

Cinnabar Support and Living Ltd

Linford Grange

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

Linford Grange is a residential care home providing personal care to 13 people at the time of the inspection. The service can support up to 20 people. The service supports a wide range of people including older people, people living with dementia and a learning disability.

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

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.

Right Support:

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.

People received care and support to maintain an environment that suited their needs and preferences. Staff supported people to make decisions following best practice in decision-making.

Staff supported people to access health and social care services. Staff supported people with their medicines safely and in their preferred way.

Right Care:

Risks were fully assessed within people's lives and staff worked safely with people.

People received care that was person-centred. Staff communicated with people in ways that met their individual needs.

Staff understood how to protect people from poor care and abuse. Staff had training on how to recognise and report abuse and they knew how to apply it. The service employed skilled staff to meet people's needs and keep them safe.

Right Culture: The ethos, values, attitudes and behaviours of the management team and staff team ensured people lead confident, inclusive and empowered lives.

People received good quality care and support because trained staff and specialists could meet their needs and wishes.

People and those important to them, including social care professionals, were involved in planning their care. The manager and the staff team ensured people received support based on best practice, respect and inclusivity.

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 requires improvement published 10 August 2021.

Why we inspected

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 has changed from requires improvement to good. 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 Linford Grange 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.

Linford Grange

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 one inspector.

Service and service type

Linford Grange 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. Linford Grange 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 not a registered manager in post. There was a manager who was going through the registration process with CQC.

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 (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

During our inspection we spoke with 3 people who used the service, 3 staff members, and the deputy manager. We also looked at multiple documents including 4 peoples care plans, medicines records and audits.

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 requires improvement. At this inspection the rating has changed to Good: This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People we spoke with told us they felt safe living in the service. One person told us, "It's safe here, the staff look after me." Another person said, "It's a good place to be, I don't have any concerns."
- Staff had good knowledge of safeguarding procedures and understood the signs of abuse. One staff member said, "If I had any concerns of a safeguarding nature, I would report it, to the council safeguarding team if needs be."

Assessing risk, safety monitoring and management

- There were risk assessments in place to cover any risks present within people's lives. This including any risks around their mobility, the physical environment, fire safety, personal care, going out in to the community. We also found risk assessments gave staff guidance on how to support people when they experienced emotional distress and any distressed behaviours that people may display.
- Staff acknowledged the wide range of ages and needs of the people living within the service, and the different risks that were apparent in people's lives. Staff felt confident in supporting this wide range of people and told us they received the training they required to do so.

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 sought to deprive a person of their liberty.

Staffing and recruitment

- There were sufficient staffing levels within the service. On the day of inspection, we saw enough staff were distributed around the service to meet people's needs.
- All the people we spoke with felt there were enough staff. One person said, "There are enough staff here, I get all the help I need."
- Safe recruitment procedures were followed by the provider. This included checks on newly employed staff

such as ID checks, employment references, and Disclosure and Barring Service (DBS) checks. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Using medicines safely

- Medicine was stored and administered safely by staff who were trained to do so. People we spoke with were happy with the way they were being supported to take medicines.

Preventing and controlling infection

- Improvements had been made since our last inspection. The home was clean and tidy, and had undergone significant renovation. Some further renovation was still required, and a plan was in place to complete this.

- 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.

Visiting in care homes

The provider was following current guidelines around visiting procedures.

Learning lessons when things go wrong

- Accidents and incidents were recorded and monitored by management to ensure that lessons could be learnt. Staff told us that information was communicated effectively when changes were required.

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 requires improvement. At this inspection the rating has changed to 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

- People and staff we spoke with all felt the service was well run, and produced positive outcomes for people. One person told us, "It's a very nice place to live, they (staff) get to know me."
- Staff knew the people they were supporting well and understood how to support people in line with their preferences and wishes.

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

- There were a series of checks and audits in place to ensure that all aspects of the service were monitored, and any mistakes or errors were acted upon. This included the management and provider looking at staffing levels, medicines, the environment, and record keeping.
- Staff understood their roles well and felt well supported by the management team. One staff member told us, "There have been massive improvements with new managers, their door is always open, they get involved in personal care if its needed. I feel like I am listened to, I can put my ideas across and it's met with encouragement."

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

- People and staff were involved and engaged in the service. People could feedback formally or informally to management. One person told us, "So far so good, I can let staff know if there are any problems." One staff member told us, "We involve family as much as we can. We get great family feedback."
- We saw that questionnaires were given out to people and relatives in order to obtain detailed feedback on the quality of care delivered.

Team meetings were held to communicate with staff and allow them to engage with managers. We saw minutes of meeting that showed updates on activities, the environment and people.

Working in partnership with others; 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 service worked in partnership with other health and social care professionals such as GP's and nurses to support people to access healthcare when they needed it. For example, we saw the management were currently working with a nurse to support someone with their diabetes management.
- The management team were open and honest during our inspection, and were receptive to feedback we

gave.

- We saw that information was correctly shared with other agencies, for example, when the service had identified concerns, and the management team sent us notifications about events which they were required to do so by law.
- The provider understood their responsibilities to act on the duty of candour and had policies to promote them meeting their legal responsibilities.