

Gravers Care Home Ltd

One One Eight

Inspection report

118 Clifton
York
North Yorkshire
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Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Outstanding 

Summary of findings

Overall summary

About the service

One One Eight is a care home which provides therapeutic support for up to six younger adults who have a mental health condition. It is a service for those people with enduring mental health needs who wish to work towards recovery in a supported environment. At the time of the inspection, six people were using the service.

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

There was a strong, visible person-centred culture at the service. Without exception, people and family members spoke very positively about the caring nature of staff. One person told us they felt "privileged" to live at the home. Staff were extremely caring and empathetic in their approach to people. Respecting equality and diversity was embedded in the service. All decision-making centred around people. Staff were exceptional at supporting people to express their views so they got the care and support they needed. Staff excelled at supporting people to maintain and increase their independence.

The service was exceptionally person-centred and responsive to people's individual needs. Staff developed extremely positive relationships with people to ensure their needs were met. People were regularly engaged in person-centred activities and to access the wider local community. Healthcare professionals spoke very positively about the creativity of staff. Staff had taken innovative steps to meet people's information and communication needs. The person-centred approach and regular, daily engagement with people meant any concerns or issues were immediately identified and resolved before becoming a formal complaint.

The provider and management team were highly motivated and passionate about making sure people received person-centred and high-quality care. Staff felt the leadership of the service was exceptional. There was a strong emphasis on continuous improvement. The provider and management team had carried out extensive research into best practice. There were consistently high levels of constructive engagement with people, family members and staff. The service had forged and maintained excellent links with health and social care professionals and other local organisations. The provider had robust governance processes in place to ensure they were able to monitor and assess the quality of their service.

The service worked with people so they could take ownership of their medicines in preparation for a move into independent living. This included discussions about a reduction in the use of anti-psychotic medicines and safe ways to achieve this. Appropriate safeguarding procedures were in place and staff had been trained in how to protect people from abuse. Risks were well documented and managed. The provider carried out appropriate security and identification checks when they employed new staff.

People and family members spoke positively about the staff. Regular assessments and reviews took place to ensure people's needs were being met. People were supported with their healthcare needs and had access to healthcare professionals when required. People were supported to have maximum choice and control of their lives, and staff supported them in the least restrictive way possible. The policies and systems in the

service supported this practice.

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 22 September 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 exceptionally caring.

Details are in our caring findings below.

Outstanding ☆

Is the service responsive?

The service was exceptionally responsive.

Details are in our responsive findings below.

Outstanding ☆

Is the service well-led?

The service was exceptionally well-led.

Details are in our well-led findings below.

Outstanding ☆

One One Eight

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

One inspector carried out the inspection.

Service and service type

One One Eight 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.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be available to support the inspection.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority and professionals who work with the service. We also contacted Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

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.

During the inspection

We spoke with three of the people who used the service and three family members about their experience of the care provided. We spoke with the registered manager, deputy manager, team leader/health and safety lead, creative coordinator and two support staff. We spoke with, and received feedback from, six health and social care professionals who worked with the service.

We reviewed a range of records. This included two people's care records and multiple medication records. We looked at the recruitment records for a new member of staff. 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 registered manager to validate evidence found.

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

- The service was safe, and systems were in place to protect people from abuse. People and family members confirmed this. Comments included, "I feel very safe. There's always staff on during the day and always one on at night. I have a buzzer, if ever there's anything worrying you, they come down and make sure you are alright" and "We feel that [name] is very safe. There is a great level of trust with them."
- The registered manager and staff understood safeguarding procedures. Staff had been trained in how to protect people from abuse.

Staffing and recruitment

- The provider had an effective recruitment procedure in place. They carried out appropriate security and identification checks when they employed new staff.
- There were enough staff on duty to meet the needs of people.

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

- Risks were well documented and managed. Staff understood potential risks and how to mitigate them.
- Processes were in place to record and analyse incidents to reduce the risk of a reoccurrence.
- Staff undertook regular checks of the premises and equipment to ensure people lived in a safe environment. People accessed the home via an electronic keypad.
- The home was very clean. A family member told us, "Cleanliness is good. Everybody [staff and people] do their bit."

Using medicines safely

- Systems were in place for the safe storage, administration and recording of medicines.
- The service worked with people so they could take ownership of their medicines in preparation for a move into independent living. This included discussions about a reduction in the use of anti-psychotic medicines and safe ways to achieve this. Any changes were collaboratively agreed with the person and healthcare professionals. The deputy manager told us, "This is a great place to reduce medication, it's 24 hours and a small service."
- A healthcare professional told us, "One One Eight make sure that their service users have the information they require to make informed decisions around their medication. This includes working with people who may wish to reduce down psychotropic medication. They work with the relevant community mental health team to ensure that any reductions are done in as safe a manner as possible."
- The management team carried out regular medicines audits and staff were appropriately trained in the administration of medicines.

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

- Staff carried out comprehensive assessments of people's needs before they started using the service. Regular assessments and reviews took place to ensure people's needs continued to be met.
- One person told us, "They let me come and stay here a couple of times and told me when I'm ready, I can move in. I've never looked back, it's been lovely."

Staff support: induction, training, skills and experience

- Staff were suitably skilled and experienced and received training that was up to date and relevant to their role. New staff received a comprehensive induction to the service. All staff received regular supervisions and an annual appraisal.
- People and family members spoke positively about the staff. Comments included, "The staff are really good, they motivate you" and "We've been very impressed with the professionalism and approachability [of staff]."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support; Supporting people to eat and drink enough to maintain a balanced diet

- Staff supported people with their healthcare needs and people had access to healthcare professionals when required.
- Healthcare professionals told us, "They [provider] do take people on who they are unsure about and work with them" and "They are quick to respond to a crisis."
- Staff supported people with their dietary and nutritional needs. Care records described people's individual needs and preferences and how staff were to support them.

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

- The premises were appropriately adapted to meet the needs of the people who lived there.

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.

- People were able to make their own decisions. The registered manager and staff were aware of the need for decisions to be made in a person's best interests if they were unable to make those decisions for themselves.

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 outstanding. At this inspection this key question has remained the same. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

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

- There was a strong, visible person-centred culture at the service. Without exception, people and family members spoke very positively about the caring nature of staff. People told us, "It's so lovely and caring being here, I am privileged" and "The people [staff and people who used the service] are lovely, they are so courteous. I couldn't believe my luck when I arrived here." A family member told us, "[Name] enjoys the camaraderie. It's a nice place to be. Nobody feels isolated. When there's someone new, they all go out to lunch as a welcome".
- Staff were extremely caring and empathetic in their approach to people. We observed examples of positive interactions between staff and people, for example, at the weekly goal setting meeting. A staff member facilitated the meeting but it was led by people who used the service. People talked about what they wanted to do that week and were extremely supportive and encouraging of each other.
- Innovative ways were used to support people on their personal recovery journey. Emotional wellbeing charts were used to explore people's emotions and how they were feeling on that day. These were used for self-reflection and as a visual stimulant or aid. They were also used to help people identify where they had made progress, particularly with social interactions, increased confidence and independence.
- Another successful initiative implemented by staff was a 'Wise words' group. The aim was to stimulate engagement and interaction by using texts as a starting point to open up engagement, promote reading and other positive lifestyle choices. Written reflections documented the impact this group had on people. A healthcare professional told us, "In my opinion, they have created an environment in which all are valued and respected and have opportunities to develop, residents and staff alike."
- A complimentary therapist visited the service and people took part in various therapy sessions including Reiki. They also took part in sound healing sessions, described by one of the people as a "massage of sounds". The person spoke very positively about it and had commented in their care records, "I find the sound therapy helpful in offering me the opportunity for some deep relaxation and relieving stress."
- Respecting equality and diversity was embedded in the service. Each person was valued and treated as an individual. A healthcare professional told us, "They [staff] seem to respect these values [equality and diversity] throughout their work with service users. I have seen this personally through their care of service users who are going through a crisis."

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

- All decision-making centred around people. Staff were exceptional at supporting people to express their views so they got the care and support they needed. One person told us, "I am fully involved in making decisions." A family member told us, "They [staff] think about people's needs and preferences. They see

people as individuals." Healthcare professionals told us, "People are supported to express their views and equally to respect the views of others" and "They [staff] listen to [people's] concerns and try and seek up-to-date information to enable the service user to become more involved in the shared-decision making process."

- The patient, person-centred approach staff took to get to know and understand people meant they excelled at ensuring people's anxieties were reduced. Staff spent time with people, discussing their concerns and helping them to overcome their fears. One person said they "felt so happy" that their fears had been overcome and described how their confidence and self-worth had improved.
- The registered manager had introduced 'Good deed Friday', which helped develop awareness among people and improve emotional wellbeing. A staff member told us, "We are trying to create a community, everyone helps each other out."

Respecting and promoting people's privacy, dignity and independence

- Staff excelled at supporting people to maintain and increase their independence. One person told us, "My independence has improved. My confidence was really low, I've been encouraged over time and it's really helped. The staff have really helped me." Another person told us, "We quite often go out as a big family. They encourage you to go out and try things." A family member told us, "It's a nice family setting. There's a nice balance between being caring and guiding and giving freedom to take risks."
- People described how staff motivated them to achieve things they didn't think they could. One person called a member of staff, "Mr Motivator."
- Care records described how staff were supporting people to maintain and increase their independence. One person had commented in their care records that participating in communal cooking sessions not only increased their cooking skills and knowledge about food, but they also enjoyed the social aspects. A healthcare professional told us, "The environment is designed to be homely rather than clinical. There has been a focus on supporting autonomy and promoting independence with all the people I have worked with."
- Respect for privacy and dignity was at the heart of the service. People told us that staff always knocked on their bedroom door and waited for a response before entering their room. People all had their own bedroom door keys and told us their privacy was respected by staff.

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 now improved to outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- The service was exceptionally person-centred and responsive to people's individual needs. One person told us, "The [staff] have helped me to be more happy and live in the now, rather than look at the past. I'm now more sociable."
- Healthcare professionals told us, "The focus of One One Eight is explicitly person-centred and recovery focussed. They employ staff who already have these values, including some very good staff. Staff seem to demonstrate a responsive attitude when dealing with service users in crisis" and "I have found [registered manager] and the team at One One Eight to be extremely person-centred in their approach when working alongside service users."
- The service had implemented a 'spheres of life' model to catch every aspect of people's lives. The spheres, such as spirituality, balance and harmony, emotional and psychological, environment and community, overlapped and were colour coordinated. Weekly calendars and activity plans were designed for and with each person, ensuring at least one aspect from each sphere was included.
- Staff developed extremely positive relationships with people to ensure their needs were met. A staff member described one person's diagnosis and how staff had different strategies depending on the person's mood that day. The person's family member told us, "We feel like we've found somewhere that is responsive and is providing the level of care [name] has needed for a long time."
- The management team, staff and people worked together to develop positive relationships. They used the 'walking in other's shoes' model to help understand people's individual needs and anxieties.

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 regularly engaged in person-centred activities and to access the wider local community. Some people had voluntary jobs and others were supported to take part in education. One person helped out on a food stall for the homeless. Another volunteered with the RSPCA.
- One person was supported to attend a story telling course. At the end of the course, they did a performance in front of over 60 people. This was identified as a significant achievement for the person. The person's family member told us of the positive impact this had on the person.
- The service employed a creative coordinator who worked with each person individually to identify what their interests were. For example, one person used to enjoy art so they started working with them on creative cartooning sessions. The person enjoyed it so much, they started doing art in their own time and joined an art class at a local university.
- Two people expressed an interest in music. The creative coordinator carried out some music sessions with

them and wrote some songs using creative writing skills they had learned. The songs were put on a CD and they did performances at an open-mic night and at the local university's music hall, which they both enjoyed. The creative coordinator also developed and ran group projects based on recovery, sports and health. They supported people to create journals, photo books and films, and use art to express their views.

- Healthcare professionals spoke very positively about the creativity of staff. For example, "They [staff] are very person-centred. [Creative coordinator] is brilliant, he always has out of the box ideas. He always thinks about what they can do creatively" and "They [staff] really go out of their way. They got [name] a three wheeled cycle and helped them get a paper round. They went out of their way to help them with physical activity and to improve their emotional wellbeing."
- A staff member told us, "I've never come across a place that offers so many different activities, therapies etc. You can see the benefits that the residents get from it."

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 taken innovative steps to meet people's information and communication needs. They supported people to use pathways pictures and signposting to map out events in their lives, what happened, why and what they could have done differently. These were also used to identify where people saw themselves in five years' time.
- Care records clearly described how people's communication skills had improved. One person's care record stated, "I do believe that my communication has improved since I moved into One One Eight. I think what has helped is the trusting and safe relationships I have [with staff and people]. I feel more relaxed around them and feel that I can be myself."

Improving care quality in response to complaints or concerns

- The person-centred approach and regular, daily engagement with people meant any concerns or issues were immediately identified and resolved before becoming a formal complaint.
- The registered manager told us, "We have regular engagement with people via the morning meeting. Just a quick check-in, any concerns, plans for the day, anything anyone wants to raise." The deputy manager told us, "It's a shared house, we recognise that. We encourage everyone to talk together and things get ironed out before they become issues."

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 improved to outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

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

- The provider and management team were highly motivated and passionate about making sure people received person-centred and high-quality care. One person told us, "[Registered manager and deputy manager] are really good to talk to. If you have any concerns, they are always there. If not, they are only a phone call away." Family members told us, "[Registered manager and deputy manager] come across as professionals without losing that caring side" and "I can't actually speak highly enough about what they [management and staff] do here."
- Staff were highly motivated and felt the leadership of the service was exceptional. Comments included, "The immediate management are really nice to work for. They are very fair, very understanding" and "I really enjoy working for the company. I like what the company is about, their vision."
- Healthcare professionals told us the service was extremely well-led. Comments included, "Staff are well supported by senior leadership. They look after their staff" and "One One Eight is a well led, highly motivated team that work collaboratively with their service users."

Continuous learning and improving care

- There was a strong emphasis on continuous improvement. The registered manager had led on the reduction of the use of anti-psychotic drugs by people who used the service. Tools were used to gauge people's views and to monitor improvements or any side-effects.
- The provider and management team had carried out extensive research. For example, to identify best practice and specific tools to understand more about, and support people with, the process of recovery. These included questionnaires for people to record how they felt about themselves and self-esteem scales to measure overall feelings of self-worth and self-acceptance.
- The registered manager kept up to date with the latest guidance and reports from CQC. For example, when CQC's 'Smiling matters' report into oral health care was published, they arranged for a dentist to visit the service to give a teaching session and demonstration to people. The registered manager also reviewed National Institute for Health and Care Excellence (NICE) guidelines for improving oral health.
- Healthcare professionals told us, "They are an innovative service. Staff have an interest in innovative approaches" and "I think the service is led to an excellent standard. They offer innovative and creative practice."

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

- There were consistently high levels of constructive engagement with people, family members and staff. Family members told us, "They try to promote the idea of a community, a family, and they do. I feel that it is extremely well-led" and "I can't actually speak highly enough about what they do here. They are on the ball with everything."
- Staff were empowered to be involved in making decisions about the running of the service. A staff member told us, "We have a four weekly team meeting where we can discuss anything. It is open and if you have ideas or suggestions, you can submit in advance. We are encouraged to let them know if there are any courses we would like to attend and we are supported to attend those."
- Group meetings took place every morning for people to discuss the day ahead. A weekly goal setting meeting took place every Monday afternoon. People told us how much they enjoyed these meetings and appreciated the opportunity to express their views.

Working in partnership with others

- The service had forged and maintained excellent links with health and social care professionals and other local organisations.
- The management team and staff had identified and used many local services that people could access. These included, complimentary therapists, equine therapy, spa treatments and groups at a local university for people with mental health needs.
- The service ran a 'hearing voices' group, where people could talk about and share their experiences. This was advertised and open to people who weren't part of the service to attend.
- The service offered placements to college students.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 had robust governance processes in place to ensure they were able to monitor and assess the quality of their service.
- Senior management were well known and respected by staff. The registered manager told us, "There's a strong family ethos. I personally believe it's an outstanding place to work." The deputy manager told us, "Regarding our senior management, they are extremely supportive."
- The registered manager acted in an open and transparent way. They submitted notifications in a timely manner for significant events that had occurred.