

The Hollands Care Homes Limited

Hollands Care Home

Inspection report

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Date of inspection visit:

26 August 2020

27 August 2020

28 August 2020

Date of publication:

21 September 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service well-led?	Good 
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Summary of findings

Overall summary

About the service

Hollands Care Home is a residential care home located in Bolton. The home provides personal care and accommodation for up to 39 people, some of whom are living with conditions such as dementia, substance misuse and other mental health related conditions. At the time of the inspection there were 29 people living at the home.

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

Prior to our inspection, we received concerns in relation to people's care needs not being met and risks not being managed. More specifically, this related to a potential 'Closed Culture' within the service. A closed culture is a poor culture in a health or care service that increases the risk of harm and can include abuse and human rights breaches. We used this information when planning our inspection and as such, carried out a 'Targeted' inspection looking at the Well-led key question only. A targeted inspection focuses on specific areas of concern we may receive from various intelligence sources.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions (Safe, Effective, Caring and Responsive). We therefore did not include them in this inspection. As this was a targeted inspection and did not cover all five key questions, an overall rating for the location will not be produced.

We received positive feedback about the management and leadership from everybody we spoke with including staff, people using the service and relatives. Staff told us there was a positive culture at the service, with good team work throughout. Nobody told us they had experienced bullying, harassment, or felt mistreated in any way. Staff said they enjoyed coming to work each day and had developed kind and caring relationships with both people living at the home and the rest of the team.

There were systems in place to seek and act on feedback to improve the quality of service. Appropriate governance and quality assurance systems were in place to monitor the service effectively. The home had developed a number of links within the local community and worked in partnership with a number of other organisations.

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)

We last inspected Hollands Care Home in September 2017. The overall rating was Good.

Follow up

We will 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 well-led?

Good ●

The service was Well-Led.

Further details are in the Well-led section below.

Hollands 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

This inspection was carried out by an inspector and an expert by experience. An expert by experience is someone who has personal experience of using or caring for someone with care needs similar to those of people living at Hollands Care Home.

Service and service type

This service is a care home, providing both personal care and accommodation. CQC regulates both aspects, although they were not covered 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

We gave a short period of notice regarding the inspection. This was because we needed to discuss the safety of people, staff and inspectors with reference to COVID-19.

Our inspection was carried out between 26 and 28 August 2020. This included one site visit to the main office location (26 August 2020). Our expert by experience spoke with people who used the service and relatives by telephone on 26 August to obtain feedback about the services provided. Staff interviews were also carried out on the same day at the home. Further analysis of information and documents was carried out on 27 and 28 August 2020.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback

from professionals who work with the service, including Bolton local authority. A provider information return (PIR) was submitted before the inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when planning the inspection.

During the inspection

We spoke with 10 people who used the service and three relatives about their experience of the care provided. We also spoke with eight members of staff including the registered manager, the kitchen manager six care workers.

We reviewed a range of records including quality assurance audits, complaints, feedback surveys and minutes from both staff and residents' meetings. We also reviewed a samples of staff supervision records. This was to help inform our judgements about the type of culture within the service.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found and this was sent to us by email.

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.

When we last inspected Hollands Care Home in September 2017, this key question was rated Good.

Prior to our inspection, we received concerns in relation to people's care needs not being met and risks not being managed. More specifically, this related to a potential 'Closed Culture' within the service. A closed culture is a poor culture in a health or care service that increases the risk of harm and can include abuse and human rights breaches. We used this intelligence when carrying out our inspection, although did not identify any areas of concern.

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

- We spoke with the staff team about the culture within the service and asked what it was like to work at the home. One member of staff said, "It's a good place to work and there is great team work. I've never known there to be any issues and everybody is very welcoming." Another member of staff said, "I enjoy coming to work and it's like a family environment here. It is just like working with your friends."
- Nobody spoken with during the inspection told us they had experienced any bullying, harassment, or felt mistreated. Staff said they felt supported in their roles and could approach management with any concerns about their work. One member of staff said, "It is a place where we are encouraged to report our concerns. Things always get sorted out."
- People living at the home were complimentary about the staff and management team who supported them. People said they felt comfortable in raising concerns. One person said to us, "They've been absolutely fantastic for me. The support system has been wonderful and they've taken me from rock bottom when I came in here. The staff are caring and thoughtful. They talk to you if you're down and if something's bothering me there's always someone to talk to. The member of staff who supports me has been a rock for me. I've never had to make a complaint since coming in here, but if I did I'd talk to the manager."
- Relatives also spoke highly about management and the staff team. One relative told us, "The people who run the home are very nice people. They are very friendly and they've made us very welcome. Our family member wasn't well at all when he came in, but he's done very well here. He's put on weight and he looks well now. During lockdown I've been able to phone him and my son drops of crisps and other things he likes once a week. I've also been able to see him and speak to him whilst sitting in the car. Before lockdown we could visit any time. We have no complaints and I couldn't praise them enough."
- We spoke with the staff team about management and leadership at the home and the feedback was positive. One member of staff said, "The management here is great, really good. It makes me want to come to work because there is a good manager here." Another member of staff said, "The manager is good and is very approachable. If you have any problems, efforts are made to sort them out." A third member of staff added, "Really good and you can speak with them any time."

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

characteristics

- Systems were in place to involve people using the service, relatives and staff in how the service was run. This included the use of satisfaction surveys and staff meetings so that feedback could be sought and used to make improvements. Resident meetings also took place, giving people the opportunity to share their views.

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

- The registered manager was clear about their role. A range of quality monitoring audits were completed to ensure the service provided to people could be monitored effectively. This would help the service to continually improve. Competency assessments were also done when staff administered medication to ensure this was done safely.
- Staff supervisions took place regularly giving staff the opportunity for staff to discuss their work and receive feedback about their performance.
- Notifications were submitted to CQC as required for incidents such as expected deaths and safeguarding allegations. These are legally required to be sent to CQC so we can decide if any further action needs to be taken.

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 registered manager understood the requirements and their responsibilities under the duty of candour.

Working in partnership with others

- The provider and registered manager also worked in partnership with a number of other agencies in the Bolton area including social workers, mental health services, drugs/alcohol services podiatrists, district nurses, doctors and opticians.