One person said, "Everyone is so lovely." One relative told us, "I am absolutely confident [name of person] is well looked after. I come every day. Staff are caring, and staff don't stay long if they are not suitable. This home has certain standards." Our observations reflected people's feedback and we saw staff were caring and responsive to people's needs.
- The service had clear visions and values. Everyone told us they would recommend the home to others. Staff consistently told us they were proud to work at Hillbro Nursing Home. One member of staff said, "I experienced nursing homes before here, they were falling short. When I came here it was a different reception; friendly yet professional. Interaction between residents, relative, staff and management flows. Residents are happy."
- We saw evidence of success stories and compliments the service had received about the high-quality, person-centred care. Comments from 2023 included, 'I know he is cared for to the highest standards', 'To entrust others with the care of your loved one is extremely difficult and they have done so with the utmost tenderness, professionalism and dignity at all levels' and 'Residents are quite clearly the priority here. And the staff are looked after too, always smiling and making visits a positive experience'.

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

- Everyone had confidence in the management team and told us the service was well-led. Staff told us Hillbro Nursing Home had a strong, dedicated and caring management team who focused on supporting staff and providing high quality care. One member of staff said, "Management have an open-door policy, we can go to anyone. They treat staff with professionalism and sensitivity. It's an 'in it together approach'. The team ethos is pretty good and we look after each other."
- The registered manager and provider were engaging and very knowledgeable about the service. They had good oversight and closely monitored service delivery.
- Systems and processes for monitoring quality and safety were effective. The management team carried out a range of checks which included care plan, health and safety, environmental and staffing audits. These picked up where the service achieved the desired outcome and areas to develop.
- Records showed people's care was usually planned and reviewed, although we saw examples where plans did not fully explain how to meet people's needs. The provider had already identified they wanted a more user-friendly electronic care recording system and had plans to change to a different format.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; 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 service involved people and genuinely welcomed feedback. People told us they were asked by the provider to give feedback about their experience through meetings, questionnaires, reviews and informal discussions. At a recent relative meeting we saw the provider had asked people to complete surveys and 'give us any new ideas.' A relative told us, "They take our views seriously which is what you want."
- Staff felt listened to and they had lots of opportunities to put forward suggestions. One member of staff said, "Everyone has respect for management. They come and speak with us, communication works well."
- Communication was effective and ensured everyone was kept up to date. Relatives told us the service made sure they were kept informed and were confident the management team were always open and transparent. One relative said, "The manager always takes the time to talk, to listen and talk to you. You never feel she is wanting to rush off. This is incredible."

Working in partnership with others

- The service worked effectively with external stakeholders. Management and staff understood the importance and benefits of working alongside other professionals.
- Care records showed staff contacted other professionals when they had concerns about people's health and welfare.
- Two visiting professionals who visited the service on a regular basis told us people were well cared for and the service was well-led. One health professional said, "It's a great home, welcoming and very friendly. They listen and follow advice. People look well cared for, and it's good to see so many people up and in communal areas. The care is very good for those who are nursed in bed."