

Ellenborough Care Limited

Ellenborough Nursing Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

Ellenborough Nursing Home is a residential care home providing personal and nursing care to up to 29 people. The service provides support to adults requiring residential and nursing care. When we carried out our inspection 22 people were living at the service. Accommodation is in one adapted building over two levels.

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

People told us they felt safe at the service. Relatives we spoke with told us they were confident their loved ones were safe and well-cared for. A professional we spoke with was positive about the quality of care delivered at the service. The provider had systems in place to protect people from abuse and staff had received training in safeguarding people. We observed warm and friendly relationships between staff and people living at the service.

The provider had assessed risks to people and plans were in place to manage these risks. Any incidents and accidents were reported by staff and action taken to reduce the risk of recurrence.

Medicines were now managed safely. People received their medicines as prescribed and nursing staff followed guidance from the prescriber. When they needed further clarity, staff contacted the GP or prescriber.

Staff were positive and told us they were happy working at the home. They reported a supportive team with good communication and an approachable registered manager. All staff we spoke with emphasised the importance of person-centred care. Staff understood the importance of delivering care in the way people wished.

The provider had a governance system in place to monitor the safety and effectiveness of the service. This included regular maintenance checks and had a program of refurbishment.

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 10 October 2019). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an unannounced comprehensive inspection of this service on 27 August 2019. Two breaches of legal requirements were found. The provider completed an action plan after the last inspection to show what they would do and by when to improve safe care and treatment and governance.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

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. This is based on the findings at this inspection.

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

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.

Ellenborough 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.

Inspection team

The inspection was carried out by two 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

Ellenborough 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. Ellenborough 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.

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

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 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 spoke with 14 people living at the service and four visitors. We reviewed care records for four people. We spoke with five staff members and the registered manager. . We reviewed a range of records regarding the safety and maintenance of the premises and audits of the running 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 the last inspection this key question was rated as requires improvement. At this inspection this key question has changed to good . This meant people were safe and protected from avoidable harm.

At our last inspection the provider had failed to effectively monitor and manage people's care to ensure it was safe. Medicines management was not consistently safe. 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 .

Assessing risk, safety monitoring and management

- Risks to people such as falls, choking, nutrition, skin integrity, and mobility had been identified and plans implemented to reduce these risks. Records showed these risks were reviewed regularly and updated if needed. One relative told us, "A care plan has been completed, my relative has an airflow mattress."
- The provider had a comprehensive system of checks to manage the safety of the environment. The provider checked gas, electricity, fire and lifting equipment regularly. Any identified shortfalls were rectified. We found the fire risk assessment for the service was out of date, however the registered manager has now taken action to organise a new assessment.
- Repositioning had not always been recorded as occurring within exact time frames. The electronic system flagged if this did not take place, but the time margin was up to one hour. The registered manager told us they would reduce the margin on the electronic system.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe at the home. One person said, "Staff are happy people, they make me laugh. They are very kind." Another person said, "I am safe."
- Relatives told us they were confident their loved ones were safe, a typical comment was, "My relative is comfortable and cared for."
- The provider had systems in place to protect people from the risk of abuse.
- Staff had received training in safeguarding and told us they would report any concerns. Staff told us they were confident the registered manager would take action. One member of staff said, "If I had any problems or issues I would go to see the manager or floor manager." Another member of staff said, "A long time ago a staff member spoke to a resident in an inappropriate way, it was reported and dealt with."
- The provider's records showed they responded to and investigated any concerns. Action had been taken to prevent reoccurrence. The local authority safeguarding team had been notified of any concerns.
- People were relaxed and confident with staff, we observed positive and friendly interactions.

Staffing and recruitment

- The provider had deployed sufficient numbers of staff to meet people's care needs. The provider was in

the process of recruiting new staff. One member of staff told us, "We use regular agency staff." There was an agency member of staff working during our inspection and another staff member told us they considered them as part of the team.

- People told us, "The activity person is friendly and very good, they give me things to do," and, "Some staff are really lovely." Another person commented, "There are not so many staff on in the evenings."
- One member of staff told us, "At the moment it is brilliant. We have a nice group of agency staff familiar with people they get treated the same, they are part of the team. We have a nice team." Another member of staff said, "Happy staff, happy residents."
- Staff had been recruited safely. The provider had effective recruitment systems in place to check the suitability of new employees.

Using medicines safely

- Medicines were managed safely. One person told us, "I get my medicine on time."
- Medicines were stored safely in a locked cabinet secured to the wall when not in use. Medicines which required additional security were stored in line with legal requirements. Medicines were stored at the correct temperature; the fridge and room temperatures were checked daily.
- We spoke with a senior member of staff who demonstrated detailed knowledge of people's health needs and prescribed medicines.
- There was a system in place to order all medicines on a monthly basis. Medicines stock was checked regularly. The controlled drugs book, to record administration of medicines with legal requirements, was completed in a clear and legible manner. It was straightforward to track the amounts in stock, received and destroyed.
- A senior member of staff carried out monthly audits to check on the safety of medicines storage and administration.

Preventing and controlling infection

- The home was clean and smelt fresh throughout. The provider employed sufficient cleaning staff to keep the home clean throughout the day.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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 accessing testing for people using the service and staff.
- 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 was facilitating visits for people living in the home in accordance with the current guidance.

Learning lessons when things go wrong

- Staff reported accidents and incidents. A member of staff explained the service approach to reducing incidents, "We support and reassure, we diffuse situations, being there for them. Some people prefer specific staff with different skills, we support each other and give each other tips on how to approach people."

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 requires improvement. At this inspection this key question 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.

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

At our last inspection the provider had failed to operate effective governance to identify and manage risks relating to people's care and treatment. This was a breach of regulation 17 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 17 .

- The provider had a range of service and provider level audits in operation. These audits had been completed at their prescribed intervals.
- Audits of care records had identified any shortfalls and action had been taken to remedy these. Systems to monitor the quality and safety of care had been improved. Audits were completed of medicines, air mattress settings, bed rails, falls, slings, people's weights and maintenance checks were carried out regularly.
- The provider had a system in place to monitor staff training and supervision.
- The Care Quality Commission had been notified by the provider and manager of incidents which had occurred in line with their legal responsibilities.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People we spoke with were positive about the staff and the home in general. One person told us, "It's pretty well organised." We observed people were able to spend their time as they wished. One person told us, "I think it's lovely, the food is good, there is always a choice. I like to read. I don't take part in any of the activities." Relatives we spoke with were positive. Typical comments included, "The staff are helpful, they answer our questions," and, "When I spoke to the [registered] manager on the phone, they focussed completely on my relative, and by their voice, their kindness and care, gave me all the answers I needed."
- People's care records contained information about their individual needs and preferences. Care plans identified areas in which people were independent and aimed to maintain this. Records showed people's identified care needs were assessed and action taken to meet these.
- One member of staff told us, "People get involved doing the dishes, serving teas." Another member of staff commented on the values of the home, "This is the residents' home, person centred care, supportive of everyone's needs, we tend to treat them as family members."

- The service had received a number of cards and compliments from people's families. A typical comment was, "Thank you everyone for looking after and caring so much for my relative while he was at your Nursing Home. He was very happy to be with you all. Everyone was so kind and loving towards him."

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

- Staff at Ellenborough Nursing Home understood their obligations under Duty of Candour. Records showed relatives were informed when an incident occurred and updated about any outcome.

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

- Staff we spoke with were positive about working at Ellenborough Nursing Home. They told us the team was supportive and they could approach senior staff if they needed advice. Staff told us, "I love it here. I am happy." Another member of staff said, "They put the residents first, anything we need we get. It's a wonderful place to work." Staff attended team meetings and were able to contribute their views. A member of staff commented, "Any concerns [the registered manager] is easy to approach."
- A relative told us, "There is unlimited visiting, I have to do a COVID test before visiting, and show proof." Comments included, "It seems very good, they are friendly and helpful." Another family member thanked the service for supporting their relative to have video calls.

Continuous learning and improving care

- Since our last inspection the service had improved their governance systems. There was a more comprehensive system of audits which enabled the registered manager to identify any areas for improvement.
- There was a maintenance plan in place to improve the fabric of the building. People's rooms were fresh and welcoming.

Working in partnership with others

- Staff at the service worked with other professionals. The GP attended the home when needed. One professional told us, "It is excellent. They care for people very well."