

## Barchester Healthcare Homes Limited

# Edgbaston Beaumont DCA

### 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:

Edgbaston Beaumont Nursing home provides domiciliary care to people who live in privately owned bungalows and apartments which are located within the complex. At the time of the inspection visit two people were using the service.

People's experience of using this service:

One person who used the agency and a relative told us they felt safe whilst using the service. One person said, "I feel safe with [relatives] home being within the nursing home grounds and they can access the home for entertainment and meals it is really good."

We spoke with one person who used the service and a relative. Both commented on how well they were supported. A relative said, "They are always very polite and encourage [relative] to do things and be more independent as possible."

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. One person who used the service we spoke with confirmed this.

The service worked in partnership with healthcare professionals and families to ensure people's health care needs were met. People were supported to attend healthcare appointments to ensure their health and wellbeing was maintained.

A relative we spoke with told us there were enough staff to ensure the person received support and enable them to care in a timely way. They told us the staff member had built up a good relationship with them and cared for their relative extremely well.

One person told us they were treated with respect by caring staff. They were happy with the continuity of staff and had built up relationships with the staff member and registered manager. They had no issues with staffing levels and their visit was always on time at the correct time of day.

The staff member we spoke with demonstrated a good understanding of their duties to support people who lived in their own homes to take their medication. This assisted them to protect people from the unsafe management of medicines.

We found Edgbaston Beaumont had systems in place to ensure they could meet people's diverse and cultural needs. Care records we looked at evidenced people and where appropriate relatives were fully included in their support planning.

There were good opportunities for the both people who used the service and families to discuss any concerns or ideas that they had about the agency. Relatives were consulted about their care and

contributed to any reviews or discussions about the service.

People who used the service and a relative stated the staff member and registered manager engaged with other organisations to help provide consistent care. We found care plans focused on maintaining their independence in all aspects of their support requirements.

The registered manager and organisation used a variety of methods to assess and monitor the quality of the service. These included, spot checks, auditing of the service and informal regular discussions with relatives and people who used the agency.

Rating at last inspection: The service was rated Good (Report published 1 April 2016.)

Why we inspected: This was a planned and scheduled inspection.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme or if any issues or concerns are identified.

## 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 ●

# Edgbaston Beaumont DCA

## Detailed findings

### Background to this inspection

**The Inspection** • We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

**The inspection team** • Consisted of an adult social care inspector.

**Service and service type** • This domiciliary service provides personal care to people living in their own homes within the complex of a nursing home.

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 comprehensive inspection visit took place on 27 February 2019 and was announced. The provider was given 48 hours' notice because the location provided a domiciliary care service to people who lived in their own homes within a nursing home grounds. We needed to be sure that we could access the office premises and speak with people.

**What we did preparing for and carrying out this inspection** • Before our inspection we completed our planning tool and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people supported by the service and previous inspection reports.

We also checked to see if any information concerning the care and welfare of people supported by the service had been received. We contacted the local contracts commissioning departments. This helped us to gain a balanced overview of what people experienced accessing the service.

As part of the inspection we used information the provider sent us in the Provider Information Return (PIR). This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection visit we spoke with a range of people about Edgbaston Beaumont, they included one person who used the service, a relative of a person who received care, the registered manager and one staff member.

We looked at care documentation for two people and records relating to the management of the service. We did this to ensure the registered manager had oversight of the service and they could respond to any concerns highlighted or lead the agency in ongoing improvements. We also looked at staffing levels, training records and recruitment procedures for staff.

# Is the service safe?

## Our findings

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

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- The service had safe, effective safeguarding systems in place and the staff member spoken with had a good understanding of what to do to make sure people were protected from harm.
- No safeguarding alerts had been received since the last inspection.
- We spoke with a relative who said, "I feel safe with [relatives] home being within the nursing home grounds and they can access the home for entertainment and meals it is really good."

Assessing risk, safety monitoring and management

- Care plans we looked at contained explanations of the control measures for staff to follow to keep people safe and reduce risk of accidents and incidents.
- We found care records looked at included risk assessments that covered, health and safety, the environment, falls and medication. Reviews took place regularly to ensure people were safe.
- The registered manager and their staff member continued to encourage people to be independent and had a positive outlook to risk taking.

Staffing and recruitment

- We looked at how the service was staffed and found appropriate arrangements were in place.
- With only two people accessing the service at the time of the inspection visit staffing levels continued to match people's requirements.
- No staff had been recruited since the previous inspection. Systems and checks to employ people were the same as the previous inspection.

Using medicines safely

- We looked at medication records and found medicines to be managed safely.
- Medicines were managed in line with The National Institute for Health and Care Excellence (NICE) national guidance. This showed the service had systems to protect people from unsafe storage and administration of medicines.
- The registered manager regularly completed medication audits to check their procedures and processes were safe. They said, "We support the two people with medicines so ensure everything is correct."

Preventing and controlling infection

- If required staff told us there was sufficient personal protective equipment, such as disposable gloves and aprons to maintain good standards of infection control.

Learning lessons when things go wrong

- There had been no incidents or accidents. However if they occurred any accident or 'near miss' would be reviewed to see if lessons could be learnt and to reduce the risk of similar incidents.



# 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

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

- Care plans we looked showed expected outcomes were identified and ensured promoting people's independence would be a priority. This was demonstrated by conversations we had with the staff member and one person who used the service.
- Care and support was regularly reviewed in a timely manner, we confirmed this by viewing care records.

Staff support: induction, training, skills and experience

- Training schedules looked at continued to demonstrate a training programme was in place for the staff member and registered manager. This supported them to keep up to date with their skills and knowledge. Discussions with the staff member confirmed training was accessible and they had attended relevant courses to support them to provide a good service for people who used Edgbaston Beaumont.

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

- Care plans seen confirmed people's dietary needs had been assessed and support and guidance recorded as required. However, no person at present was provided with meal provision.
- Provision at the nursing home dining facilities for both people who used the service was available. One person said, "Sometimes I go the food is lovely."

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

- We found evidence the registered manager was referencing current legislation, standards and evidence based on guidance to achieve effective outcomes.
- If required people were supported to attend healthcare appointments and care records contained evidence of visits to healthcare professionals. These included, dentists, GP and opticians.

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

- The agency had systems to identify record and meet communication and support needs of people with a disability, impairment or sensory loss. This was so they could adapt the service to ensure they received the best care and support. This was a domiciliary agency so people received care in their own homes.

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

We looked at how the service gained people's consent to care and treatment in line with the Mental Capacity Act (MCA). Processes were in place for people to give their consent to care and support.

- The Deprivation of Liberty Safeguards (DoLS) do not currently apply in settings such as domiciliary care where people are resident in their own homes. However, the registered manager and staff member were

aware of (DoLS).

# 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

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; equality and diversity

- We received positive comments from one person who used the service and a relative about the support and how they were treated by the staff member and registered manager. A relative said, "They are very kind and caring towards [relative], I know that."
- The registered manager and staff member had a good understanding of protecting and respecting people's human rights. They talked with us about the importance of supporting people's different and diverse needs and treating people equally.
- Care records seen had documented people's preferences and information about their backgrounds.

Respecting and promoting people's privacy, dignity and independence

- One person who used the service told us staff respected their privacy and dignity. They said, "They are very helpful and respect my privacy."
- Care records we looked at contained information in relation to each person's dignity and privacy this was to ensure support planning was personalised.
- They focused on retaining and promoting people's independence as much as possible. They encouraged people to use the nursing home's facilities when they liked to and attend events at their leisure.

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

- Care records we looked at contained evidence the person who received care had been involved with and were at the centre of making decisions about their care package and support planning.
- There was information available about access to advocacy services should people who received a service require their guidance and support. This ensured their interests would be represented and they could access appropriate services.

## Is the service responsive?

### Our findings

Responsive – this means we looked for evidence that the service met people's needs

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- The agency continued a personalised care service and promoted their wellbeing.
- The registered manager and staff member knew both people well and what they liked.
- Details in care records highlighted how people wanted to spend their time and what their interests were and choices they preferred.
- A relative and a person who used the service told us how they were supported to express their views and wishes. This enabled people to make informed choices and decisions about how they were cared for and at what times suited their individual circumstances.

End of life care and support

- The service was a domiciliary care agency. The aim of the service was to make independent living a reality by working with the people to overcome the obstacles of day-to-day life. The registered manager told us the service at present did not support people with end of life care.

Improving care quality in response to complaints or concerns

- We saw information was made available to people that described how to make a complaint if they wished and relevant steps to follow. The procedure was clear in explaining how a complaint should be made and reassured people these would be responded to appropriately. No complaints had been received since the previous inspection.

# 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

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility

- The registered manager talked with us about the care of individuals being supported by the service. They demonstrated a good understanding and awareness of people's needs, health issues and social choices.

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

- This was a small service operating within a nursing home however they had clear lines of responsibility and accountability. The registered manager and staff member were experienced, knowledgeable and familiar with the needs of people they supported.
- We found documentation demonstrated the registered manager had quality assurance systems that were effective and improved the service. For example, processes involved checks to the homes of people and meetings. In addition, the registered manager and staff member continuously kept in contact with relatives and had informal discussions with them. This helped to ensure the service continued to evolve.
- The registered manager had notified CQC of any incidents in line with the regulations. Ratings from the previous inspection were displayed at the office base.

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

- People who were supported and relatives were asked for their views of the service informally. The registered manager informed us they were in the process of extending their surveys to the domiciliary agency as well as the home to gain views from people. This would enable people to voice their opinions and ensure the agency continued to develop and address any issues.

Continuous learning and improving care

- The registered manager continued to complete a range of quality audits to ensure they provided an efficient service and constantly monitored Edgbaston Beaumont. This demonstrated improvements could be made to continue to develop and provide a good service for people.

Working in partnership with others

- The registered manager at Edgbaston Beaumont worked in partnership with other organisations to make sure they followed current practice, providing a quality service and the people in their care were safe.