

Sunny Okukpolor Humphreys

# Denecroft Residential Care Home

## Inspection report

200 Newburn Road  
Throckley  
Newcastle Upon Tyne  
Tyne and Wear  
NE15 9AH

Tel: 01912676422

Date of inspection visit:  
29 June 2018

Date of publication:  
15 August 2018

## 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

Denecroft Residential Care Home is a residential care home for 15 people living with a dementia.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the rating of good and there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

A registered manager was in post. 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.

People we spoke to told us they were happy living at Denecroft Residential Care Home. They were all complimentary about the care they received, specifically the support they received from staff. Staff we spoke to were passionate about delivering high quality care and were supported and trained appropriately within their role.

People had choice in the food they received. The cook was passionate about the menu and explained they had the freedom to modify the menu to suit people's needs and preferences.

There was no dedicated activities coordinator at the service, however staff described to us how they made activities part of everyday life. People also told us about events that had been arranged within the service, such as a yearly fete, and external visitors such as pet therapy, exercise groups and entertainer and singers.

People are supported to have maximum choice and control of their lives and staff support them in the least restrictive way possible; the policies and systems in the service support this practice. Staff we spoke to were knowledgeable about the mental capacity act and described how they would always encourage people to make choices.

The registered manager had a thorough quality audit process which included regular audits, surveys and spot checks. We noted the system was designed to not only identify errors but also areas for improvement.

Further information is in the detailed findings below.

## 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 remains Good

### Is the service effective?

Good ●

The service remains Good

### Is the service caring?

Good ●

The service remains Good

### Is the service responsive?

Good ●

The service remains Good

### Is the service well-led?

Good ●

The service remains Good

# Denecroft Residential Care Home

## **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 inspection took place on 29 June 2018 and was unannounced. The inspection team consisted of one adult social care inspection manager.

Prior to the inspection we reviewed the statutory notifications held against the service. A notification is information about important events which the provider is required to tell us about by law. Whilst planning for the inspection we contacted key stakeholders such as the Local Authority and safeguarding teams to seek their views.

During the inspection we reviewed meeting minutes, incident and accident monitoring records, policies and procedures, timesheets and compliments and complaints. We looked at three care records, these included care plans, risk assessments and daily notes.

We spoke with three people who used the service, three relatives, the registered manager, the registered provider, the deputy manager and three care staff.

We looked around the building and spent time in the communal areas. 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.

# Is the service safe?

## Our findings

At the last comprehensive inspection, we found the service was safe and awarded a rating of Good. At this inspection, we found the service continued to be safe.

People told us they felt safe living at the home. One person said, "I know I'm looked after, they are all so lovely." One staff member said, "I'd do anything to make sure people were safe, they all are so happy here and if they weren't I'd speak up."

Staff we spoke to were all confident in safeguarding and reporting any concerns. The registered manager recorded any safeguarding incidents and looked for any areas of improvement. They also kept a log of any accident and incidents and reviewed them on a monthly basis for trends, whether that be the person who had been involved or the time. We noted that there were minimal incidents so there had not been any changes required but the process that was in place would pick these up.

At the last inspection we reviewed recruitment and noted there was an effective system in place to ensure people were appropriately recruited, including all appropriate safety checks. We found the same at this inspection and that everyone who had started work had been appropriately vetted prior to commencing. Everyone we spoke too, people, relatives and staff, told us there was sufficient staff. We reviewed the rotas and confirmed staffing levels were consistent.

Medicines were managed safely. A dedicated staff member each shift was responsible for medicines administration and they were protected from other duties in order to do this safely and not be interrupted. At the time of the inspection there was only one person receiving a controlled drug and we noted the records were up to date and appropriate double signing on administration and checks were regularly completed. Controlled drugs are prescription medicines that are controlled under the Misuse of Drugs legislation and therefore have extra safety provisions.

We noted the storage for medicines was still safe and medicines that were required to be stored in a fridge were done so safely, with the temperature being monitored daily.

Staff described to us the training they had received to ensure they could support people on a safe evacuation should there be an emergency. One staff member told us how at the last team meeting the staff had used the 'evacumat' to know what it would feel like for people, and also as a refresher on the appropriate techniques for safe evacuation.

Where people had known risks we saw there were appropriate risk assessments in place and these were supported with care plans which were comprehensive and provided sufficient information for people to be cared for safely.

## Is the service effective?

### Our findings

At the last comprehensive inspection, we found the service was effective and awarded a rating of Good. At this inspection, we found the service continued to be effective.

People told us they were confident staff had the training and skills required for the role. One person said, "Oh they all know what they are doing, no doubt." One person we spoke too said, "I can't fault them, they always know what's for the best." Staff we spoke to told us they received regular training. They told us how they felt equipped at understanding the people who lived at the home, this included planning their care and supporting them appropriately. One staff member said, "We get all the training, it really helps us to do the job properly."

The registered manager described how the mandatory training was a mixture of face to face and eLearning and covered a variety of topics from medicines administration, moving and handling to basic life support and Human Rights. One staff member told us how they had recently completed a Vanguard Nutrition and Hydration programme with Newcastle hospitals. All the staff we spoke to were pleased with the training they received and all said they felt equipped to do their job.

All of the staff team received regular supervision and appraisals. The registered manager had supervisions with all of the staff team and told us how this helped them to ensure they were on top of things and ensuring everyone was supported and happy.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

All the staff we spoke to were knowledgeable about the MCA and DoLS. One staff member said, "[Person] is the only person who has capacity, but we would still encourage people to make choices each day."

We observed the lunch time meal and everyone appeared happy and relaxed. People were complimentary about the food and we noted there were a lot of empty plates. Where people couldn't communicate we noted there were a lot of smiles and hand gestures when staff asked how they were getting on, or whether they had enjoyed it.

The cook was passionate about the food they served. They described how the provider and registered manager had given them the freedom to amend the menu to suit people's needs and they spent time with each person and knew their individual preferences to ensure they were catered for.

We saw the home continued to be supportive of people living with a dementia. There were clear signage throughout the home to indicate areas such as the toilet to support people in finding their way.

## Is the service caring?

### Our findings

At the last comprehensive inspection, we found the service was caring and awarded a rating of Good. At this inspection, we found the service continued to be caring.

People and relatives were all positive about the home. One person said, "I love it here." One relative said, "My favourite thing is how lovely the staff are with people, they are so gentle and the way they look after them you can tell they care."

During our time at the home we could see the close relationships people had with the staff. It had been someone's birthday the weekend before we visited. We noted their birthday cards were proudly on display in the lounge area. One staff member told us all about the birthday celebrations they'd had. They said, "I love seeing their cards up. You would do that at home, and this is their home. Plus it's lovely to make a fuss and celebrate these things."

Staff told us how everyone became an extended family unit. They explained how they cared for the people who lived at the home, but that their family members became a part of the home too. They shared how when one person had passed away their family wanted them to be remembered in the home. They had a tree planted near the pond and their family had chosen to place their ashes in the soil when the tree was planted. We saw how people spoke fondly of people who used to live in the home. Photos were proudly displayed in the corridors of the home, either to bring back fond memories of those passed, but also to remember good and fun times for those living in the home.

People told us they were involved in planning their care. One relative said, "We always get the chance to be involved, even if it's just to support [person]. They talk us through things." We saw this was recorded clearly in care plans.

## Is the service responsive?

### Our findings

At the last comprehensive inspection, we found the service was responsive and awarded a rating of Good. At this inspection, we found the service continued to be responsive.

People and relatives told us about the atmosphere within the home and the support they received. One person said, "They look after me so well." One relative said, "We find the staff great, they are so lovely. There is no faults at all."

Throughout our visit we could see how well staff knew people living within the home, and how relaxed people were. The home did not have a dedicated activities coordinator but every staff member we spoke to told us this didn't impact on the experience people received. One staff member said, 'We are doing a fete to raise money for a day out and some events over the year. We go out in the garden and enjoy the sunshine.' We saw the home had purchased bonnets to ensure everyone was protected from the sun during the period of hot weather the local area was receiving. Another staff member said, "There is no pressures on staff time, we always manage a couple of hours (doing activities) each day at least, but it's all depending upon what people want, they dictate it."

People described and we saw photos that over the year the home had external entertainers in to sing, a pet therapy company which brought animals into the home as well as different exercises to music.

The provider had a detailed complaints procedure which was on display in the corridor of the home. They had not received any complaints, however they had received a number of compliments. One relative had wrote to the registered manager saying, 'From management to staff I must say a 5 star. They are a great team who work brilliantly. They make the person they care for (sometimes with great difficulty) and their family feel it's a home from home.' They continued to write, 'I would not put something so precious as my mother in anyone else's hands so easily but I feel she is completely safe. I leave your home knowing this.'

At the time of the inspection no one was receiving end of life care but staff described how they had supported people previously when they had wanted to remain at Denecroft Residential Care Home.



## Is the service well-led?

### Our findings

At the last comprehensive inspection, we found the service was well-led and awarded a rating of Good. At this inspection, we found the service continued to be well-led.

People, relatives and staff told us how the home was very welcoming and the registered manager helped to make it a nice atmosphere for people to live in. One person said, "All the staff, and the manager are great." One staff member said, "The manager has decorated the home lovely and everything looks nice. The refurbishment has really helped, the home just gets better and better all the time, I'd really recommend it."

Since the last inspection in March 2016 there had been a new registered manager, they registered in August 2017. 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 staff we spoke to all told us they felt supported by both the registered manager and the provider. They were proud of having a close knit staff team and all described how everyone worked so closely together. One staff member said, "I love my job, I'd come to work everyday, it's a lovely atmosphere for everyone."

There were effective relationships with the community. The provider sponsored a local under 11 football team, a photo of the football team was displayed in the home and staff told us how the footballers visited the home.

People, relatives and staff were consulted yearly by the use of surveys. We noted all of the surveys had positive results. One relative documented on their survey. 'The staff are lovely with my relative, the other residents and the visitors to Denecroft. They genuinely care and it is lovely to see them laughing, joking and especially giving hugs.'

Quality assurance processes were detailed and identified areas for improvement. We saw that where areas for improvement were identified clear action plans were established with effective timelines and ensuring it was clear who was responsible for the improvement. The registered manager had a variety of audits that were complete, some by delegated staff members. The frequency of audits varied but over a three month period all areas of the service were audited, including medicines, care plans and training records.

The provider had an office in the home and we could see how comfortable staff and people were around them. When we were visiting one person was asking to see the provider to chat to them, and we saw when they called into the dining room at lunch time people appeared relaxed and comfortable with lots of hellos as though this was familiar.