

Kingsway Care Home Limited

Kingsway Nursing Home

Inspection report

Kingsway
Langley Park
Durham
County Durham
DH7 9TB

Date of inspection visit:
22 July 2019

Date of publication:
14 August 2019

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

Kingsway Nursing Home is a care home which provides personal and nursing care for up to 42 people. Care is provided to older people living with a dementia, younger people with alcohol related brain damage and people with mental health needs. At the time of the inspection there were 41 people using the service.

The service accommodated people across two floors. There is an enclosed garden for people to use.

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

People spoke positively about the care and support they received. Risks to people's health, safety and wellbeing were well managed. We found no evidence of unwarranted restrictive practices, although we did find equipment a person might use to prompt them to move around the service was not kept within their view. One person in their last placement had been going out independently, but this had not happened since moving to the service. We pointed this out to the registered manager who took immediate action to address this.

The fire alarm was tested to ensure it would activate in the event of fire, but staff were not simulating the practice of evacuating people from the building. We pointed this out to the registered manager who confirmed after the inspection this fire practice would take place as a matter of priority and over a short timescale. We also shared this information with the fire authority.

There were enough staff employed and on duty to meet the needs of people. The provider had an effective recruitment and selection procedure. People told us they felt safe with the staff who supported them.

There were arrangements in place to ensure people received medicines in a safe way, although some people were refusing their medicines, but their care plan documentation suggested they lacked capacity to make such a decision. We pointed this out to the registered manager who confirmed they would take immediate action to correct this.

People were protected from the risk of infection and staff had received training in infection prevention and control.

Accidents and incidents were monitored and analysed enabling any safety concerns to be acted upon and lessons learnt.

Effective quality assurance systems were in place, although some improvements were needed as it did not identify some areas of improvement that we identified during this inspection.

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 the service was good (published June 17)

Why we inspected

We received concerns in relation to the safety of people. As a result, we undertook a focused inspection to review the Key Questions of safe and Well-led only. We received concerns about the restriction and safety of people who used the service. We were informed that some people had chosen to have their bedroom door locked by staff when they were in their bedroom. We were also made aware that those people were unable to get out of bed and open their door. A decision was made for us to inspect and examine those risks.

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. Ratings from previous comprehensive inspections for those Key Questions were used in calculating the overall rating at this inspection. 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.

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

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.

Kingsway Nursing 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.

Inspection team

The inspection team consisted of two inspectors.

Service and service type

Kingsway Nursing Home 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 CQC. The registered manager 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 spoke with a professional who worked with the service. 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 the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with six people who used the service. We also spoke with the registered manager, deputy

manager, office manager, the quality and compliance manager and to care staff on duty.

We looked at a selection of records. This included four people's care records and three people's medicine records, two staff recruitment records and other records related to the building, and the management of the service.

After the inspection

We continued to seek clarification from the management team to validate evidence found. We looked at staff rotas, meeting minutes and surveys.

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 good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Risks to people's health, safety and wellbeing were managed and measures were put in place to reduce or prevent these risks.
- We did not find any evidence of unwarranted restrictive practices. However, we did find equipment a person might use to prompt them to move around the service was not kept within their view. In addition, one person in their last placement had been going out independently, but this had not happened since moving to the service. We pointed this out to the registered manager who took immediate action to address this.
- The fire alarm was tested to ensure it would activate in the event of fire. However, staff were not simulating the practice of evacuating people from the building. We pointed this out to the registered manager who confirmed after the inspection this fire practice would take place as a matter of priority and over a short timescale. We also shared this information with the fire authority.

Systems and processes to safeguard people from the risk of abuse; Staffing and recruitment

- People told us they felt safe with the staff who supported them. One person told us, "The staff here are great. We are all treated the same. Yes, I feel very safe."
- Good recruitment procedures were in place to ensure suitable staff were employed.
- People confirmed there were enough staff on duty to meet their needs.
- Staff received training in safeguarding. Staff were able to tell us what they would do if they were concerned about the treatment of people.

Using medicines safely

- There were arrangements in place to ensure people received medicines in a safe way.
- Staff responsible for administering medicines were trained to manage medicines safely.
- We found some people were refusing their medicines, but their care plan documentation suggested they lacked capacity to make such a decision. We pointed this out to the registered manager who confirmed they would take immediate action to correct this.

Preventing and controlling infection

- People were protected from the risk of infection. Staff had received training and followed safe practices. Staff had access to personal protective equipment such as disposable gloves and aprons.

Learning lessons when things go wrong

- When something went wrong action was taken to ensure that lessons were learnt to help prevent the risk

of recurrence.

- Accidents and incidents were monitored and analysed enabling any safety concerns to be acted upon and lessons learnt.

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

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; Continuous learning and improving care;

- The provider had an quality assurance system to review areas of the service and to drive improvement. Although this system had not identified the areas of improvement we found were needed, the registered manager responded very quickly to address our findings.
- The registered manager had ensured they had communicated all relevant incidents or concerns both internally to the provider and externally to the local authority or CQC as required by law.
- All the feedback received was used to continuously improve the service.
- The registered manager made sure people received good care and support. For instance, they met with people, relatives and staff to seek their views and to check on records and safety.
- The principles of the duty of candour were embedded within the registered managers practice. They were open and honest in response to any complaints and worked in partnership to make improvements.

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

- People were consulted on their experiences of the service and could influence improvements. The service held regular meetings to involve people in discussions and making shared decisions.
- Regular staff meetings were held, and staff said they could voice their opinions and make suggestions for improvement.
- The provider carried out an annual quality assurance survey with people. The results of previous surveys had been collated and shared. The responses were acted upon and used to influence forward planning.
- The service had a number of links with community organisations and agencies for the benefit of people living there.