

Benridge Care Homes Limited

# Good Companions EMI Residential Care Home

## 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

Good Companions EMI Residential Care Home is a residential care home providing personal care to up to 26 people. The service provides support to older people, some people were living with dementia. At the time of our inspection there were 20 people using the service. Accommodation was provided throughout one adapted building.

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

People received a caring service, were happy living at Good Companions EMI Residential Care Home and had formed trusting relationships with the staff team. Staff were recruited safely, and staffing levels were safe.

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. Risk assessments and care plans had been developed to meet people's needs. People and their families were involved in developing their care plans which were person centred. Changes were made as people's needs changed.

People received their medicines as prescribed and were supported to access healthcare and other specialist services. The staff also worked with other professionals and organisations to ensure positive outcomes were achieved for people.

The service was well-led and staff felt supported by the registered manager and wider management team.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was good (published 27 October 2017).

### Why we inspected

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

### 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.

# Good Companions EMI Residential Care Home

## **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.

#### Inspection team

This inspection was carried out by 2 inspectors.

#### Service and service type

Good Companions EMI Residential Care Home 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. Good Companions EMI Residential Care Home 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 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 (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 with 2 people who used the service and 4 family members about their experience of the care provided. We observed interactions between staff and people who used the service.

We spoke with 8 members of staff including the registered manager, home manager, care staff, domestic staff, the human resources manager and the chef.

We reviewed a range of records. This included 5 people's care records and multiple medication records. We looked at 4 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service were reviewed.

# 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; Learning lessons when things go wrong

- Systems were in place to protect people from the risk of abuse. Staff received training and understood the actions they must take if they felt someone was being harmed or abused.
- Referrals had been made to the local authority safeguarding team when abuse had been suspected and investigations had been completed.
- There was a system in place to record and monitor accidents and incidents. Accidents and incidents were reviewed on a regular basis by the registered manager. This enabled them to analyse trends and identify any lessons learnt.

Assessing risk, safety monitoring and management

- People's needs were appropriately assessed; care plans had been developed to minimise risk to people's health and wellbeing. People also had the equipment they needed to keep them safe.
- People told us they received safe care. One family member said, "[Name] is at risk of falls. They [staff] look after [Name] really well."
- Throughout our inspection, we observed safe working practices, such as moving and handling being carried out.
- Routine checks on the environment and equipment were up to date and certificates were in place to demonstrate this.

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.

Staffing and recruitment

- Staffing levels were safe. There were enough staff on duty to attend to people's needs.

- Staff we spoke with were able to clearly describe peoples care needs and knew people well.
- People spoke positively about the staff and the care they received. A family member told us, "Staff are exceptionally caring. They treat people as family".
- Staff were safely recruited. Appropriate checks had been made before applicants were offered employment.

#### Using medicines safely

- Medicines were safely managed. Records of administration were maintained and in line with best practice. This included when people were prescribed creams.
- Guidance was in place for all prescribed medicines administered on an 'as required' basis. This helped staff to understand why certain medicines were prescribed; and under what circumstances they should be offered to a person.
- Medicines were stored securely and only administered by staff who were suitably trained.

#### Preventing and controlling infection

- Systems were in place to protect people from the risk of infections.
- Staff had completed appropriate training and had access to adequate supplies of PPE.

#### Visiting in care homes

- People were able to receive visitors without restrictions in line with best practice 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; 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

- We observed people living at Good Companions EMI Residential Care Home receiving person-centred care. Staff knew people well and there was a relaxed and homely atmosphere observed throughout our inspection.
- Family members told us there was a positive culture. One told us, "The home is fabulous. [Name] is happy and looks forward to returning."
- The registered manager demonstrated an understanding of their responsibilities under duty of candour.

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

- Systems were in place to monitor and review the quality of care and experiences of people.
- Regular audits were completed. A robust governance system had been developed by the provider which was effective in identifying improvements and ensuring appropriate oversight of the quality of the service provided.
- The registered manager was actively involved in external provider and local authority led partnership groups. This meant they kept themselves up to date with best practice approaches which demonstrated a commitment to continuous learning and improving care.
- During our inspection we identified a small number of shortfalls which were immediately addressed. The registered manager also took action to review the governance process where appropriate.
- The registered manager understood their responsibility for notifying the Care Quality Commission of events that occurred within the service and we saw that accurate records were maintained.
- The most recent CQC rating was displayed.

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

- People felt engaged, involved and well informed. The registered provider sought the views of staff, people who used the service and their family members through individual and group meetings.
- Family members told us they were kept updated about people's needs through regular communications and through a secure social media platform.
- Family members also told us they knew how to complain if they needed to and felt confident their

concerns would be addressed by the management team.

- The provider had recently recruited a number of staff through an overseas sponsorship scheme. Regular events were held to develop a shared understanding of different cultures. The provider also operated a staff member of the month rewards scheme.
- Staff we spoke with told us the registered manager; and the wider management team was very supportive. Comments included, "I am happy working here. The manager and my colleagues are very helpful to me" and, "It is nice working here."
- Information contained within care plans demonstrated the staff at Good Companions EMI Residential Care Home worked in partnership with other agencies.