

Abbeyfield (Lakeland Extra-Care) Society Limited (The)

Hartland House

Inspection report

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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?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Hartland House is a residential care home providing accommodation and personal care to 30 people aged 65 and over at the time of the inspection. The service can support up to 32 people.

The home is owned and operated by the Abbeyfield Lakeland Extra Care Society Limited, an affiliate of the national Abbeyfield charity, through a volunteer board of trustees. Accommodation is provided over two floors with several communal areas and accessible garden areas to sit in and private car parking.

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

Safeguarding systems were in place to protect people from the risk of abuse or unsafe care. Staff were aware of the procedures, had received training on it and knew what action to take. The provider had recruited staff safely. The registered manager made sure sufficient numbers of staff were on duty throughout the day and night to make sure people received the support as they needed. People received their medicines safely and as their doctor had prescribed.

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 and their families had been fully involved, where relevant, in planning and reviewing the care and support provided. People received good nutrition and hydration in line with their personal choices. Everyone we spoke with said the food served was excellent.

All the people we spoke with told us they were happy with the staff and care they received. One person said, "All the staff are nice and considerate." Another person told us, "They [staff] give you plenty of time to express what you want and any time you wish to talk they will." People were treated with respect and their dignity and privacy were actively promoted by the staff supporting them. People were fully supported to maintain their independence.

The provider planned people's care to meet their needs and take account of their choices. Care plans had been reviewed regularly and people told us they had been involved. One person said, "My care plan was reviewed recently. I am very happy with it. I am happy with everything here." Another person told us, "I have my care plan in my drawer. I also have a hospital bag in my wardrobe just in case I get taken to hospital in a rush." People could see their families and friends as they wished. People knew how they could raise concerns about the service provided.

The provider and registered manager regularly monitored the quality and safety of the service. Governance and quality assurance were well-embedded within the service. The leadership of the service promoted a positive, open culture. The registered manager and staff team worked closely with other agencies and healthcare professionals to make sure people had good care. A visiting professional told us, "I look forward to my sessions at Hartland House and always receive a warm welcome."

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 23 May 2017).

Why we inspected

This was a planned inspection based on the previous rating.

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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

Hartland House

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 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.

Hartland House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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.

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 and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

We used all of this information to plan our inspection.

During the inspection-

We looked around the home, reviewed records relevant to the running and quality monitoring of the service, the recruitment records for all new staff employed since the last inspection and policies and procedures. We looked at training and supervision records. We looked at five care records and records of medication administration, medicines storage and management.

We spoke with eight people who lived at Hartland House and two visitors/relatives. We observed people's daily routines and staff interaction. We spoke with two staff members on duty, including the registered manager and two visiting health professionals.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at training data and quality assurance records.

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

- People were safe and protected from abuse. Staff understood their responsibilities around protecting people from abuse. We saw, where necessary, appropriate referrals had been made to the local safeguarding team.
- People told us they thought the service was safe. One person told us, "I feel perfectly safe. They are always checking on me to make sure I'm alright." A relative said, "I think people are very safe here."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The staff had identified and managed risks to people's safety. Any potential risks were recorded in the care plans and gave guidance to staff about the actions to take to ensure the safety of people they were supporting.
- The registered manager reviewed all incidents to ensure appropriate actions were taken. Risks were reassessed to prevent reoccurrence and where lessons had been learned these were shared throughout the staff team.

Staffing and recruitment

- The provider had recruited staff in a safe manner and completed the necessary checks of suitability to work with vulnerable people.
- The registered manager continually assessed staffing levels to ensure there were enough staff available to support people. One person told us, "They do get a bit short sometimes. Most people who come here to work do stay." Another person said, "Definitely enough staff. We were a little short at some stage due to illness but we have enough now."

Using medicines safely

- People received their medicines when they should and as they had been prescribed. Suitable and safe arrangements were in place for people who wished to administer their own medicines. One person said, "I self medicate and have my medicines locked away in my room. I would like to carry on doing it as long as I can."
- The provider had audit systems in place to check people had received their medicines safely. Staff who administered medicines had undertaken appropriate training.

Preventing and controlling infection

- The home was very clean and there was ongoing maintenance. Staff had received training on infection control and understood their responsibilities. Appropriate protective wear to prevent cross infection was readily available throughout the home.

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 as 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

- The registered manager completed a detailed assessment to ensure people's needs could be met and a plan of care was developed. Care records continued to contain details about people's care needs, their abilities and what support was required.
- We saw evidence the registered manager was referencing current legislation, standards and best practice to achieve effective outcomes.
- Care plans continued to be regularly reviewed and updated where required. Records we looked at confirmed this.

Staff support: induction, training, skills and experience

- Staff were competent and carried out their roles effectively. People told us they felt staff were extremely knowledgeable about all of their care needs. One person said, "They [staff] are well trained. When they first start it takes them a while to get into a routine, but they get it right eventually."
- Staff confirmed they had received training that was relevant to their role and enhanced their skills. One staff member said, "I had two weeks induction and that included shadowing someone else."
- Staff told us they felt very supported by the new registered manager and received regular supervision and appraisal of their work.

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 in managing their health and wellbeing needs by making appropriate referrals to external services.
- Staff worked effectively with healthcare professionals to ensure people's healthcare needs were met. We saw the staff team worked closely with health care services including GPs, and district nurses. A regular clinic was held at the home by the integrated clinical team for care homes who told us staff always followed their advice and found them to be kind and very caring. A visiting professional to the home said, "The care team here are always considering new ways of working with the primary care team. Always maintaining high quality care standards and attention to detail."

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

- People's nutritional needs were met. People received a balanced diet and sufficient fluids to keep them hydrated. Care plans confirmed people's dietary needs had been assessed and any risks identified.
- We observed lunch-time in the dining room. It was very well organised, well managed and provided a relaxed and social occasion for people to enjoy their meal. People told us the meals served were excellent.

One person said, "The meals are excellent. If you're out and miss a meal it is kept for you." We saw that wine was offered with all meals and a variety of different teas were readily available. Another person said, "The food is excellent. I am diabetic and there is plenty of choice."

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

- Accommodation was accessible, safe, homely and suitable for people's needs. Décor and furnishing had been chosen by people living there and were of a very high standard. People had personalised their rooms as they wished.

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 were knowledgeable about their responsibilities under the MCA and people's rights were protected. The registered manager had made DoLS applications when required and where relevant.
- People and their relatives had been involved, consulted with and had agreed with the level of care and treatment provided. Consent to care and treatment in the care records had been signed by people with the appropriate legal authority to do so.
- The staff knew people well and gave them the time they needed to make decisions about their care. The staff were patient and respectful and supported people to make choices about their daily lives.

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 remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

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

- People told us staff were always polite and willing to help them. One person said, "All the staff are nice and considerate." A relative told us, "I think they [staff] are all caring." A visiting professional told us, "I often see the care team providing care which is compassionate, and they demonstrate an outstanding approach to caring for people."
- People told us staff knew their preferences and used this knowledge to care for them in the way they liked. Each person had their life history recorded in care plans which staff said they used to get to know people and build positive relationships. One person said, "I can choose which member of staff I want to look after me."
- People were supported to follow their own cultural, gender and spiritual needs. There were regular church services held at the home and some people could independently go to the local church.

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

- Staff understood people's rights and had received training in protecting and promoting them. People were included in all decisions about their care and the staff respected the choices people made. One person told us, "They [staff] give you plenty of time to express what you want and any time you wish to talk they will."
- Care records showed that care planning was centred on people's individual needs and preferences. Staff reviewed people's needs regularly including consultation with relatives and any professionals involved. One person told us, "It's a wonderful place to live. It's like living in a hotel except they are all friendly here."

Respecting and promoting people's privacy, dignity and independence

- Staff supported people to maintain their independence. Care records were written in a positive way and included information about the tasks people could carry out themselves as well as detailing the level of support they required. One person said, "I always try to be as independent as I can. You can go out when ever you want."
- Staff took appropriate actions to maintain people's privacy and dignity. People could spend time privately and call on staff as and when they needed to. A person told us, "They [staff] never come in without knocking."

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 as 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's needs had been assessed and staff supporting them had a good understanding of their personal preferences. This enabled them to provide personalised care tailored to the needs and wishes of the individual.
- People told us they had been involved in their care and support plans. Staff supported them to express their views and make choices about the care delivered. One person told us "I have a care plan. It was reviewed recently. I am very happy with it. I am happy with everything."

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 service met people's communication needs. People's communication needs had been assessed and recorded as part of the initial assessment and care planning process.

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 were supported to maintain relationships and follow their interests. One person told us, "When I have visitors they are always offered tea or coffee." Another person said, "I like reading and they have a little library downstairs you just help yourself." Relatives we spoke with told us they could visit when they wanted and said there were no restrictions on when they could visit.
- People were encouraged to take part in events at the home and in the local community. There was a designated activity coordinator employed to support and provide a variety of social activities. One person said, "They are very good at entertainment. They have two people running the activities." Another person said, "I have my i-pad and like listening to the radio." All rooms had broadband facilities. We were also told children from the local primary school visited and took part in the activities.

Improving care quality in response to complaints or concerns

- The provider had a procedure for receiving and responding to complaints about the service. There had only been one complaint in the last year relating to an item of clothing being lost in the laundry. People said there was never anything to complain about. People told us they were more than happy to speak to the staff or registered manager if they had any concerns.

End of life care and support

- The service had systems in place and worked closely with the primary care teams to support people at the end of their life. People's preferences and choices in relation to end of life care and their cultural and spiritual needs had been explored and recorded. Staff understood the importance of supporting people's emotional and spiritual wellbeing, in line with their personal end of life wishes. A visiting health professional said of the staff team, "They always maintain high quality care standards and attention to detail."
- The staff team had relevant training and experience of caring for people at the end of their life. At the time of our inspection, the service was not supporting people with end of life care. Relevant professionals were involved, and appropriate medicines and equipment was made available to ensure people received dignified, pain free care.

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

- Staff consistently placed people at the heart of the service, understood the importance of maintaining an inclusive culture and a belief in getting the best from people. One person said, "It's like living in a top-class hotel. This home is the lap of luxury."
- The registered manager and staff interacted with people in a manner that was positive and very respectful and were focused on doing their best for people they supported. One person said, "I think this place is well managed, everyone is so willing." A relative said, "This is the only home I've visited that I would recommend."

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; Continuous learning and improving care

- The registered manager understood their responsibilities under the duty of candour. We had been notified of significant events which had occurred in the home. The notifications showed appropriate actions had been taken in response to incidents, including sharing information with appropriate authorities when incidents had occurred.
- The registered manager regularly monitored and reviewed any accidents and incidents to identify any patterns that needed to be addressed or lessons to be learned.

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

- The registered manager used quality assurance systems to ensure safety, quality and improvement of the service were consistently monitored.
- The registered manager was experienced, and staff were knowledgeable with the needs of people they supported. We found the service was well-organised, with clear lines of responsibility and accountability. One member of staff told us, "The managers are very approachable It's good to work here I go home feeling good about the care people get. If something wasn't right [name] registered manager would sort it straight away."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- Staff told us they felt valued and were supported to develop in their work and staff morale was good.
- People told us they had been involved in regular reviews of their care needs and were fully involved in how

the home was managed. People told us they attended the resident's meetings where they could request any changes and they would be acted upon.

- Staff worked effectively in partnership with health care professionals from multidisciplinary teams to achieve good outcomes for people. A visiting professional told us, "There is a very high standard of leadership within the home and it is a pleasure to visit the home clinically as they are all extremely well organised."