

Community Homes of Intensive Care and Education Limited

Holmhurst

Inspection report

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Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service effective?	Good ●
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Is the service caring?	Good ●
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Is the service responsive?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service

Holmhurst is a residential care home providing accommodation and personal care to seven people with support needs related to their mental health. The service can support up to nine people.

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

People were happy with the support they received and felt safe living at Holmhurst. Staff knew what to do to keep people safe and were confident any concerns would be taken seriously.

Risks to people's well-being and safety were assessed, recorded and kept up to date. Staff supported people to manage these risks effectively. People received support to take their medicines 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.

People were supported to develop care plans that were specific to them. These plans were regularly reviewed with people to keep them up to date.

Staff respected people's privacy and dignity.

People were supported to maintain a good diet and access the health services they needed.

The registered manager provided good support for staff to be able to do their job effectively. The provider's quality assurance processes were effective and resulted in improvements to the service.

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 28 March 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?

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?

Good ●

The service was 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.

Holmhurst

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 completed by one inspector.

Service and service type

Holmhurst 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.

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 spoke with three people who used the service about their experience of the care provided. We spoke with four members of staff including the registered manager, deputy manager and two support workers.

We reviewed a range of records. This included three people's care records and multiple medicine records. We looked at one staff file in relation to recruitment and an overview of training and supervision for all staff. A variety of records relating to the management of the service were reviewed.

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 told us they felt safe at Holmhurst. Comments included, "Staff treat me well, I feel safe here." Everyone who completed a survey for the provider said they felt safe in the service.
- The service had effective safeguarding systems in place. Staff had a good understanding of what to do to make sure people were protected from harm. Staff had received regular training in safeguarding issues.
- Staff were confident the registered manager would take action to keep people safe if they raised any concerns. Staff were also aware of how to raise concerns directly with other agencies if they needed to.
- The provider had responded well when concerns were raised. They had worked with the local safeguarding team to ensure people were safe.

Assessing risk, safety monitoring and management

- Risk assessments were in place to support people to be as independent as possible. They balanced protecting people with supporting them to maintain their independence. Examples included support for people to manage their mental health, mobility and domestic tasks.
- People had been involved in assessing risks and their views were recorded. Staff demonstrated a good understanding of these plans and the actions they needed to take to keep people safe.
- People had positive behaviour support plans in place where needed. These set out the support people needed to manage behaviours that challenged staff and other people. The plans included clear information about signs for staff to look out for and actions needed to de-escalate situations.
- There was information about any physical interventions staff may need to use to ensure people remained safe. Staff received regular training in these intervention methods to ensure they knew how to support people safely.

Staffing and recruitment

- There were enough staff to meet people's needs. People told us staff were available to provide support when they needed it.
- Staff told us there were enough of them to be able to provide the support people needed.
- Effective recruitment procedures ensured people were supported by staff with the appropriate experience and character. This included completing Disclosure and Barring Service (DBS) checks and contacting previous employers about the applicant's past performance and behaviour. A DBS check allows employers to check whether the applicant has any convictions or whether they have been barred from working with vulnerable people.

Using medicines safely

- Medicines were securely stored and people were supported to take the medicines they had been prescribed.
- People were supported to manage their own medicines where this was assessed as safe for them.
- Medicines administration records had been fully completed. These gave details of the medicines people had been supported to take.
- Where people were prescribed 'as required' medicines, there were clear protocols in place. These stated the circumstances in which the person should be supported to take the medicine.
- Staff had received training in safe administration of medicines. Their practice had been assessed to ensure they were following the correct procedures.

Preventing and controlling infection

- Staff were trained in infection control and demonstrated a good understanding of the systems in place.
- The home was clean and staff were observed following good hygiene practice.

Learning lessons when things go wrong

- Incidents were recorded and had been reviewed by the registered manager. Actions included referrals to external health and social care professionals where necessary and changes to people's support plans.
- Staff took part in debriefing sessions where necessary following incidents. These were used to reflect on incidents that had happened and assess whether different actions would have resulted in better outcomes for people.

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 requires improvement. At this inspection this key question has now improved to good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Ensuring consent to care and treatment in line with law and guidance

At the last inspection improvements were needed to ensure people had consented to staff holding items for them. Improvements had been made at this inspection and people had given their consent for staff to hold their cigarettes.

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.

- One person had a DoLS authorisation in place. The person's support plan contained details of the conditions of this authorisation and records demonstrated the conditions were being met. The registered manager had regular contact with the authorising body to review the support being provided.
- People had given their consent for staff to hold items for them, such as cigarettes. People were able to have any items held by staff when they wanted them.
- We observed staff gaining people's consent before providing any support.

Staff support: induction, training, skills and experience

At the last inspection improvements were needed to ensure refresher training courses for staff were completed on time. Improvements had been made at this inspection and staff completed training courses before they expired.

- Staff said they received good training, which gave them the skills they needed to do their job. The registered manager had a record of all training staff had completed and when refresher courses were due.
- New staff spent time shadowing experienced staff members and learning how the home's systems operated as part of their induction.
- Staff completed assessments to demonstrate their understanding of training courses.

- Staff were supported to complete national qualifications in social care.
- Staff had regular meetings with their line manager to receive support and guidance about their work and to discuss training and development needs. Staff told us they received good support.

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

- People's needs were assessed before they moved into the home to ensure they could be met. Assessments were completed with input from relevant specialists, including the community mental health team.
- People were supported to set goals to help them develop their skills and become more independent.
- People told us staff understood their needs and provided the support they needed.

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

- Most people were encouraged to shop for food and prepare their own meals, to maximise their independence. People received a food budget and were supported to plan meals that provided a balanced diet.
- Where people were not able to plan and prepare their own meals, staff did this with them. People were supported to make choices about the meals staff prepared and to follow any specific diets, for example, vegetarian.

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

- The service had systems in place to plan referrals to external services and to maintain care and support. Staff worked with local health services to ensure people received the support they needed. Examples included their GP, psychiatrist and mental health nurses.
- People told us they were able to see their doctor and other health professionals when needed.
- Staff had recorded the outcome of appointments in people's care records, including any advice or guidance.

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

- People were involved in decisions about the premises and environment. People had decorated their rooms to their individual taste.
- The registered manager had involved people in decisions about the décor and furniture of the shared areas of the home.
- Changes had been made to the way some rooms were used, in response to people's needs. One room had been changed into a quieter lounge and was used by a person who preferred to spend time away from the busier areas of the home.

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 were treated with kindness and were positive about the staff's caring attitude. Comments from people included, "I am very happy here. The staff treat us well." Everyone who completed a survey by the provider said staff were kind and respectful.
- We observed staff interacting with people in a friendly and respectful way. Staff responded to requests for support. Staff were aware of people's different needs and responded to them in an individual way.
- People's diverse needs, such as their cultural or religious needs, were reflected in their care plans. People said staff supported them to meet these needs.

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

- Staff supported people to make decisions about their care. There were regular individual meetings with staff, where people expressed their views and set out what they wanted to happen. This information was used to support people to develop individual care plans.
- Staff supported people to express their views through completion of a 'Recovery Star'. This helped people to identify their needs in relation to their mental health, what support they needed and to set goals to aid their recovery.
- Staff had recorded important information about people, including personal history, plans for the future and important relationships. Staff demonstrated a good understanding of what was important to people and how they liked their support to be provided.

Respecting and promoting people's privacy, dignity and independence

- People were supported to be as independent as possible, including support to manage their medicines independently, go out alone and take part in voluntary work. One person said they had been developing their independence skills and were hoping to move to their own accommodation soon.
- Staff ensured personal information was securely stored and were careful to ensure sensitive information was discussed discreetly.

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

- Staff knew people's likes, dislikes and preferences. They used this detail to provide support for people in the way they wanted. Examples included information about people's preferred daily routines and support they needed to complete household tasks.
- People were supported to make choices and have as much control and independence as possible.
- People had clear support plans, which set out how their individual needs should be met. The plans were specific to people and contained detailed information for staff. People regularly met with their keyworker to review their plans. Plans included goals people wanted to achieve and had been updated where needed.

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.

- Staff had identified people's communication needs and included them in the care plans. Written documents, menu planners and activity plans had been made more accessible through the use of symbols and pictures. Care plans contained detailed information about how people's communication needs may change if they became unwell.
- People had been supported to develop memory communication boxes. These helped staff to engage in conversations with people about past experiences.

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 take part in a range of activities they enjoyed. Examples included support to take part in voluntary and paid employment, community groups and local events.
- People were supported to maintain relationships with family and friends.
- People were supported to look after pets where this was important to them. One person told us of the therapeutic benefit of having a pet to look after, particularly during periods of mental ill health.

Improving care quality in response to complaints or concerns

- People told us they knew how to make a complaint and were confident any concerns would be dealt with. The complaints procedure was given to people when they moved into the home and was displayed on a noticeboard. The procedure had been made available in an easy read format to make it more accessible for people.

- Records demonstrated complaints had been investigated by the registered manager. The complainant had been given a formal response, setting out the actions that had been taken to resolve their issue.
- The regional manager regularly reviewed any complaints to ensure they had been thoroughly investigated and identify whether there were any trends to them.

End of life care and support

- People had been supported to think about their end of life wishes and record this in their care plans.
- Staff understood people's preferences and were aware of good practice and guidance in end of life care.
- People's religious beliefs and preferences were respected and included in care plans.

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; 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 provider and registered manager had promoted a person-centred approach in the service. This was evidenced through the content of staff meetings, supervision, appraisals and the training staff received. Staff told us the registered manager worked to ensure people received the best support to aid their mental health recovery.
- Everyone we spoke with praised the management and told us the service was well run. Comments included, "The team works well together to meet people's needs, with good support from the management" and "I have been happy working here. We get good support from [the registered manager]."
- The registered manager had a good understanding of their responsibilities under the duty of candour.

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

- The provider had effective quality assurance systems in place. These included, reviews of care records, medicine records, support plans, staff records and quality satisfaction surveys. In addition to checking records the management team completed observations of staff practice. This was to assess whether staff were putting the training and guidance they had received into practice.
- The provider used 'expert quality auditors' to assess the service being provided. These were people with experience of using services who completed observations and obtained feedback from people about what it was like to live at Holmhurst.
- The results of the various quality assurance checks were used to plan improvements to the service.
- The provider had a 'quality bulletin', which was used to share learning and good practice throughout the organisation. This helped to ensure shortfalls in one service were not repeated in other locations.

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

- The service involved people, their families, friends and others effectively in a meaningful way. The registered manager responded to issues raised in quality surveys and let people know what action they had taken.
- The registered manager had established links in the local community to support people to take up paid and voluntary employment. These included local charity shops, high street employers and charity projects. People were supported to be active members of their community and participate in local events.

- The provider was a member of relevant industry associations to ensure they were updated in relation to any changes in legislation or good practice guidance.