

Grange Lea Ltd

Grange Lea Care Home

Inspection report

North Road
Ponteland
Newcastle Upon Tyne
Tyne and Wear
NE20 9UT

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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

Grange Lea Care Home provides personal care and accommodation for up to 20 older people. At the time of the inspection 16 people were living at the home.

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

Staff went "above and beyond" to ensure care was just right for people. People and relatives confirmed the quality of care provided exceeded their expectations. One relative stated, "Having visited other care homes over the years we realise that Grange Lea is offering an outstanding quality of care."

The positivity and 'can do' attitude of the staff helped to enhance people's quality of life. People were encouraged to live full and active lives and achieve their goals.

Staff took a positive approach to risks where they would enhance people's lives. The service's vision and values were person-centred to make sure people were at the heart of the service. People's wishes and preferences, no matter how small were acted upon to make their lives happier.

Systems were in place to safeguard people from abuse. A person-centred approach was taken in relation to medicines management. People were cared for by a consistent and stable staff team who knew people well. Safe recruitment practices were followed. Staff were suitably trained and supported to enable them to meet people's needs.

People were supported to eat and drink enough to maintain their health and wellbeing. There was an emphasis on home baking and local produce.

Staff assisted people to access healthcare services and receive ongoing healthcare support. Health care professionals were complimentary about the home. One health professional told us, "My observations are that they treat [people] with great respect and caring and the residents seem to be very happy at Grange Lea. The staff are friendly and very caring. The new management seem to have a similar ethos as the previous management of treating the residents as an extension of their own family."

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.

People received personalised care which reflected their needs and preferences. People were supported to continue their hobbies both within and outside of the home. There were close links with local schools, churches and businesses to help ensure people were involved in their local community. A complaints procedure was in place. People and relatives raised no concerns about the care provided.

There was a positive person-centred culture at the home which enabled people to achieve good outcomes. A range of audits and checks were carried out to monitor the quality and safety of the service. Timely action was taken if shortfalls were found.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 18 October 2016). Since this rating was awarded, the registered provider of the service has changed. We have used the previous rating to inform our planning and decisions about the rating at this inspection.

Why we inspected

This was a planned inspection based on the date the new provider registered with us.

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.

Grange Lea 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 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

Grange Lea Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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. The registered manager was also the provider/nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

Notice of inspection

The inspection was unannounced.

What we did before the inspection

We did not request a provider information return prior to this 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 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 also contacted Healthwatch.

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 all of this information to plan our inspection.

During the inspection

We spoke with eight people and four relatives about their experience of the care provided. Four relatives contacted us by email following our inspection. A graphic artist, an associate priest, a minister, a pharmacist, a GP and a district nurse also provided feedback to us following our inspection. We also spoke with the registered manager, deputy manager and three care staff during our inspection. Four staff contacted us following our inspection to provide their feedback.

We looked at two people's care plans, recruitment checks for one staff member, training and supervision records, medicines administration records and records relating to the management of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found. The registered manager sent us further information relating to people's care and support to review.

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

- Systems were in place to safeguard people from abuse. There were no ongoing safeguarding investigations. This was confirmed by the local authority.
- People told us they felt safe. One person said, "It's very safe, it's a nice place, I can't fault it it's an absolutely super place." Staff told us that they had no concerns about staff practices. They said they had confidence that management would take immediate action if any concerns were raised.

Assessing risk, safety monitoring and management

- Risks were assessed and monitored. Positive risk taking was encouraged.
- Checks and tests were carried out to ensure the premises and equipment were safe.

Staffing and recruitment

- People were cared for by a consistent and stable staff team. There were enough staff on duty to meet people's needs. One relative told us, "It's amazing, it's the continuation of the staff - it's all the same staff. It speaks volumes that staff remain."
- Safe recruitment procedures were followed.

Using medicines safely

- A safe system was in place to manage medicines. People told us they received their medicines as prescribed.
- Medicines were stored in people's bedrooms which helped promote a person-centred approach to medicines management.

Preventing and controlling infection

- Systems were in place to prevent infection.
- The home was clean and well maintained. Safe infection control practices were followed.

Learning lessons when things go wrong

- There was a system in place to record and monitor accidents and incidents. These were reviewed to check for any themes or trends.

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 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.

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

- People's needs were assessed. These assessments were used to devise a plan of care.

Staff support: induction, training, skills and experience

- People were cared for by staff who were supported, trained and experienced.
- Staff told us there was sufficient training to enable them to meet people's needs. This was confirmed by training records.
- A supervision and appraisal system was in place to help ensure staff were supported.

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

- People were supported to eat and drink enough to ensure their health and wellbeing. People spoke positively about the meals. One person said, "I get more than enough food and the chef will substitute things on request." There was an emphasis on home baking and local produce.
- The chef spoke enthusiastically about ensuring people's nutritional and hydration needs were met. He stated, "I personally think the home performs outstandingly when it comes to the provision of food and drinks. There are always three choices of everything including the cakes and breakfasts are to whatever the residents desire."

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

- Staff supported people to access healthcare services and receive ongoing healthcare support. We received positive feedback from health and social care professionals. One health professional told us, "Grange Lea has always demanded outstanding patient care for their residents which we help to provide."

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

- The design and décor met people's needs. There was a homely atmosphere and attention had been given to ensure people's bedrooms reflected their personalities and preferences.
- Staff were aware of the impact which the environment had on people's wellbeing. One person loved clothes, a full-length mirror had been fitted in their room so they could try on all of their clothes. A bird table was installed outside another person's room so they could enjoy watching the birds. A sheep print roller blind had been fitted in another person's room because they loved the countryside.

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, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Staff followed the legal requirements of the MCA. The registered manager was strengthening their documentation relating to mental capacity to ensure all areas of the process were evidenced.
- The registered manager had submitted DoLS applications to the local authority in line with legal requirements.
- Staff had considered the least restrictive ways of working. This positively impacted on people's wellbeing
- People were asked for their consent before staff provided any care.

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

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

- People received highly personalised care. Everyone spoke extremely positively about the care provided at the home. One relative stated, "The patience and empathy shown [to relative] has been phenomenal. In particular credit must be given to [names of staff]. [Name of staff member's] professionalism and leadership is outstanding, always going beyond for the residents and families." An artist who held arts and crafts sessions at Grange Lea Care Home stated, "Over the years I've always found the residents at the home incredibly relaxed, responsive and most of all full of smiles. To me the success of Grange Lea is a product of really excellent staff choice along with the overall friendly, welcoming atmosphere of the home. This is something I always feel 'hits me in the face' every time I walk in the door."
- There was a strong, visible, person-centred culture. An associate priest described the care as "Warm, holistic and individualised." The registered manager told us, "Grange Lea is a wonderful place to work and I believe, to live. We are truly blessed with amazing and kind staff who do special things all the time for people without even thinking about it – being nice is inherently part of who we are at Grange Lea. I am privileged to work with such nice people every day. The residents are inspirational, they are well educated, extensively travelled people who have lots of ideas and comments to share. It is a pleasure to look after them."
- Staff went "above and beyond" to ensure care was just right for people. People and relatives confirmed the quality of care provided exceeded their expectations. There were numerous examples of the personalised care provided. Staff had supported one person who had been a shepherd to go to the local sheep mart. The deputy manager said, "Seeing the sheep and all of his old friends gave him such pleasure." One member of staff told us how they had supported a person to go to their grandson's wedding and their great grandson's Christening. The staff member stated, "It was a great privilege to see their face light up on both occasions and to see how happy she was that she could attend both events."
- Staff spoke with pride about the importance of ensuring people's needs were met. One staff member told us, "I like to try and go the extra mile to make sure people are happy and safe. We know them so well you can tell if they are feeling a bit low. Just being there for them, to make sure they are happy is so important."
- Staff encouraged and supported people to follow their faith. We were contacted by an associate priest and a minister from the local churches. They told us that church services were held at the home and pastoral visits were carried out. Holy Communion was also offered.

Respecting and promoting people's privacy, dignity and independence

- The positivity of staff helped to enhance people's quality of life. People were encouraged to live full and active lives and achieve their goals. Staff took a positive approach to risks where they would enhance people's lives. One person liked to go to the theatre. They got a taxi to the venue and travelled back

independently on the metro train. Staff would meet them at the metro station to bring them back home.

- Respect for privacy and dignity was at the heart of the service's culture and values. The associate priest told us, "I have always been impressed by the dignity accorded to residents by the whole staff team, including the way residents are addressed as Mr or Mrs..., unless invited to use their first name."

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

- People were actively involved in their care. Their wishes and preferences, no matter how small were acted upon to make their lives happier. Bottled spring water was bought for one person because they did not like tap water and dry sherry for another person because they preferred dry sherry to the sweet variety.

- Staff spoke enthusiastically about ensuring people were involved in all aspects of their care. One staff member told us, "The residents are always consulted about their care at Grange Lea as we want the best for them and their families. Residents at Grange Lea are treated like our own family members with love and support."

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 good. At this inspection this key question has remained the same. 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 received personalised care which reflected their needs and preferences. Care plans were being reformulated at the time of the inspection to make information clearer and easier to find.

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.

- The home was meeting the AIS. People's communication needs were recorded in their care plans. The registered manager told us that if information was required in a different format, then this would be provided.

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

- People's social needs were met. They were supported to maintain their hobbies and interests both within and outside of the home. People living at the home had formed friendships with each other. Staff supported these friendships. People were supported to be involved with the local community. Some people attended 'Open doors' at the local church. The minister told us, "It is an open time for anyone to come in and have tea and cakes, play some board games, and generally socialise."
- Technology was used to help people remain in contact with their families. Staff supported people to video call and email members of their family.
- Staff recognised the importance animals had on people's wellbeing. A staff member told us, "I occasionally bring my huge Maine Coon cat to Grange Lea to see the residents, they all love this and think he is amazing. They usually only get to see dogs so this is a big difference for them. They love petting and stroking him." Children were also welcome at the home. Some staff brought their own children and grandchildren in to see people and put on shows.

Improving care quality in response to complaints or concerns

- There was a complaints procedure in place. People and relatives raised no concerns with us about the care and support provided.

End of life care and support

- End of life care was provided. Staff liaised with health care professionals to ensure people received care

which met their needs. People's spiritual needs were also met at this important time. The associate priest told us, "Ministers and priests from the various denominations make pastoral visits to individuals as needed, including support for the dying if wished by the person or their family."

- Staff explained the importance of remembering and respecting people after they had died. They told us they attended people's funerals. Staff explained that they wanted relatives to know how valued the person was to staff.

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

- Everyone spoke very positively about Grange Lea Care Home. One relative said, "As a caring family we could not have looked after her in the way Grange Lea has. The home is easy to visit, being welcoming and friendly and our mother appreciates her care...I recommend it to anyone who has an elderly relative in need of such care."
- The registered manager told us, "Kindness and caring are the key values of this care home. Our mantra is to always treat people in a respectful manner, that you would wish to be treated." This was confirmed by our own observations and feedback we received from people and relatives.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 were clear about their roles and responsibilities. The registered manager had submitted the required statutory notifications to CQC.
- A range of audits and checks were carried out to monitor the quality and safety of the service. Timely action was taken if any shortfalls were identified.
- The registered manager understood their responsibilities in relation to the duty of candour.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- People, relatives and staff were actively involved in the running of the home. Meetings were held and surveys were carried out to obtain feedback from everyone. In addition, newsletters and social calendars were given to people and relatives so they were aware of what was going on.
- There was an emphasis on continuous learning and improving care. The registered manager told us, "We continually encourage our residents, staff and visitors to let us know if there is anything they are not happy with or believe could be improved. We encourage a culture of continuous improvement in which these suggestions are perceived as valuable opportunities to further enhance our service, as opposed to criticisms."

Working in partnership with others

- The service worked with health and social care professionals to make sure people received joined up care.
- There were close links with local schools, churches and businesses to help ensure people were involved in

their local community.