

Parkcare Homes (No.2) Limited

Bannister Farm Cottage

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

Bannister Farm Cottage is a care home providing personal care to four people at the time of our inspection. The service can support up to five younger adults living with a learning disability or mental health condition. Accommodation consists of self-contained flats with additional communal spaces and a garden for people's comfort and enjoyment. Bannister Farm Cottage will be referred to as Bannister Farm within this report.

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

The registered manager regularly checked the environment and had multiple control measures to reduce the risk of unsafe care. Relatives described the positive impact the current management team had on people's welfare. A relative said, "There's been a real drop in the number of incidents and that's because they are much more aware of [my relative] and how best to care for him." Staff followed current guidance to retain effective infection control measures. The registered manager maintained sufficient staffing levels to ensure people's needs were constantly met in a timely way.

The current management team worked hard at improving the culture and ethos at Bannister Farm. Relatives said the registered manager and staff excelled at maintaining people's individuality and human rights during the pandemic. One relative commented, "When I wasn't allowed to visit they suggested I keep that contact going by reading bedtime stories every night. It was lovely." The registered manager completed a range of audits to maintain everyone's wellbeing.

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.

This service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture.

Staff supported people to make their own decisions and lead discussions on what they wanted to do. Staff were consistently kind and respectful, ensuring each person maintained their independence and privacy. People confirmed they were happy and settled at Bannister Farm.

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 19 February 2020).

Why we inspected

The inspection was prompted in part due to concerns received about risk management, environmental safety and comfort, staff training, safely supporting people with behaviours that challenge the service and leadership. 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. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

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 good and the well-led section has changed from requires improvement to good. This is based on the findings at this inspection.

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 coronavirus and other infection outbreaks effectively.

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

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.

Bannister Farm Cottage

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

This inspection was carried out by one inspector.

Service and service type

Bannister Farm 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 announced. We gave the service 24 hours' notice of the inspection. This was because the service is small and people are often out and we wanted to be sure there would be people at home to speak with us.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority commissioning and safeguarding teams. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to

give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected Bannister Farm and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about Bannister Farm with two relatives, four employees and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Bannister Farm was clean, hygienic and a safe place for people to live.

We looked at records related to service management. We checked care records of two people and looked at medication, staffing levels, recruitment and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at their policies, staff rotas, training matrix, quality assurance systems and recruitment records.

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.

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

- The registered manager regularly checked the environment and had multiple control measures to reduce the risk of unsafe care. Staff confirmed they had in-depth training to develop their skills and relatives told us they felt people were safe. One family member said, "They risk assess everything and monitor that all the way through, so I know [my relative] is completely safe."
- The management team implemented daily flash meetings to outline each person's progress and update staff to any new guidance. Following incidents, they met as a team to debrief and reassess the person's needs as a way of reviewing any lessons learnt.

Systems and processes to safeguard people from the risk of abuse

- The registered manager ensured staff had safeguarding training to underpin their skills in protecting people from harm or abuse. There were designated safeguarding leads to enhance staff awareness.
- A relative described the positive impact the current management team had on people's welfare. They said they felt reassured staff understood what they were/were not permitted to do in assisting each person. They added, "[The registered manager] has developed a good team who really know [my relative], they understand all her triggers and support her as calmly as possible. They get her, which helps her get them."

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- 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.

Using medicines safely

- The registered manager had good systems to ensure people's medicines were managed safely. Staff fully understood the purpose and side-effects of each medicine. They confirmed they had detailed training and competency checks to ensure they skilfully supported each person.

Staffing and recruitment

- The registered manager maintained sufficient staffing levels to ensure people's needs were constantly met with a timely approach. A relative told us the management team worked closely with staff to gain a detailed awareness of and consistent approach to each person's requirements.
- The provider had the same safe recruitment practices we found at our last inspection. This covered full employment history, references and criminal checks to ensure staff were safe to work with vulnerable adults.

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 requires improvement. At this inspection this key question has improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

We made a recommendation at the last inspection that the provider consider current guidance on identifying and responding to closed cultures and management practices and take action to update their practice accordingly. The provider had made improvements.

- The current management team worked closely with the workforce to develop stronger bonds and gain more insight into people's needs. Staff confirmed they worked much more cohesively and this had a direct impact on the number of incidents that occurred at Bannister Farm.
- Relatives told us they found the home had a much calmer, welcoming environment. They described how the registered manager and staff excelled at maintaining each person's individuality and human rights during the pandemic. For example, they set-up a shop and cinema in the summer house to assist people to continue to enjoy those activities.

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

- The management team had effective and detailed policies and procedures to mitigate the risk of COVID-19. Staff had a clear understanding about how to manage various situations, such as visiting professionals, handwashing and managing outbreaks.
- There was a clear, coherent message at provider level, including escalating arising issues and updating the workforce to any changes. The registered manager completed a range of audits to assess the effectiveness of quality assurance systems and maintain everyone's wellbeing.

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 fostered an open, welcoming atmosphere at Bannister Farm. Staff confirmed they found the management team very approachable and supportive, commenting "They're the best managers I have ever worked with" and, "I feel safe just to talk and be open."

Working in partnership with others

- The registered manager and staff worked closely with health and social care agencies to support people

to maintain healthy lifestyles.