Evergreen House Care Home Limited

Evergreen House Residential Home

Inspection report

Lichfield Road
Tamworth
Staffordshire
B79 7SF

Date of inspection visit:
08 December 2020
11 December 2020

Date of publication:
07 January 2021

Ratings

Overall rating for this service	Good

Is the service safe?	**Good**
Is the service well-led?	**Requires Improvement**

Summary of findings

Overall summary

About the service
Evergreen House Residential Home provides accommodation and personal care for up to 38 people. At the time of our inspection the service was supporting 17 people in one adapted building, some of whom were living with dementia.

People's experience of using this service and what we found
People were protected from harm by staff who were trained to recognise and report abuse. Risks to people's safety were assessed and monitored regularly. People were supported by sufficient staff to meet their needs. Medicines were managed in line with policies and procedures. Effective infection and control procedures were in place. Lessons were learnt when things went wrong.

Managers did not always recognise potential notifiable incidents. Staff demonstrated a positive culture which was person centred. Staff were supported to be open and honest. The provider engaged with people living in the home and with staff to improve the service. Processes were in place to monitor and improve the service. Staff worked in partnership with other health and social care professionals.

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 under the previous provider was good, published on 5 November 2019.

Why we inspected
We received concerns in relation to the management of medicines, infection control and staffing. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.
We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.
The overall rating for the service has remained good. This is based on the findings at this inspection.
We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Evergreen House Residential Home on our website at www.cqc.org.uk.

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 well-led?

Requires Improvement

The service was not always well-led.

Details are in our well-Led findings below.

Evergreen House Residential 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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team
The inspection was carried out by two inspectors.

Service and service type
Evergreen House Residential 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.

Notice of inspection
We gave the service 5 minutes notice of the inspection. This was because we needed to know of the Covid-19 status in the home and discuss the infection, prevention and control measures in place.

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.

The provider was not asked to complete 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 took this into account when we inspected the service and made the judgements in this report.

During the inspection
We completed our site visit on 08 December 2020 and followed up with phone calls on 11 December 2020.

We spoke with one person who used the service about their experiences of the care provided. We spoke with five members of staff including the registered manager, a senior carer, care assistants, and a cook.

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

After the inspection
We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

Good

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 protected from harm by staff who were trained to recognise and report abuse. One person living in the home told us they felt "Very safe, definitely."
- Staff understood and followed the systems and processes to report any concerns they had. Staff we spoke with explained the process they would follow and who to go to if they could not raise concerns with the registered manager.

Assessing risk, safety monitoring and management

- Risks to people's safety were assessed and monitored regularly through effective risk assessments. These included risks related to mobility, eating and drinking, visiting assessments during the pandemic and environmental risks.
- Risk assessments were reviewed regularly to ensure they were up to date and effective in supporting people to keep safe. They included professional input and ways for staff to manage individual risks. Staff we spoke with understood people's specific risks and how to manage them.

Staffing and recruitment

- People were supported by sufficient staff, who cared for them with a person-centred approach. People's needs were met at a time to suit them.
- Staff were permanent members and those we spoke with had been working in the home for several years. This ensured consistency for the people living in the home.
- Recruitment processes in place ensured the suitability of staff working in the home. Staff were recruited safely through pre-employment and reference checks prior to employment.

Using medicines safely

- At our previous inspection we found some gaps in the recording of topical creams. Improvements were made which ensured staff recorded when administering people's prescribed creams.
- Medicines were stored securely. People received their medicines as prescribed and people's medicine administration charts were completed fully.
- Medicine audits were completed regularly to identify and address any errors. Improvements were made to ensure people received their medicines safely.

Preventing and controlling infection

- We observed the home was clean, and daily cleaning tasks were completed to reduce the risk of cross contamination.

● 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.

Learning lessons when things go wrong
● Accident and incident records were maintained and reviewed regularly. The registered manager completed monthly analysis and formed action plans. This ensured potential trends were identified including people involved.
● The records documented explored reasons and actions taken including where professional input was sought, to reduce the risk of it happening again.

Requires Improvement

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 now deteriorated to requires improvement. This meant the service management and leadership was inconsistent. Leaders did not always support the delivery of high-quality care.

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

- The registered manager did not always recognise actions to take to inform appropriate professionals of potential notifiable incidents. We found two incidents where we had not been notified, however, there was no impact on people using the service. When raised, the registered manager confirmed they would review their processes and going forward would notify professionals in line with their legal responsibilities. Following the inspection, the registered manager retrospectively notified us of the incidents raised.
- The registered manager had informed us of other significant events which took place in the home.
- Staff we spoke with were complimentary of the registered manager and described them as approachable and supportive.

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

- We observed staff demonstrated a positive culture which was open and honest, and people received person centred care individualised to their needs.
- The home had a calm atmosphere and staff across all areas formed positive relationships with the people living in the home. This ensured an inclusive service and provided people with positive care experiences.
- Staff we spoke with explained how they all worked together as a team, with one describing the home as, "One big happy family." A relative commented on a recent feedback form how the staff, "Are all our extended family."

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 we spoke with had a shared value of doing the right thing. They were encouraged to be open and honest when things went wrong to make improvements to the home.
- Incidents were investigated and actions were identified. Learning was shared to make improvements to people's care.

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

- Staff spent time engaging with people and their views were respected. People's input was encouraged through their care plans and daily routines. Staff involved people living in the home when they practiced putting on and removing their personal protective equipment (PPE).

● People and their relatives were promoted to express their experiences of the service. A recent survey found a high level of satisfaction from relatives.
● Through the pandemic along with regular telephone calls and video calls, staff set up a social media page for families to receive further updates of their loved ones living in the home.
● Staff attended team meetings to gain updates and provide information to consider decisions made about the running of the home. Actions were identified from the meetings and signed off when achieved.

Continuous learning and improving care
● Processes were in place to monitor and improve the quality and safety of the service. Internal audits and checks were carried out regularly and were effective in identifying and addressing areas to improve.
● During the monthly medicines audit the registered manager had identified areas for improvement. The findings and actions to address were displayed in the medicines room for staff to read and sign.
● All staff were welcomed to share suggestions to improve the service. One staff member told us the registered manager, "Always asks if anyone has any fresh ideas."
● Daily handovers provided staff with updates and sharing of information. The registered manager completed weekly reports of the handovers to the area manager. This ensured oversight and identified any areas to improve.

Working in partnership with others
● Staff worked in partnership with health and social care professionals to ensure good outcomes were achieved for people living in the home. The provider worked with GP's, the local authority safeguarding team and health care professionals.
● The provider worked together and shared information accordingly to meet the needs of the people living in the home.