

Mrs Lynn Georgina Hart

Aucklands Care

Inspection report

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Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service well-led?

Good 

Summary of findings

Overall summary

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

About the service

Aucklands Care is a residential care home providing personal care to 8 people at the time of the inspection. The service can support up to 10 people, the first floor is accessible by a stair lift.

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

Right Support:

The service gave people care and support in a safe environment. The service supported people to have choice, control and independence. People were able to pursue their chosen interests without being at risk of harm. For example, staffing levels were adjusted to enable people the opportunity to leave the building and visit local amenities when they wished. Staff communicated with people in ways that met their needs. Staff supported people with their medicines to achieve the best possible health outcome.

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

Right Care:

People could communicate with staff and understand information given to them because staff supported them consistently and, understood their individual communication needs. Staff understood how to protect people from poor care and abuse. The service worked with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it. People's care, treatment and support plans reflected their range of needs, and this promoted positive wellbeing and enjoyment of life.

Right Culture:

People and their relatives described the staff as, "Extremely caring" and told us, "The registered manager here watches over things to keep me safe".

People and those important to them, were involved in planning their care. The provider evaluated the quality of support provided to people, involving the person, their families and other professionals as appropriate. The management of the home valued and acted upon people's views.

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 outstanding (published 12 March 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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 COVID-19 and other infection outbreaks effectively.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service remains outstanding. This is based on the findings at this inspection.

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

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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.

Aucklands Care

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 Health and Social Care Act 2008.

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 1 inspector.

Service and service type

Aucklands Care is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us.

Aucklands Care is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we held about the service and contacted the local authority. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke to 3 people and received feedback from 5 relatives about their experience of the care provided. We sought feedback from 15 members of staff, this included the registered manager and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We received written feedback from 4 health and social care professionals.

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 reviewed a range of records. This included 2 people's care and support records and 3 people's medicine administration records. We looked at 3 staff files in relation to recruitment and training.

We also reviewed a variety of records relating to the management of the service, including policies and procedures, audits, accident and incident records, safeguarding records and reports.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People and their loved ones told us they felt safe supported by Aucklands Care staff.
- Staff had received appropriate training and knew how to recognise the signs and symptoms of abuse and who they would report concerns to both internally and externally.
- Staff were confident any concerns raised would be actioned by the registered manager and nominated individual. Comments from staff included: "I can trust that if something gets mentioned to the registered manager or nominated individual that they will sort it.", "Any issues you raise will be dealt with in a timely manner," and, "The registered manager can't be faulted. I find her to be fair and understanding. Sensitive too, a good people reader."
- A health and social care professional informed us people were safe from abuse, "I have found that staff do not 'sit' on issues and escalate concerns accordingly."

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

- Risks to people were assessed and mitigated. Areas of risk considered included; bed rails, supporting people with moving and handling, alcohol withdrawal, skin integrity and safe swallowing.
- Risks associated with the property and environment were managed. Corridors were free from clutter and the communal areas were tidy and free of hazards.
- The registered manager told us about risk matching considerations as part of the pre-admission assessment. They said, "When we have supported residents with complex behaviours and a known history of unwise decisions or substance dependency, we have drafted an agreement to help keep them and others living here safe. We consider their rights and responsibilities, and focus on respecting our neighbours, staff and residents."
- Systems and processes were in place to ensure fire safety within the home. People had personal emergency evacuation plans in place.
- Learning was shared through team meetings, staff supervisions and electronic communications to all staff. Records of recent incidents demonstrated how staff had discussed and learned from events and what changes were made to prevent a recurrence. For example, staff recently completed 'live action scenario' fire training led by the nominated individual. It was identified through this experience additional sets of keys and information was required for a safe evacuation which had been implemented immediately.

Staffing and recruitment

- People were supported by staff that were recruited safely. The provider's recruitment process required staff to follow an application process which included assessment of their history, character and qualifications to ensure they were suitable to work with people.

- All staff files reviewed contained a record of a valid DBS check. Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There were enough staff on duty to meet people's needs. Comments from people and relatives included, "Everything is taken note of, I don't have to worry at all." and, "Aucklands Care have higher staff levels to treat relative as the person they are. They celebrate my [relative's] culture, history and skills. [Relative's name] gets a good quality of life that will be maximized."

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.

Using medicines safely

- Medicines were managed safely and administered by trained staff. Staff followed safe procedures when giving people their medicines.
- People had medicines guidance in place for as and when required medication.
- Medicines were stored safely. Detailed and accurate records of controlled drugs, (medicines which are 'dangerous or otherwise harmful' and have the potential for abuse or misuse) were maintained.
- Medicines records were complete and matched stock balances.
- The provider told us people's medicines were reviewed in line NHS guidance to stop the over medication of people who display behaviours of distress and for people who may be at risk of harm due to the side effects of these medicines. The registered manager stated, "One resident was experiencing a high number of falls which was identified through falls analysis. We worked with health and social care professionals to reduce sedative medication which reduced the number of falls the person had."

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- At the time of inspection there were no restrictions for relatives or loved ones to visit people. The home

operated in line with current government guidance.

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 our last inspection we rated this key question good. The rating for this key question has remained good. 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

- There was a friendly, open, positive, and supportive culture at Aucklands Care home. Staff interacted with people in a kind and considerate manner, treating them with dignity and respect. One person told us, "It is wonderful here, a very small home...like a family." A relative stated, "They really encourage families to engage. They actively promote positive things and give you a member of staff to go out with you and your relative rather than just trying to meet the physical needs at this home."
- Without exception, staff told us they were proud to work at Aucklands Care home. Staff told us the registered manager was always present, and each member of the team felt valued. Comments included: "I believe that Aucklands Care makes every possible effort to ensure that people are able to live their best possible lives. Giving choices, understanding their needs, listening, taking time to listen with interest", "Staff do everything they can to ensure people feel happy, content, loved, appreciated, supported, listened and do our best to provide the best care. I'm proud of being part of a great team.", "We are encouraged to challenge poor practice when we see it and everyone takes it as a learning experience rather than criticism, which I see as very positive." And "The residents have a wonderful quality of life here because the home is constantly looking to see how to make things the best they can be."
- The provider told us, "We had a member of staff who had a hearing impairment teach British Sign Language to other staff and a resident who has reduced hearing to help those who live and work at Aucklands Care home communicate more effectively."
- People and their relatives, and health and social care professionals informed us they felt welcomed when they visited Aucklands Care home.

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 understood CQC requirements, in particular to notify CQC, and where appropriate the local safeguarding team, of incidents including potential safeguarding issues, disruption to the service and serious injury. This is a legal requirement.
- The registered manager and provider undertook a series of audits to ensure the home was safe and responsive to people's needs. These included care planning, environmental checks, and medicine audits.
- The registered manager and nominated individual understood the requirements of the duty of candour, that is, their duty to be honest, open and apologise for any accident or incident that had caused or placed a person at risk of harm.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Staff were clear about their roles and responsibilities, this included what tasks they were accountable for. Staff told us they received regular supervision and felt empowered to share ideas with the registered manager.
- Auditing and monitoring systems were robust. This gave the registered manager and the provider oversight of the home.
- There was evidence that learning from incidents took place and appropriate changes were implemented. The registered manager analysed incidents, such as safeguarding events, to determine whether lessons were learnt, if improvements to the service had been made, and what identified tasks had yet to be completed.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People were consulted in the running of the home during regular meetings. Relatives of people who chose were unable to attend were asked to represent their loved one, if appropriate.
- As part of their continuous professional development, the registered manager completed a daily walk around to receive feedback from people in the home and told us, "When developing policies we refer to current NICE and Skills for Care guidance and the manager and provider attendee Partners In Care Meetings ensuring our residents receive care that is current best practice."
- Staff described how they respected and promoted people's rights, choices and differences. Staff demonstrated an understanding of equality issues and valued people as individuals ensuring they received individualised, person-centred care. The provider told us, "To reduce the risk of harm to our residents, staff moved into the home during the pandemic. This meant staff worked closely with individual residents to prevent isolation and maintain emotional wellbeing."
- The service had established positive working relationships with health and social care professionals. This enabled the service to ensure the best possible outcomes for the people they supported. One health and social care professional told us, "I believe that the nominated individual and I both share the feeling that achieving excellent care requires a networked and mutually supportive approach. Knowing the nominated individual would always take my call and provide sound advice during a challenging circumstance gives great comfort."
- A staff member informed us of support available during the cost-of-living crisis to members of staff or members of the public in need. They told us, "Management arranged special baskets of food in the garage so any staff member that might have been struggling in any way, or that knew of anyone, was invited to take whatever they wished and it was all completely anonymous."
- The nominated individual shared their vision about Aucklands Care support for local communities. A recent success story highlighted the positive response from people using the service, with visits by local pre-school children, providing much enjoyment for all. The nominated individual disclosed their passion to share ideas and "Actively looking for charities that Aucklands Care can support and join up with."