

City of York Council

Haxby Hall

Inspection report

York Road
Haxby
York
North Yorkshire
YO32 3DX

Tel: 01904552610
Website: www.york.gov.uk

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Ratings

Overall rating for this service	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

We undertook an unannounced focused inspection of Haxby Hall on 21 September 2018. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 3 August 2018 had been made. The team inspected the service against one of the five questions we ask about services: is the service well led. This is because the service had not been meeting some legal requirements. At this inspection we found the service had improved.

No risks, concerns or significant improvement were identified in the remaining key questions through our ongoing monitoring or during our inspection activity so we did not inspect them. The ratings from the previous comprehensive inspection for these Key Questions were included in calculating the overall rating in this inspection.

Haxby Hall 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 provides accommodation for up to 49 older people who have personal care needs, some of which may be assessed as high dependency needs. There is a six-bedded safe unit for people with dementia care needs, which includes two respite beds for individuals requiring a short stay there.

There was a registered manager employed at this service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

There was an effective quality monitoring system in place which included audits of each area of the service. Feedback was collected from people.

Information was shared with people through regular meetings and people were encouraged to share their point of view.

There were links with the local community through schools and by inviting people into the service.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well led.

There was a registered manager employed who was aware of their regulatory responsibilities.

There was an effective quality monitoring system in place at the service and feedback had been gathered.

People told us that they knew what was happening at the service and any information was shared with them.

Haxby Hall

Detailed findings

Background to this 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.

This focused inspection took place on 21 September 2018 and was unannounced.

The inspection was carried out by two adult social care inspectors and an expert by experience. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service. The expert by experience had knowledge of adult social care services.

Prior to the inspection we looked at all the information we held about the service including statutory notifications. Statutory notifications are documents that the registered provider submits to the Care Quality Commission (CQC) to inform us of important events that happen in the service. We asked the registered provider to submit a provider information return (PIR) prior to the inspection and this was returned within the given timescale. The PIR is a form that asks the registered provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed the action plan the provider had sent us following the last inspection in 2017. This information assisted us in planning the inspection.

During the inspection we spoke with the registered manager, the head of service (operations), two care workers and a member of the kitchen staff. We spoke with four relatives and eight people who used the service. Where people who used the service could not communicate with us we used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We observed the lunchtime period and observed interactions in the communal areas. We looked around the service including communal areas and people's bedrooms with their permission. We reviewed documents relating to the quality of the service and how that is monitored such as audits, feedback, maintenance and servicing documents. We checked five care plans for specific details.

Is the service well-led?

Our findings

Haxby Hall is run by York City Council. The service had a registered manager in place as required under the conditions of the provider's registration with CQC. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. The registered manager was aware of their regulatory responsibilities.

The service had been in breach of Regulation at the last inspection in 2017 because there was not an effective quality monitoring system in place and records were not up to date. At this inspection we found improvements.

We checked care plans for specific information because it was not completed at our last inspection. At this inspection we found that it was in place. We reviewed the quality monitoring system and found systems had been improved and were now in place to assess and monitor the quality of the service. These included managing complaints, safeguarding concerns and incidents and accidents. The documentation showed that management took steps to learn from such events and put measures in place which meant they were less likely to happen again.

Audits had been completed for areas such as care plans, medicines, food safety and infection control. These identified any actions required, when they had been completed and any lessons learned. Each member of staff had been given an area of responsibility in the service providing an additional layer of checks. Checks of equipment and mains services had been completed in line with health and safety requirements and were up to date.

Staff told us that they felt valued by the registered manager and one care worker said, "The manager is very supportive and very approachable. I am confident that if I had any concerns she would address the appropriately." Relatives comments included, "[Name] is the manager; no problem talking to her, problems quickly sorted"; "No trouble talking to [Name of registered manager] at all, she telephones us with any news about our relative" and "[Name] is the Manager, we've had no complaints to date."

The service was part of the local community and some people at the service used local amenities regularly. A local school visited the service frequently with the musical connections group. The service invited the local community into Haxby Hall for cream teas on Yorkshire day.

When asked about the values of staff at the service one care worker said, "Everybody here is committed to giving person centred care and ensuring everyone is happy." Relatives told us, "Staff are excellent with the people who live there. We were pleasantly surprised by the high level of care at Haxby Hall. They really look after people."

There was a culture that encouraged people to have a point of view. One care worker told us, "I have made

suggestions and put forward ideas for the service and they are listened to." People told us they attended meetings saying, "There's a resident's meeting scheduled for next week." Family members told us they attended meetings at the service and felt they were well informed. There were also regular staff meetings.

Feedback had been sought from people and we saw recent correspondence from people that had been sent to the staff. One person had written, "I noticed an attitude of 'can do' in all the staff I encountered" and "Kindness, compassion and a professional approach made such a difference to our experiences at Haxby Hall." A second person had written to the local newspaper and their letter was printed. The person had said, "City of York should be very proud of the service that is provided at Haxby Hall. I cannot praise the staff highly enough."