

Mr & Mrs J F Warren

St Mary's House

Inspection report

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03 March 2022

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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

St Mary's House is a residential care home providing accommodation and personal care for up to 24 people. The service provides care and support to older people, some of whom are living with dementia. At the time of our inspection there were 19 people using the service.

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

People using the service and their family members said they were happy with the support provided and would recommend the service to others. They told us they or their relatives were supported by staff who understood how to keep them safe and were kind, caring and respectful towards them.

People were supported by staff who were recruited safely, had appropriate training and were well supported by the registered manager. Staff understood how to safeguard people using the service and were confident any concerns they raised would be listened to.

Improved procedures were in place and followed for the safe management and administration of medicines.

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's care was planned around their wishes, preferences and needs. People and their relatives understood how to complain but had not needed to because they were happy with the care provided. They were confident that, if they contacted the home, the management team would respond to them promptly.

Systems were in place to monitor the quality of care people received as well as their satisfaction with it. People, relatives and staff were encouraged to share their feedback.

For more information, please read the detailed findings section of this report. If you are reading this as a separate summary, the full report can be found on the Care Quality Commission (CQC) website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 24 April 2019). At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an unannounced comprehensive inspection of this service in March 2019. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they

would do and by when to improve their management and administration of medicines.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

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.

We also 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. This included checking the provider was meeting COVID-19 vaccination requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Mary's House 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.

St Mary's House

Detailed findings

Background to this inspection

Inspection team

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 included checking the provider was meeting COVID-19 vaccination requirements. 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

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

Service and service type

St Mary's House 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 we looked at both during this inspection.

The service had a manager registered with the Care Quality Commission. Registered managers and providers have legal responsibilities for how they run the service and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was to check whether the service had active infections and agree any precautions we would take to reduce the risks to people using the service.

What we did before the inspection

We reviewed the information we held about the service including any feedback from the local authority and notifications of significant events the provider had sent to us. We used the information the provider sent us

in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We visited St Mary's House on 24 February and 03 March 2022. We spoke with seven people who used the service about their experience of the care provided. We also spoke with eight members of staff including the registered manager, acting deputy manager, senior carers and care staff.

We reviewed a range of records. This included three people's care records and medication records. We looked at four staff files in relation to recruitment and training. A variety of records relating to the management of the service were additionally reviewed.

After the inspection

We received written feedback via email from five relatives or representatives of people using the service.

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 we have rated this key question Good.

This meant people were safe and protected from avoidable harm.

Using medicines safely

At our last inspection the provider did not always ensure the proper and safe management of medicines. This was a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 12.

- People's medicines were stored and managed appropriately by trained staff. Medicine Administration Records (MAR) were fully completed, up to date and accurately recorded the total of each medicine in stock.
- Regular management audits took place to ensure medicines optimisation and safety.

Systems and processes to safeguard people from the risk from abuse

- People we spoke with told us they felt safe and well cared for at St Mary's House. One person said, "They [staff] are very kind. They are always helpful." A family member commented that, in their experience, "The staff were exceptional in their loving care." Another family member said, "I have nothing but praise for St Mary's."
- The service had safeguarding and whistleblowing policies and procedures which staff knew how to effectively use. One staff member told us, "I would report anything I was not happy with. They [senior staff] listen." Another staff member said, "I can go to the manager at any time."
- Staff received training to know how to safeguard people from abuse. An electronic system was used to make sure staff kept up to date with this important training.

Assessing risk, safety monitoring and management

At our last inspection we recommended the provider take prompt and appropriate action to ensure that safe measures are in place to decrease the risk of people falling down the stairs. The provider had made improvements with barriers in place where required.

- Written assessments were completed to identify, assess and manage risks to people. Care plans fully addressed the support required by each person and staff told us that they could contact the registered manager for advice at any time. Staff knew people well, understood people's risks and how to reduce these risks. For example, staff told us about how some people's needs have increased, requiring more support with their mobility to keep safe.
- We saw assessments and care plans were regularly reviewed by senior staff to ensure they continued to meet people's needs and mitigated any potential risks. This included following any accidents or incidents. For example, the registered manager told us about a new bed that had been ordered for one person to help keep them safe following some reported incidents.

- The environment was well maintained with risk assessments and procedures in place to ensure that people were kept safe. Records confirmed that regular health and safety checks were taking place. For example, for gas, electrical and fire safety.

Staffing and recruitment

- People using the service told us there were sufficient staff to meet their needs and keep them safe. One person said, "They come quickly when I call." A family member commented, "[Person] has been so well looked after, by fantastic, caring staff."
- The service carried out recruitment checks on care staff to ensure their suitability. This included Disclosure and Barring Service (DBS) and identity checks along with references to confirm they were of good character. Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Family members were positive about the staffing levels and the caring personalised approach of the staff working at St Mary's House. One relative said, "The carers are wonderful and know the residents background so they can talk to them."

Preventing and controlling infection including the cleanliness of premises

- We were assured that the provider was 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.
- Visits could be booked in advance and were being facilitated following a negative lateral flow test result.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency. We checked to make sure the service was meeting this requirement.

The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Learning lessons when things go wrong

- There were effective arrangements in place for the ongoing monitoring and review of people's care to help

ensure people's safety when needed.

- Incidents and accidents were recorded and analysed for any trends, so lessons could be learned to reduce the chance of reoccurrence. Handovers and daily notes were used to share information with the staff team to help ensure the safety of the service.

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 we have rated this key question 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

At our previous inspection in March 2019, we recommended that the registered provider review their method of quality assurance to ensure that audits and governance systems were fit for purpose.

- At this inspection we found that the registered manager promoted a positive culture and set of values that informed the care provided by the service. They were committed to the provision of a high quality 'person centred' service and ensuring their staff shared their vision and values.
- Family members were positive about the way the service was run. Their comments included, "[The registered manager] runs the home as you would for your own family. My mother describes it as homely, happy and caring", "The owner and carer is a very special person for whom nothing is too much trouble" and, "I can honestly say I have not had a moment's worry since [my relative] has been at St Mary's House."

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

- People and their family members felt able to raise any issues with the service. Staff felt confident to contact the registered manager if they had concerns and that these would be acted upon.
- The registered manager understood their responsibilities under the Duty of Candour. The Duty of Candour is a regulation that requires registered persons to act in an open and transparent way with people in relation to the care and treatment they receive. The registered manager was working in accordance with this regulation within their practice. They also understood the need, when appropriate, to make referrals to other organisations such as the host Local Authority.

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

- There was a clear management structure within the home with the registered manager, acting deputy manager and senior carers in post. A staff member told us, "We all work together. We are happy and the residents are happy."
- The provider had policies and procedures in place to promote and direct the smooth running of the service. For example, there were policies on complaints, equality and diversity, safeguarding and whistleblowing.
- The registered manager completed audits and suitable checks to ensure their service remained within the

set regulatory requirements.

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

- People and their family members said the registered manager ensured they or their relative remained happy with the support provided. They told us they felt comfortable speaking with managers and staff, sharing feedback about the service they received. One person said, "The manager is lovely. I feel listened to." A family member commented, "[The manager] meets any requests and is always available to talk to and nothing is too much trouble for her or the team."
- All of the staff we spoke with were positive about the service provided and said they were well trained and supported in their job roles. They spoke about the small size of the service enabling them to provide people's care in a personalised way, in accordance with people's backgrounds, diversity and expressed views.

Working in partnership with others

- The registered provider continued to work collaboratively with GP, pharmacist, speech and language teams and other local community health services.