

# HC-One No.2 Limited

# Eden House

## Inspection report

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## Ratings

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

# Summary of findings

## Overall summary

### About the service

Eden House is a residential care home providing personal care to up to 53 people. The service provides support to older people, some of whom were living with dementia. At the time of our inspection there were 50 people using the service.

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

Eden House was exceptionally well led and caring. The provider continued to deliver outstanding care. People, relatives, staff and professionals gave especially positive feedback about the care and compassion management and staff showed. The provider's vision and values placed people, relatives and staff at the heart of the service. Staff were enthusiastic and motivated to go above and beyond to meet people's needs and wishes.

An enthusiastic and dedicated management team led the home with compassion and respect. The home had an extremely positive ethos, with people, relatives, staff and health professionals describing the home in exceptional terms. People and relatives felt their views were valued and listened to. The management team similarly valued this feedback and used it to enhance people's care.

Staff knew how to identify and report safeguarding concerns. Potential concerns had been referred to the local authority and investigated. Management also investigated incidents and accidents and acted to help keep people safe. The home was clean and tidy throughout. There were enough staff to meet people's needs and new staff were recruited safely. Medicines were administered safely.

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.

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

The last rating for this service was good (published 17 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?

The service was safe.

Details are in our safe findings below.

Good ●

### Is the service caring?

The service was especially caring.

Details are in our well-led findings below.

Outstanding ☆

### Is the service well-led?

The service was exceptionally well-led.

Details are in our well-led findings below.

Outstanding ☆

# Eden House

## 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

An inspector carried out this inspection.

#### Service and service type

Eden House 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. Eden House 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. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used this information to plan our inspection.

### During the inspection

We spoke with 5 people who lived at the service and 1 relative. We received email feedback from 13 relatives and 5 health and social care professionals. We spoke with 6 staff; the regional manager, the registered manager, the deputy manager; 1 senior care worker and 2 care staff. We reviewed a range of documents relating to the safety and management of the home.

# 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

- The provider had effective systems to help safeguard people from the risk of abuse. Concerns had been referred to the local authority and investigated. The provider engaged with the local authority to implement recommendations intended to keep people safe.
- People, relatives, staff and professionals felt the home was a safe place. A relative said, "I feel the home is very safe for all residents, and is managed well."
- Staff could confidently raise concerns with the manager, if required. A staff member told us, "I would definitely use it [whistle blowing procedure]. That is what we are here for, to look after people and make sure they are safe."

Assessing risk, safety monitoring and management

- The provider had effective systems to identify, assess and manage potential risks. This included a range of health and safety risk assessments and checks to maintain a safe environment.
- Where people were at an increased risk of harm due to their health conditions, measures were agreed to mitigate these risks.
- People had personal emergency evacuation plans, which described their support needs in emergency situations.

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

- There were enough staff to meet people's needs. The registered manager monitored staffing levels to check they remained at a safe level. Staffing levels had recently increased following a review of people's

needs.

- People and most relatives confirmed staff responded in a timely way when people needed assistance. One professional commented, "There is always a member of staff on hand to attend to the needs of any of the residents."
- New staff were recruited safely. The provider carried out pre-employment checks to ensure prospective staff were suitable to be employed at the home.

#### Using medicines safely

- Medicines were managed safely. People received their medicines on-time, from trained and competent staff. Medicines were received into the home, stored and disposed of correctly.
- Staff accurately recorded the medicines people were given. The registered manager had effective systems to check medicines were administered correctly and that staff followed the agreed medicines management procedures.

#### 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.
- The provider was following Government guidance in relation to visiting in care homes. There were currently no restrictions.

#### Learning lessons when things go wrong

- The provider had effective systems to investigate and learn from incidents and accidents. Following an incident, management reviewed the situation and acted to keep people safe.
- The provider analysed incidents to identify learning. The findings were communicated to staff to help improve the care people received.

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At our last inspection we rated this key question outstanding. The rating for this key question has remained outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

Ensuring people are well treated and supported; respecting equality and diversity

- Staff treated people extremely well and were committed to providing excellent, personalised care. They were exceptionally caring and showed great empathy towards people. A relative commented, "[Family member] received fantastic care. They felt comfortable [at Eden House] straightaway. We felt like the staff really cared [about family member]."
- Health and social care professionals praised the home for the high-quality care provided. They described how care was focused on the needs of each individual and specific to them. A health professional commented, "Care delivered is person centred, and responsive to the needs of each resident."
- Staff had developed excellent relationships with people, relatives and professionals. They used these relationships to ensure people's needs were addressed quickly. A health professional said, "All interactions I have witnessed between staff and residents have been compassionate and respectful."
- Some staff had cared for people for a significant time and had developed an in-depth understanding of their needs. Staff used this knowledge to provide personalised care, aimed at achieving people's goals.
- Staff used technology effectively to help to improve people's wellbeing and mental health. For one person this meant staff enabling them to reconnect with their love of trains using new technology. The person commented, "I am interested in trains and old television programs. It has helped me to relive laughter from the past, relive my youth and has given me a positive feeling. It has made a difference to my wellbeing." Another person, living with dementia, used technology everyday to plant flowers in a virtual garden. Staff commented on how much the person's wellbeing and focus had improved since using the technology.
- The registered manager and staff team had developed a highly person-centred culture. Staff were committed to going above and beyond to ensure people received the best possible care. A relative said, "I think [family member] is very well cared for. Especially considering that everyone's needs and daily interaction is different and unique to them and their happiness. I think the staff treat everyone as individuals and create a bond of trust and mutual respect. The staff appear kind, caring, respectful and deal with challenges with a good sense of humour." A professional said, "Eden house is a fantastic home for residents."

Supporting people to express their views and be involved in making decisions about their care

- Supporting people to express their views and make decisions was integral central to how care was provided at Eden House. Staff ensured people and relatives were involved in decisions, as much as possible.
- For 1 person, who was very high risk of falls, staff worked jointly with relatives to develop a care plan aimed at keeping their family member as safe as possible. They commented, "A care plan was devised with us and has been effective in reducing the falls significantly."

- Staff went the extra mile to ensure they fulfilled people's choices and wishes, no matter how small. People told us they appreciated staff members commitment to this. One person described how staff went above and beyond to provide them with their chosen diet and specific snacks they liked. "We have caring staff, very kind. They do their best to cater for me. I would rather have fresh fruit, which they supply me with. I have a bowl of fresh fruit everyday." Another person described how staff made sure they always had their favourite biscuit.
- Relatives echoed this commitment to providing person-centred care. A relative told us, "[Family member] has received top quality care from dedicated staff, who are professional, always courteous and encourage mum where required. They are also happy and cheerful and extremely helpful. They go the extra mile to help both residents and families."
- Staff were proactive in working collaboratively to achieve the best possible outcomes for people. A health professional commented, "Staff are proactive in providing care to each resident and involve the larger MDT [multi disciplinary team] to ensure continuity of care."
- The provider embraced opportunities for partnership working to develop new technology to link with local health services. This enabled staff to support people to make decisions about receiving treatment at Eden House rather than visiting the GP or admission to hospital.□

#### Respecting and promoting people's privacy, dignity and independence

- Staff treated people with the utmost of respect, supported them to be independent and enhanced their dignity. A relative said, "[Family member] has been cared for very professionally, but lovingly too. Staff treat [family member] with respect and as they would expect someone to treat their own relatives."
- Staff supported people respectfully to improve their physical and mental wellbeing, which in turn helped them to be as independent as possible. A relative commented, "[Family member] has been in the home for a number of years and I find the staff to be the best. I am always informed of what is happening with [family member] and I believe her physical health has improved since going into the home."
- The home had a welcoming, family atmosphere. Relatives and other visitors were encouraged to visit Eden House and were made welcome. A relative commented, "We appreciate the friendly atmosphere in the home." A visitor commented, "Your staff and home create a loving, caring, family atmosphere, which is so wonderful." A staff member told us, "Eden House has a homely feel. We are part of one big team, like a family."
- Promoting inclusion and equality was actively a priority, in line with the provider's values of treating people as individuals. Where required, staff enabled people to fulfil their wish to follow their religious needs, supporting people to attend church services in the home and outreach events at a local church. A relative commented, "Care has been tailored to suit [family member's] individual needs."

# 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. At this inspection the rating has changed to outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People and their families were at the heart of Eden House. The registered manager and whole staff team created a very person-centred culture, where people were truly valued and their individual needs consistently met. Relatives commented, "With [Registered manager and deputy] we always felt valued. This is what they were good at, at a time [family member] needed special care" and "We are delighted with it in every aspect. The staff are amazing. My [family member] is looked after really well 24/7 and totally fussed over. [Family member] is well fed and cared for. The entertainment is amazing. Nothing is an ever a problem."
- Health and social care professionals praised the staff team for their holistic, person-centred approach. Health professionals commented, "I can say that [registered manager] and the team go above and beyond for every single one of the their residents" and "We visit over 100 different care homes in the North East of England and I would honestly say Eden House is one of the best places we visit."
- Staff were exceptionally motivated and enthusiastic about their role. They worked in partnership with the management team to follow best practice and achieve extremely positive outcomes for people. For example, supporting a relative to use technology to reminisce with their family member at the end of their life. This enabled them to engage and spend quality time together at a very difficult time.
- People's wellbeing had flourished due to the personalised care provided. One relative described how before moving to Eden House, their family member had regular hospital admissions. Due to the care they received at Eden House, they put on weight, their health improved and they hadn't needed further hospital admissions.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 provider's ethos, vision and values of encouraging kindness and compassion were promoted throughout the home. One relative said, "During this time the care [family member] has received from all members of staff, has been second to none, with some members of staff going above and beyond in their care. This caring attitude runs throughout the team. [Family member] has been cared for very professionally, but lovingly too, staff treat them with respect and as they would expect someone to treat their own relatives."
- Various staff described how they had been supported to improve their self-esteem, develop new skills, or supported back to work after illness. A staff member commented, "[Registered manager] and the team at

Eden House continually supported me over the last two years, they have gone above and beyond what I would expect from an employer."

- People, relatives, staff and visiting professionals also described the exceptional leadership within the home. A relative commented, "Staff are respectful of management and it shows that the management lead by example and other staff in turn help to make this home run very smoothly."
- The provider and management team monitored how people's care was provided. There was a robust, structured approach to governance. This was fully embedded and effectively checked all aspects of the home.
- The provider had very robust procedures to check people received excellent care and to learn when things went wrong. Information was analysed to identify trends and this was used to improve people's experience.
- The provider and registered manager understood their responsibilities regarding the Duty of Candour and ensured information was shared with relevant parties.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The provider engaged exceptionally well with people and relatives to gather feedback about the home to improve and enhance the care people received. A relative commented, "In our experience the management is very good. Communication is excellent and when we have needed to highlight any issues, we have been listened to and actions have been taken. These are then regularly reviewed and communicated back to us."
- The home had excellent links with the local community, which people living at Eden House valued. People enjoyed spending time participating in activities with children from the local nursery and Scouts group. A member of staff from the nursery said the care staff "Create a loving, caring, family atmosphere, which is so wonderful."
- The local church was also important to people. The home was actively involved in outreach events, such as the 'Big Voice' choir, jubilees, and remembrance.
- Staff were keen to give back to the local community and had participated in charity and fundraising initiatives. The registered manager and staff had raised money for the Alzheimer's Society.

Continuous learning and improving care

- The provider had a strong focus both nationally and locally on continuous learning and improvement. The provider had recently worked in partnership with a local university on an initiative, looking at the impact of the COVID-19 pandemic on people living in care homes, to learn and develop for the future. This is still to be reported on.
- The registered manager was proactive and showed strong leadership to ensure people received the care they expected. This included gathering people's feedback about what they needed and their wellbeing. A relative said, "We have very high respect for the care team and management who always have time to help with any questions and always try to resolve any problems."
- The registered manager completed regular out-of-hours spot checks, including weekends, when there was a reduced management presence. This helped ensure people's safety and wellbeing were protected at all times.

Working in partnership with others

- The registered manager and management team had developed strong partnerships with agencies and professionals. They worked innovatively and collaboratively to directly improve people's quality of life.
- For example, the registered manager and staff team worked with a company to implement and enhance the latest falls technology. This noticeably reduced the number of falls and injuries in the home. The technology was tested in a unique and creative way for a person with particular risks. This meant a significant reduction in the number of falls this person experienced, reducing from 8 prior to using the

equipment to 1 afterwards.

- The registered manager and staff team worked with the local authority to look at creative ways of engaging with people using technology. This was successful in encouraging people and their family members to engage and reminisce together. Overall, there had been a direct impact on people's distress levels, with the number of incidents reduced by 50% for the period November 2022 to August 2023.
- The registered manager and staff team also worked with local health professionals to pilot a portal for making health referrals. This included referrals for community nurses, dietitians and tissue viability nurses. This was to replace the previous paper based referral process. This has been successful in speeding up the referral process so people can receive quicker medical interventions to help improve their quality of life.