

Cooksditch House Care Ltd

# Cooksditch House Nursing & Residential Home

## Inspection report

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## Ratings

|                                 |                                |
|---------------------------------|--------------------------------|
| Overall rating for this service | Inspected but not rated        |
| Is the service safe?            | <b>Inspected but not rated</b> |
| Is the service responsive?      | <b>Inspected but not rated</b> |
| Is the service well-led?        | <b>Inspected but not rated</b> |

# Summary of findings

## Overall summary

### About the service

Cooksditch House Residential and Nursing Home is a residential care home providing personal and nursing care for up to 55 people. At the time of our inspection 46 older people were living at the service, some of whom were living with dementia

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

People told us they felt safe from abuse. Comments included; "There is no abusive behaviour", "The manager keeps everyone safe" and, "I'm kept safe by my carers".

Staff were trained to recognise and respond to concerns about safety or abuse and the provider had policies and procedures in place to respond to concerns. People and staff also told us that the registered manager was approachable and had an 'open door' to hear their concerns or suggestions.

The service was preventing and controlling infection. Additional COVID-19 training and procedures were used to minimise the risk of infection spread to and from people living, visiting and working at the home.

People told us the registered manager was responsive to complaints. One person said, "In case of any problems I'd go to the manager. She is not out of reach and always has time to chat".

We found that complaints were handled in a timely and appropriate manner and that people and staff were confident and knew how to raise a complaint and who to escalate it to if need be.

Staff told us the service was well led in providing continuous learning and improving care. Comments included; "Yes the managers door is always open, we have staff meetings and the team communicate regularly,". Another told us, "I have just completed my level 5 diploma, supported by the home".

Staff had received regular training, were regularly supervised and involved in team meetings and service reviews.

### Rating at last inspection

The last rating for this service was Good (published 25 November 2019).

### Why we inspected

The Care Quality Commission have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They do not look at an entire key question, only the part of the key question we are

specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We undertook a targeted inspection to check complaints, safeguarding procedures and the monitoring of quality and safety. The overall rating for the service has not changed following this targeted inspection and remains Good.

#### 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?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service responsive?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Cooksditch House Nursing & Residential 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 Care Act 2014.

This was a targeted inspection to check the providers management of safeguarding, complaints and quality assurance. 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 team consisted of three inspectors (two inspectors visited the service and one inspector reviewed documentation remotely) and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

### Service and service type

Cooksditch House Nursing & Residential Home is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with CQC. 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 unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used all this information to plan our inspection.

During the inspection

We spoke with 8 members of staff including the provider, registered manager, senior care worker, 3 care workers, receptionist and head of housekeeping.

We reviewed a range of records. This included training, safeguarding, complaints, cleaning and infection control records. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

The Expert by Experience contacted 13 people, to gain their experience of the service. They spoke with 7 people living at the service and 6 family members.

# 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. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe. One person said, "The staff are lovely and caring." One family member said, "The manager keeps everyone safe...I am convinced there is no abuse."
- Annual resident surveys were used to monitor safeguarding systems and processes. In the last survey conducted in February 2020, all respondents gave a positive response to the question; 'Staff have helped me to stay safe and to raise any problems.'
- Processes and procedures were in place to protect people from abuse, neglect, discrimination and harassment. The provider had a safeguarding procedure in place. Safeguarding records had been handled in line with local safeguarding policies and procedures.
- Staff had received training in safeguarding. They were aware of the signs of abuse and knew who to inform if they witnessed or had an allegation of abuse reported to them. They told us they were able and confident to raise any safeguarding concerns with the manager.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections. The provider had recently installed a screened visiting room, supporting residents to meet loved ones and preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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 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.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. This meant people's needs were met through good organisation and delivery.

Improving care quality in response to complaints or concerns

- Complaints were effectively handled. A complaints procedure was in place for people, relatives and visitors. There had been four complaints recorded this year which had all been dealt with appropriately and in a timely manner. The registered manager had investigated all concerns raised, updated the complainant and made detailed records which included any actions taken.
- Concerns and complaints were used as an opportunity to learn and drive continuous improvement. The registered manager had updated their internal complaints form to include an area to document lessons learnt. They provided an example from a recent complaint whereby they had increased communication with a relative. The registered manager described how they had discussed the content of the complaint with relevant staff and made changes which had had a positive impact on the person and their family.
- People living at the service and relatives told us they knew how to raise a complaint or raise concerns. One person told us, "I wrote a letter about a concern. My relative met the manager and the manager sorted things out".

# 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 Good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

### Continuous learning and improving care

- The management culture of the service was positive and open to continuous learning and improvement. Resources and support were available to develop staff and teams, and drive improvement. The registered manager and staff had undergone regular training and supervision to keep up to date with best practice.
- Quality checks and audits continued to be effective in identifying shortfalls and making improvements to the quality of the service. Team meetings took place to provide additional learning and improve care. These meetings were well attended, and the team had discussions on a range of relevant subjects, including safe visiting for relatives and infection control.
- The provider conducted an annual survey for staff, people and relatives to gather staff views on how safe, effective, caring, responsive and well-led the service was. The registered manager said they used these surveys to make improvements. In the 2020 survey 91 % responded 'good' or 'outstanding' to the question of whether the registered manager was honest when things went wrong. 9% responded this was an area for improvement.
- Feedback was that people and their relatives would recommend the service to others. One relative told us, "I definitely would recommend the home. It's very caring and the service is consistent. The building is ancient, but the environment is fine and very friendly. What matters is not the building but what happens inside". Another commented, "The staff and manager are excellent and very willing people. The assistant manager is brilliant. They (staff) have mothers' interest at the top of their agenda. Very person centred. My mother thinks they are marvellous".