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Regency Retirement 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

About the service

Regency Retirement Home is a residential care home providing personal care to up to 14 people. The service provides support to people aged 65 and over. At the time of our inspection there were 12 people using the service.

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

Staff were now recruited safely. Records confirmed that all required checks were made before new staff began working at the home.

Risks to people were assessed and managed safely and monitored routinely. Risks associated with legionella had been addressed and maintained to ensure the environment was safe for people.

People were protected from the risk of abuse, and the provider had systems and processes in place to safeguard people. People and relatives told us they felt safe and were positive about the staff who supported them.

Medicines were managed safely, and competency checks were completed to ensure staff were following safe medicine practices.

Staff followed infection control procedures to reduce the risks of infection. People and their relatives told us they felt the home had managed well through the pandemic.

The service was well-led by managers who were passionate about improving care and achieving the best possible outcomes for people. Since the last inspection, quality assurance systems to monitor the safety of the home through audits, had been strengthened. People, relatives, staff and professionals spoke positively about the leadership of 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 and update

The last rating for this service was requires improvement (published 7 June 2021) and there was a breach of regulations. 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 26 April 2021. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve staff recruitment.

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 Regency Retirement Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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.

Regency Retirement 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 one inspector.

Service and service type

Regency Retirement Home 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. The registered manager of the service was due to retire. Two managers had been employed to complete a comprehensive handover period and become joint registered managers. At our last inspection we found the managers had taken increased responsibility in the last two years. They told us they still planned on submitting their application to become registered.

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. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the two managers, four people who use the service, and two staff.

We reviewed a range of records. This included four people's care records and multiple medication records. We looked at three staff files in relation to recruitment and supervision. A variety of records relating to the management of the service, including governance systems, policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies and procedures and quality assurance records. We gathered feedback from three professionals who visit the service, and three relatives.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

At our last inspection we found that safe recruitment practices had not always been followed. This placed people at risk of harm. This was a breach of regulation 19 (Fit and proper persons employed) 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 19.

- Staff were now recruited safely. All required checks were made before new staff began working at the home. References were complete to confirm staff were of good character and had the right skills and experience to support people. Disclosure and Barring Service (DBS) checks were also completed. These checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Interview records were now in place to support managers' decisions to employ staff. The records provided evidence that managers had explored the previous employment histories of staff and their suitability to work at the home.
- People told us, and we observed, there were enough staff deployed to meet the needs of people living at the home. One person said, "Staff always take the time to come and see me and spend time with me."
- People were supported by a regular staff team who were familiar with their support requirements. The staffing levels were determined by the needs of people and their requirement for support. A staff member said, "The care people get is excellent. It's consistent too. We are a small team who know people and what's important to them."

Assessing risk, safety monitoring and management

- Environmental risks had been assessed, and actions taken to ensure the environment remained safe. The provider had now taken comprehensive action to minimise the risk of potential exposure to legionella bacteria.
- Risks to people were assessed and managed safely. Risk assessments clearly guided staff to care for people in a safe way. We saw assessments for the risk of falling, eating and drinking, and skin care. They contained pro-active measures to manage the risks and were reviewed regularly or as soon as people's needs changed. One relative said, "They are amazing at keeping [people] safe."
- Staff liaised with other healthcare professionals for specialist advice about how to support people with their individual needs and promote their welfare. One visiting professional said, "Safe care and support is excellent to [people] and their families. In my opinion the staff do an excellent job of looking after [people] holistically."

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People were protected from the risk of abuse. Policies and guidance were available, and staff had completed safeguarding training to deal with any allegations or concerns appropriately.
- People and their relatives told us they felt safe living at Regency Retirement Home. One person said, "They look after me so well and keep me safe." A relative told us, "We have no worries that [our relative] is safe."
- Staff had access to whistleblowing information and felt confident they could report incidents if necessary. One staff member said, "I feel that I could approach management with any concerns, but I don't need to. I haven't had any."
- Lessons were learned if things went wrong in the home. The managers reviewed accidents and looked at ways the staff could make changes to prevent them happening again. The managers told us they continued to improve their documentation of lessons learned. One manager said, "We have lots more quality assurance processes in place now. It's opened up a lot more awareness and development."

Using medicines safely

- Medicines were managed safely. Staff administer people's medicines safely and in accordance with their needs and preferences. One person said, "I used to do my medication on my own, but now the Doctor, staff and I have agreed it's better to have some help with it. They know exactly what medicine I take and how I take it."
- Medicines were received, stored and disposed of safely and in line with national guidance.
- Staff completed appropriate medication training and had their competency assessed prior to administering, and routinely thereafter. One staff member said, "We support someone with their insulin medication. I had to watch someone do this ten times and then someone watched me administer insulin before being signed off [to administer independently]."

Preventing and controlling infection

- 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.

People were supported to see their families in accordance with their preferences and in line with government guidance. Telephone and virtual contact supported bespoke visiting at the home. One person said, "They have supported me to see my daughter and visiting arrangements are good." A relative said, "The approach to all of the difficulties associated with COVID-19 have been first class."

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency. We checked to make sure the service was meeting this requirement. We found the service had effective measures in place to make sure this requirement was being met.

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 our last inspection we rated this key question requires improvement. At this inspection the rating 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; Continuous learning and improving care

- Audits were now in place to monitor all aspects of the service and ensure people received safe care. Where audits had identified shortfalls, these had been promptly acted upon and swiftly resolved.
- The managers had developed and strengthened their governance systems to strive for quality care and continuous development and improvement. One of the managers said, "At our last inspection we realised we wanted to review our policy system. We are working through these to embed them and ensure we are following through from policy to practice."
- The managers were visible in the day to day running of the service and had effective oversight of what was going on. They completed regular spot checks and observed staff practice to ensure they promoted the best possible outcomes for people.
- The managers understood their legal responsibility to report and notify CQC of any event which affected the running of the service.

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

- People received person centred care. There was a positive culture in the home. We found people were happy with the support they received and felt comfortable and relaxed in their surroundings. One person said, "[My family also] say this place is marvellous. They have taken great care of me, I must say." A relative told us, "We are so delighted that we were able to get a place at Regency for [our relative]. We haven't regretted that for one second." Another relative said, "[My relative] is twice the person since [they] lived there. Everything about the home is lovely."
- The managers were open and transparent throughout our inspection and were clearly committed to providing good quality care. They talked passionately about the individualised care that they provided to people. They told us, and we saw, that peoples care plans were highly person centred and fully reflective of the person and their preferences.
- People benefited from a positive culture. A staff member said, "We have a happy home. [People] and staff are happy."

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 managers understood requirements in relation to duty of candour and had an open and honest approach.

- The managers had developed strong relationships with staff, people and relatives and shared appropriate information freely. One relative said, "They are very good at communicating when things change and why they change. They are prepared to talk about it."

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

- People and their relative had confidence in the service and told us the home was well managed. One person said, "The managers are just lovely. They are brilliant." A relative said, "They are so approachable. They are understanding, willing to listen and keen to help."
- Regular staff meetings took place to ensure information was shared and expected standards were clear. Staff praised the running of the home. One staff member said, "It's a nice place to work. We have clear guidance from management, and we've been well supported throughout the pandemic."
- The managers kept up to date with best practice by attending local forums with other care professionals. These forums allowed for information sharing, professional updates and discussion around how to implement best practice guidance.
- Surveys of people, staff, relative and professionals were carried out to gather feedback and assess satisfaction. Without exception we were told that the service listened and acted upon feedback. One staff member said, "If I'm not sure about something or I have a concern [the managers] are always there to listen. They always act on what staff say." A person told us, "If I ever I wasn't happy, I could talk to the managers and staff. The managers are here all the time and I can talk to them."

Working in partnership with others

- Staff and managers were committed to providing high quality care. They were open and transparent in their communication and worked effectively in partnership with others. One healthcare professional said, "They communicate well with us and we have a good working relationship."
- Professionals spoke highly about the service and praised the care people received. One professional said, "We have a very high opinion of Regency Retirement home here. We feel they provide excellent care to the residents and go out of their way to facilitate care. They are clearly fond of the [people] and go the extra mile to keep them well looked after. A couple of [professionals] would recommend it to colleagues who have elderly relatives shortly needing residential care." Another professional said, "It's a lovely service. I've worked in a lot of homes and this is the best. I feel like I'm going into someone's house. People are very happy and staff are always working hard to give [people] great care. It's a very 'hands on service' and it's very organised."