

Kisimul Group Limited

Tigh Cranntail

Inspection report

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Ratings

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

Summary of findings

Overall summary

About the service

Tigh Cranntail is a residential care home which can accommodate up to nine people living with learning disabilities or autistic spectrum disorder. At the time of our inspection there were nine people living at the service.

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

People were protected against abuse and avoidable harm. People had detailed and person-centred risk assessments and support plans. Environmental risks were assessed and managed safely. People received their medicines in a safe way and in line with best practice. People were supported by sufficient number of experienced staff. People lived in a service which promoted good infection prevention processes. Incidents and accidents were reported to the management and lessons from them were learnt.

The registered manager had oversight and scrutiny of the service. Staff, external professionals and relatives were satisfied and complimentary about the leadership within the service. People and staff told us the registered manager was approachable and had an 'open door' to hear their concerns. The registered manager had worked closely with Local Authority to ensure required actions and assurances were given, and improvements to the service were made.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive ways possible; the policies and systems in the service supported this practice.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. People received right support and model of care and setting maximised people's choice, control and independence. Care was person-centred and promoted people's dignity, privacy and human rights. Ethos, values, attitudes and behaviours of leaders and care staff ensured people using services lead confident, inclusive and empowered lives

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection (and update)

The last rating for this service was good (published 9 July 2019).

Why we inspected

The inspection was prompted in part due to concerns received about another service ran by the provider and the concerns raised by the Local Authority, which included poor governance and oversight and inappropriate use of restraint. A decision was made for us to inspect and examine those risks. 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 the same. This is based on the findings at this inspection.

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?

Good ●

The service was well-led.

Details are in our well-Led findings below

Tigh Cranntail

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 one inspector.

Service and service type

Tigh Cranntail 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

This inspection was unannounced.

What we did before 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. 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. We used all of this information to plan our inspection.

During the inspection

We spoke with six members of staff including the registered manager, deputy manager, senior care workers and an agency care worker. We reviewed a range of records. This included two people's care records and multiple medication records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed. We observed staff interactions with people throughout the day.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We requested feedback via email from seven relatives and we received five responses. We also received feedback from two professionals involved with Tigh Cranntail.

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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were supported by staff who understood how to recognise the signs of abuse, and who knew how to promote people's safety.
- All staff had received safeguarding adults training and their knowledge was regularly checked and assessed by the management team. All staff we spoke with were clear about reporting safeguarding concerns procedures and told us they would not hesitate to report it to the management. One staff said, "If I felt something was not right, I would report it straight away".
- When safeguarding concerns were identified, the registered manager had taken appropriate actions to keep people safe. This included reporting concerns to the local safeguarding team, the police, CQC and conducting investigations.
- Relatives told us they felt their family members were safe at service. One relative said, "Yes, [person] is absolutely safe, staff are very kind and supportive".

Assessing risk, safety monitoring and management

- Systems were in place to identify and reduce the risks to people who used the service.
- Staff knew how to keep people safe while promoting and encouraging their independence. People had detailed and person-centred support plans and risk assessments which were monitored and kept under review by the management team. Risk assessments provided staff with a clear description of any risks and guidance on the support people needed.
- Some people who lived at the service presented with behaviours that challenged. People had detailed support plans and risk assessments in place to guide staff on how to support them with these behaviours. Some people's records instructed staff to use preventative interventions to distract people and reduce their anxieties and distress. However, if those interventions were not successful staff were instructed to use physical intervention approach as a last resort to prevent people from hurting others or themselves. Following each intervention detailed records were completed and reviewed by the management team.
- Staff told us, and records showed they had been trained in managing behaviours that challenge. Staff told us, "We try our best to recognise when someone is getting agitated as soon as possible, however, sometimes we need to use physical intervention to prevent people from harming themselves or others. This is always used as a last resort and for a short period of time".
- People were safe from environmental risks. Regular checks were carried out on the environment, utilities and firefighting equipment to make sure it was safe and fit for purpose.

Staffing and recruitment

- People were supported by staff who knew them well.

- The service had experienced some staffing issues but had managed this by having regular and consistent agency staff. These staff received a service specific induction and shadowed regular staff to enable them to give effective support to people.
- Recruitment processes were safe and robust. Potential new candidates were invited to spend a short time at the service, under supervision from a senior staff member, to give them a 'flavour' of what the job role entailed. This enabled management to assess whether potential candidates were suitable to work at Tigh Cranntail.
- Appropriate pre-employment checks were carried out to protect people from the employment of unsuitable staff. New staff received in-depth induction, training and were given enough time to get to know people.

Using medicines safely

- People were supported to receive the medicine they needed.
- Staff administering medicines were trained and their competencies were observed on five different occasions until they were signed off as competent to administer medicines.
- The service was committed to stopping over medication of people with a learning disability, autism or both with psychotropic medicines campaign (STOMP). The registered manager had worked closely with medical professionals to ensure all psychotropic medicine were under continuous review. These medicines are right for some people because they help people stay safe and well. We saw examples where psychotropic medicine were reduced and stopped for some people. This meant people no longer had to take this type of medicine and it reduced the risk of any untoward side effects such as feeling tired.
- Systems were in place for 'as required' (PRN) medicines for pain, anxiety and behaviour that may challenge. The details of when and how these could be used were held with the medicine records. Following administration of PRN medicine staff closely observed the person and recorded the effectiveness of the medicine. The management team then reviewed this to look for any trends or underlying health issues and to ensure PRN medicines were used in line with care plans and as a last resort.

Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections. Each visitor was asked to complete Lateral Flow Test (LFT) or provide evidence of a negative result. Relatives were screened for signs of COVID-19.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely. Staff were observed wearing appropriate personal protective equipment (PPE). There was ample supply of PPE in stock and staff had been trained in infection and control and donning and doffing.
- We were assured that the provider was admitting people safely to the service.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Learning lessons when things go wrong

- Incidents including the use of PRN medicines and physical restraint were regularly reviewed and analysed by the management team. Any patterns or trends were identified, and action taken to reduce the chance of

the same things from reoccurring.

- The registered manager told us they had learnt lessons from incidents and events that took place at another service ran by the provider, and they discussed these issues with staff to ensure similar incidents were not happening at Tigh Cranntail.

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

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people, Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager and staff demonstrated they had a clear vision and strategy to deliver high quality of care.
- The management team and staff promoted a positive culture, that was person centred, open and inclusive which achieved good outcomes for people. Most staff employed at Tigh Crantail had been working at the service for number of years. Staff we spoke with overwhelmingly said they enjoyed working at the service. Comments included, "I am happy and proud to work here", and another staff said, "The best thing about this place is the care, the passion and thought about making people's life better".
- Staff told us they felt supported by the registered manager who promoted an 'open door' policy and was always available to offer any help or support. An agency staff told us, "I feel like can always go to [registered manager] if I need anything" and another staff said, "That door [office] is always open, doesn't matter whether it is day or night, we can always call the registered manager and they will always listen to us".
- Relatives were involved and included in support planning for their family members. One relative told us, "When face to face meetings were possible then we have been involved in the Health and Social Services review meetings. When [name] first moved to Tigh Cranntail we had a lot of input into their likes, dislikes, needs etc which formed their care plan".
- During the pandemic alternative ways for people to maintain contact with their family and friends had been introduced. This included via video and telephone calls to the relatives.
- Staff were involved in shaping the service on a regular basis. Staff received regular supervisions and meetings where they could discuss any concerns or issues.
- We saw staff interacted and engaged with people in a positive and friendly way throughout the day.

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 registered manager had a clear understanding of their responsibilities in responding to people who use the service under the duty of candour following incidents and when things have gone wrong.
- Relatives told us they were always informed about any incidents affecting their family member. One relative said, "[The registered manager] or another staff member send me regular updates, and if something else happens they always call to let me know".

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

regulatory requirements

- The registered manager was knowledgeable, skilled and experienced. They were able to explain how they had made changes and improvements to the service since our last inspection.
- Staff, family members and visiting professionals were complimentary and positive about the care and support people received at Tigh Cranntail. One professional told us, "I have never had any concerns and am delighted with the support that [person] receives".
- The registered manager and senior staff undertook quality assurance checks. These included spot checks on staff interaction with the people they supported, so the registered manager could be sure people received good care as well as environmental checks such fire safety related checks or medicine audits.
- The Care Quality Commission was informed of incidents and events which occurred at the service in line with regulatory requirements

Continuous learning and improving care

- As a result of the concerns raised in another location ran by the provider, an improvement action plan had been put in place for all local services including Tigh Cranntail. The provider's internal compliance team had visited the service to complete quality audits. Any shortfalls identified as a result of those audits were actioned by the management team.
- Staff had received regular one-to-one supervisions, which gave them the opportunity to raise any issues or discuss concerns. We found that some supervision records had sufficient details, where other supervision records lacked details and contained very little information. We discussed this with the registered manager who told us they will offer additional support and training for senior staff who were in a supervisory position.
- Staff were encouraged to develop specialist roles so they could be 'Champions' in different areas of care and pass their skills and knowledge to the rest of the staff team. This included safeguarding and infection prevention and control champions.
- Staff told us they received daily debriefs where any issues or concerns were discussed between staff and senior staff members. Staff said this allowed them to reflect on the day and they discussed what could be done differently or better next time.

Working in partnership with others

- As a result of the overarching concerns raised in another service ran by the provider, Tigh Cranntail had been asked to send weekly reports to the Local Authority. We saw evidence of this taking place.
- The service worked in close partnership with Intensive Community Assessment and Treatment Team (ICATT) and consultant psychiatrist to seek guidance and recommendations about supporting people with complex needs who displayed behaviours that challenged.