

Pro Care Homes Limited

Moor Villa

Inspection report

53 Moor Street
Kirkham
Preston
Lancashire
PR4 2AU

Tel: 01772682884

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service:

Moor Villa provides care and support for a maximum of 16 older people who live with dementia, mental and/or physical health conditions. At the time of our inspection there were 13 people living at the home. Moor Villa is located on a main thoroughfare in Kirkham and is close to local community services. The detached property has two lounges, a dining area and sufficient washing facilities. Individual and twin bedrooms are located over two floors.

People's experience of using this service:

People and their relatives stated they felt safe whilst at Moor Villa. One person told us, "Yes, I feel very safe and settled here." Staff had a good level of awareness about safeguarding people from unsafe care and abuse.

The provider had sufficient staffing levels and skill mixes at Moor Villa. Staff confirmed they had adequate time to support people and engage with them. One employee said, "There's enough staff here. We have plenty of time to sit and chat with the residents."

The registered manager provided staff with regular medication training to ensure they were knowledgeable and skilled at administration. People told us their medication was managed safely.

Staff had a good awareness about how to manage risks and reduce the potential of harm or injury. They completed risk assessments intended to minimise the risk of harm and unsafe care, which included actions to mitigate hazards. A relative stated, "There are a lot of risks associated with [my relative's] medical diagnosis and they manage that really well."

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. The policies and systems in the service supported this practice. A staff member told us, "We make sure their human rights are respected every time, that we are not stopping them from making their decisions or from going wherever they want."

The registered manager developed care planning and risk assessment around protecting people from malnutrition. People told us they enjoyed their meals. One person said, "The food is great. You get a good choice and there's always plenty on your plate."

The management team had a wide-ranging training programme to ensure staff had the skills to effectively support people. An employee told us, "Training is vital in this role. We get plenty of training, no worries there."

Staff worked hard at helping people and relatives feel welcomed at Moor Villa through a friendly and considerate approach. A relative commented, "The staff interact really well with [my relative]. She sees them

as her friends, which is very important because we are all the family she has."

Staff planned care that was personalised to people's needs, preferences and choice. Care was focused on assisting them to maintain their independence. One person said, "I see them with the other residents and they are marvellous. They have a very caring, patient manner."

People confirmed the home had a strong management team. One person stated, "Yes, it's a good home and the managers make sure it stays that way." The management team completed frequent assessments of everyone's safety and the quality of care delivery.

Rating at last inspection: At the last inspection the service was rated good (published 29 October 2016).

Why we inspected: This was a planned inspection based on the rating at the last inspection.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any issues or concerns are identified we may inspect sooner.

For more details, please see the full report which is on the CQC 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?

The service remained good.

Details are in our Safe findings below.

Good ●

Is the service effective?

The service remained good.

Details are in our Effective findings below.

Good ●

Is the service caring?

The service remained good.

Details are in our Caring findings below.

Good ●

Is the service responsive?

The service remained good.

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service remained good.

Details are in our Well-led findings below.

Good ●

Moor Villa

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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team:

This inspection was carried out by one adult social care inspector.

Service and service type:

This service 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, both of which we looked at during this inspection.

The service had a manager registered with the Care Quality Commission. 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 our inspection we completed our planning tool and reviewed the information we held on the service. This included notifications we had received from the provider about incidents that affect the health, safety and welfare of people supported by the service and previous inspection reports.

We also checked to see if any information concerning the care and welfare of people supported by the service had been received. We contacted the commissioning department who used Moor Villa and Healthwatch Lancashire. Healthwatch Lancashire is an independent consumer champion for health and social care. This helped us to gain a balanced overview of what people experienced whilst using the service.

As part of the inspection we used information the provider sent us in the Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection we spoke with a range of people about Moor Villa. They included two people who lived at the home, a relative, the registered manager, duty manager and three staff.

We looked at records related to the management of the service. We did this to ensure the management team had oversight of the service and they could respond to any concerns highlighted or lead Moor Villa in ongoing improvements. We checked care records of one person who lived at the home. We also looked at staffing levels, recruitment procedures and training provision.

We walked around the building to carry out a visual check. We did this to ensure the home was clean, hygienic and a safe place for people to live.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

People were safe and protected from avoidable harm. Legal requirements were met.

Staffing and recruitment

- The provider had sufficient staffing levels and skill mixes at Moor Villa. Staff confirmed they had adequate time to support people and engage with them. Rotas identified four personnel assisted those who lived at the home throughout the day and two staff from 5pm onwards.
- People stated staff took their time when they were supported with their requirements. One person said, "Yes, there always seems to be enough staff about the place, they are calm and relaxed and I never have to wait."
- Staff recently recruited told us their employment was safe and they did not commence in post until all their required checks were completed. One person stated, "There's been a couple of new staff who have fitted in really well."

Using medicines safely

- The registered manager provided staff with regular medication training to ensure they were knowledgeable and skilled at administration. Additionally, the duty manager completed regular audits to assess the ongoing safety of medicines procedures.
- Staff followed good practice and national guidelines on the safe administration and recording of medication. For instance, they had access to the local authority's medicine ordering protocol.
- People told us their medication was managed safely. One person said, "I am on a lot of medication, which the staff give me because I feel safer that way."

Assessing risk, safety monitoring and management

- The management team had good procedures to monitor and reduce accidents and incidents. This meant there were no serious injuries over the last 12 months. Staff had a good awareness about how to manage risks and reduce the potential of harm or injury.
- People and their relatives told us they felt safe and relaxed at Moor Villa. One person said, "I was just not able to support myself at home, but the staff have really helped me to settle in. More importantly, I am somewhere where I can really feel safe." Another person added, "I'm very happy here, I feel settled."
- Staff completed risk assessments intended to minimise the risk of harm and unsafe care, which included actions to mitigate hazards. A relative told us how staff supported their family member to make risky decisions, which had improved their social life. They added, "She is now able to go out on her own, which is real progress and that has been achieved with the help of the staff."

Learning lessons when things go wrong

- The management team had good systems to identify, action and implement lessons learnt from incidents to improve the service. This included reviewing reports from the commissioners' recent quality visit checks,

where policies were updated to reflect current information. The registered manager engaged with staff in team meetings to reflect on any lessons learnt.

Preventing and controlling infection

- Moor Villa had a clean and tidy environment. The management team had established cleaning schedules to guide staff about their duties and monitored housekeeping to ensure procedures were effective. An employee said, "Yes we have plenty of gloves and aprons, that's such an important part of our job, so we never run out of that."

Systems and processes to safeguard people from the risk of abuse

- Staff had a good level of awareness about safeguarding people from unsafe care and abuse. One staff member told us, "You go straight to your manager if you are worried about anything. If it's a concern you've got to report it."
- The registered manager displayed information in the lobby of the home about safeguarding principles and the local authority contact details. This meant staff and visitors could raise any concerns to the appropriate organisation.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

People's outcomes were consistently good and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- A member of the management team assessed people before their admission. This meant they checked they could meet their needs to reduce the risk of failed placement. Staff then worked with the person and their relatives to develop care in line with their ongoing requirements.
- We found the registered manager was referencing current legislation, standards and evidence-based guidance to achieve effective outcomes. For example, information from a reputable source was on display in the dining room for all to read. This included food fact sheets, falls pathway best practice and details about preventing dehydration.

Ensuring consent to care and treatment in line with law and guidance

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 Act 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 with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA.

- One person had an authorised DoLS to maintain their safety. Staff evidenced in care records correct and legal processes were followed and demonstrated a good level of awareness about related principles. One person said, "They don't just jump in and rush people. They take their time and ask if it is ok if they help them or when they need to do something."
- There was a consistent approach to supporting people to make their day-to-day decisions. Care records contained their recorded consent to care.

Adapting service, design, decoration to meet people's needs

- The registered manager supplied a variety of documents in different formats to assist with people's communication and support needs. This included a pictorial complaints procedure.
- People told us the environment was suitable to their requirements. A relative stated, "[My family member] has a much bigger room now that she has moved from the other home. It suits her needs better because she is younger and it means she can have her own little lounge."

Staff working with other agencies to provide consistent, effective, timely care

- Staff had good knowledge of people they assisted and monitored them for any changes. One employee

said, "Because I work with them every day and got to know the personalities of that individual, I know from the little signs how they are and talk with them about it." Staff made timely referral to other healthcare professionals as part of the person's continuity of care.

Supporting people to live healthier lives, access healthcare services and support

- People explained staff understood the importance of supporting them to lead healthier lifestyles. This included assisting them to attend appointments and grasp the purpose of treatment. One person said, "[The duty manager] went with me for a scan. She's good company and helped me to feel more relaxed and understand what they were doing."
- Care planning centred on helping people to maintain their independence. Staff enhanced this with a multi-disciplinary approach, involving social workers, GPs and hospital and community specialist services.

Supporting people to eat and drink enough to maintain a balanced diet

- People told us they enjoyed their meals. One person stated, "Yes, I eat well and the meals are really nice." A relative added, "The food is good and she eats really well." Staff developed care plans in line with each person's needs to reduce the risk of malnutrition.
- The kitchen was clean and required procedures, such as appliance temperature checks and cleaning schedules, were up-to-date.

Staff support: induction, training, skills and experience

- The registered manager had a programme of staff training, which covered refresher courses to ensure staff retained their knowledge. One employee commented, "I feel much more confident. We get good training, 100% about that." Training provision included safeguarding, recordkeeping, MCA, health and safety, movement and handling, food hygiene and medication.
- People and their relatives told us they had confidence in staff expertise and skills. One person said, "All the staff are experts."
- The management team reinforced training with competency checks, supervision and appraisal. Staff confirmed they felt supported in their roles. A staff member told us, "We're very supported. We have supervision every few months. It's useful to know how you're doing and get feedback."

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

People were supported and treated with dignity and respect and involved as partners in their care.

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

- The management team fully involved people in the development of their support plans. Staff clearly understood the importance of seeking their views and decisions about their care. One staff member told us, "Good care is about making sure all the staff understand the resident, who they are and help them to go through the care plans with them."
- Care records evidenced staff referred people, where appropriate, to advocacy services. This enabled them to access this if they required support to have an independent voice in decision-making. People and their relatives confirmed they were at the heart of their care. One person said, "I have a care plan, we talked about it at the beginning and they bring it up now and then."

Respecting and promoting people's privacy, dignity and independence

- Care planning was focused on assisting people to maintain their independence. They told us staff achieved this through a considerate and friendly approach. One person stated, "The staff are really caring and kind. They are good fun and I really enjoy having a laugh with them."
- People told us staff were respectful of their privacy. One person said, "They knock and call out to me before they come in. They wait until I say it's ok, so that I can make sure I'm all dignified."

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

- The registered manager provided equality and diversity training to develop staff understanding of people's diverse needs and human rights. One person stated, "The staff know the residents really well, all their quirks and how to help them with respect. They are lovely staff."
- Staff worked hard at helping people and their relatives to feel welcomed at Moor Villa. Care delivery was focused on maintaining a family environment and respecting each individual's personal space. One person said, "This is my home now and it really feels like it."

Is the service responsive?

Our findings

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

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- Staff planned care that was personalised to people's needs, preferences and choice. Care records included goals aimed at helping each person to maintain their self-determination. One person stated, "I am independent and the staff do nothing that gets in the way of that. They have helped me to live in a place where I continue to be independent."
- Care records included an assessment of each person's needs. Staff monitored support to ensure it continued to be responsive. Additional information covered people's preferences and backgrounds to maximise choice and control over their lives.
- Staff provided a wide-ranging activity programme to entertain people and help them retain their social skills. One person commented, "They have a lot of activities like games, bingo and quizzes. We go out on trips as well, like to the Blackpool Illuminations."

End of life care and support

- The registered manager sensitively checked people's future end of life decisions. This included their religious requirements and preferred funeral arrangements. A person told us, "They talked to me about what I wanted to do after I die. It's not an easy conversation, but they explained why it was important and now they've got it on record what I want to happen."

Improving care quality in response to complaints or concerns

- The registered manager publicly displayed information about raising concerns. They told us they had not received any complaints over the last 12 months. People confirmed they knew how to give feedback about their experiences of care. One person said, "I have never had a complaint, but they told me there's a form I can fill in if I wasn't happy about anything."

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

The service was consistently managed and well led. Leaders and the culture they created promoted high-quality, person centred care.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility

- People told us they understood how to raise concerns and were confident the management team would work transparently in addressing them. One person commented, "Any little niggles I would go to [the duty manager]. She's very easy to talk with and I know she would sort it."
- We observed staff worked together as a close-knit team in the delivery of good quality care. One staff member said, "Everyone's so nice here, we get on so well and work really well together."

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

- The management team sought people's views to assess the quality of their care. They achieved this through regular care reviews and 'resident' meetings. One person stated, "I would feel safe about bringing anything up that wasn't right, but the meetings are good. It reassures me that the manager is interested in what we've got to say."
- Staff told us they felt valued by the management team. They stated there was an open-door policy and the registered manager was approachable and supportive. A staff member said, "Our managers are really good and they listen. I feel very comfortable about raising any concerns."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The service had clear lines of responsibility and accountability. This included notifying CQC of any incidents in line with the regulations.
- The duty manager and senior care staff completed frequent assessments of everyone's safety and the quality of care delivery. Audits included medication, fire safety, wheelchair safety, bedroom checks, care records and infection control. We saw evidence the management team acted on identified issues to improve the service and enhance people's welfare.

Working in partnership with others

- The management team engaged with the local authority and wider provider forum to enhance people's lives. For example, they developed staff champion roles in safeguarding and the MCA. The designated employees attended training and disseminated good practice to the workforce.

Continuous learning and improving care

- The management team held regular team meetings and one-to-one sessions to learn from issues and

discuss ideas to develop the service. We found they addressed concerns promptly to maintain everyone's safety. A staff member told us, "It's going through things as a team every day, how do we do things, how could we do them better."