

Coombes Wood House Limited

Coombes Wood House

Inspection report

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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

Coombes Wood House is a care home without nursing and is registered to provide accommodation and support for up to 39 older people. Coombes Wood House provides care for people living with dementia, physical disabilities and mental health conditions. At the time of the inspection there were 38 people living there.

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

People were happy at the service and spoke positively about the care they received. Relatives praised staff for the support they provided.

Risks to people were effectively assessed and monitored. Medicines were managed safely. Staffing levels were monitored to ensure people were supported safely. People were safeguarded from abuse. Effective infection prevention and control systems were in place.

Staff received regular training, supervision and appraisal. Staff all spoke positively about their experience working at Coombe Wood House, especially praising the registered manager and deputy manager.

People received effective support with eating and drinking. Staff worked well with external professionals to ensure people received the support they needed. Health professionals praised the staff for positive outcomes when supporting people with complex needs.

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 personalised support based on their assessed needs and preferences. A range of activities took place and people were supported to maintain their relationships and interests. The provider had a complaints procedure in place.

The registered manager and provider maintained good governance systems. Monitoring of activities for individuals, re-positioning and food and fluids required a more robust system but this was put in place during the inspection and staff were knowledgeable about what to do. Feedback was regularly sought and acted on. People, relatives and staff spoke positively about the culture and values of the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 16 March 2021 and this is the first inspection. The last rating for the service under the previous provider was Requires Improvement, published on 7 August 2019.

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 coronavirus and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well led.

Details are in our well led findings below.

Good ●

Coombes Wood House

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 was carried out by one inspector 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

Coombes Wood House 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.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

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 sought feedback from the local authority and professionals who work with the service. The provider was not asked for a 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 spoke with four people who used the service and 16 relatives about their experience of the care provided. We spoke with nine members of staff including the registered manager, deputy manager, senior care workers, care workers, housekeeping staff and the cook.

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

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We received feedback via email from a further seven staff members. We received feedback from two professionals who regularly visited the service.

Is the service safe?

Our findings

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

This is the first inspection of this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people were assessed, and steps taken to reduce the risk of them occurring. Pressure skin damage risks were well managed, and no-one had any pressure sores. Falls were minimal and well monitored. For example, two people were known to kick their alarm mat away from the bed, so staff ensured there was a mat outside their doors which was more effective. External professionals told us staff were quick to seek advice and support to keep people safe.
- Accidents and incidents were regularly reviewed to see if improvements to the service could be made. One person told us, "I feel very safe. They know I can be wobbly so remind me to use my frame". Relatives all said they felt people were safe saying, "[Person's name] is reasonably mobile. Gets the care required to keep them safe. I rate [Coombes Wood House] highly" and "The staff are lovely, I can't say a bad word about them. The place, the communication and 100% honesty. Good as gold. We feel safe in the knowledge [person's name] is in good hands."
- The premises and equipment were monitored to ensure they were safe for people to use.
- Plans were in place to support people in emergency situations. These included regular checks of fire safety equipment and systems. A check was taking place during our inspection.

Staffing and recruitment

- Staffing levels were monitored to ensure people received safe support. Relatives told us, "Not aware of staff issues, never had to wait", "When we did visit, staff look after us too", "The staff make sure people are happy and are attentive" and, "After [the COVID-19 pandemic] [person's name] was desperate to go out so a carer took them out in the wheelchair and had a coffee and cake."
- Staff told us sickness and holiday leave was covered to ensure there were always enough staff at the service. Staff said they were busy, but they felt there were enough staff to meet peoples' needs.
- The provider's recruitment process reduced the risk of unsuitable staff being employed. These included references, employment history and Disclosure and Barring Service checks (DBS). DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Systems and processes to safeguard people from the risk of abuse

- People were safeguarded from abuse. Staff received safeguarding training and said they would not hesitate to report any concerns they had. Where people had behaviours, which could be challenging to others, staff had taken time with people to look at triggers. There were many examples of how people had settled well into the home and become calmer.

Using medicines safely

- Systems were in place to ensure people received their medicines when needed.
- Care records contained details of people's medicine support needs. Medicine administration records were completed without any errors or unexplained gaps.
- Medicines were safely and securely stored. Stock levels were monitored to ensure people always had access to the medicines they needed. Topical medicines were dated on opening and stored safely.

Preventing and controlling infection

- 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.
- Visiting to the service was carried out in line with national guidance. During the inspection we saw relatives visiting people and they all said they were able to visit at any time. Most visitors said they still rang the home to ensure there were not too many visitors on the premises. There were clear arrangements in place to keep people safe.

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.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant 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

- People's support needs and preferences were assessed before they moved into the service to ensure appropriate care was available. These were kept under constant review, with people being involved in expressing their choices.
- The registered manager told us how they worked closely with health professionals and often admitted people with complex mental health needs. A health professional said, "I work closely with Coombes Wood House around supporting residents with any behavioural or psychological issues associated with their dementia.
- Since the registered manager and deputy manager started to manage the service there has been a significant improvement in the quality of the care they provide. They work with challenging people and do so with a positive outlook and are keen to engage specialist professionals for the betterment of the person. They are responsive towards any advice offered and quickly implement any changes."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff worked effectively with external professionals to ensure people received effective and timely care. One external professional told us, "[Person's name]'s previous care home was not providing them with a good level of personal care, as they reported she was 'too aggressive' towards them. They have settled beautifully into Coombes Wood House and from day one, they have ensured they manage their challenges with dignity and respect. When I visited, I saw them well kempt, calm and happy in their surroundings."
- People were supported to access a wide range of external professionals to maintain and promote their health and wellbeing. For example, there was a close relationship with the mental health team.

Staff support: induction, training, skills and experience

- Newly recruited staff completed the provider's induction programme. This included meeting people and staff at the home and learning about policies and procedures. Each staff member said they were supported as individuals including support in their personal lives.
- Staff received regular training to ensure they had the knowledge and skills needed for their role. Staff were very knowledgeable about people's needs and relatives told us how skilled the staff were.
- Regular supervisions and appraisals took place to support staff in their roles. Staff we spoke with said these were useful meetings at which they could raise any issues they had. A staff positive affirmation board celebrated staff qualities.

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

- People were supported with eating and drinking. Care records contained information on people's dietary needs and preferences, and staff were knowledgeable about these. A new system was being trialled and menus were being adapted to people's preferences. Staff reported that people seemed to be enjoying the food and were eating more.
- People spoke positively about meals at the service. Comments included, "If it's not what I fancy I can have anything I want, I'm very fussy but they get me things I like."

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

- The premises were adapted for the comfort and convenience of people living there. Rooms were customised to people's individual tastes.
- There was plenty of space for people to enjoy different communal areas and quiet rooms. There was a large garden and veranda which people were enjoying. There were plans to landscape the lawn to provide a circular route for people living with dementia and to level the small gradient.

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 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 MCA. 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, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- People were asked to consent to the support they received. Where they did not have capacity to do this best interest decisions were made and recorded.
- DoLS were appropriately applied for and monitored.

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.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

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

- People and relatives spoke positively about staff and the support they received. Comments included, "When I see [person's name] he is always clean, dressed and their beard trimmed", "We were in despair, but Coombes Wood House felt right. [Person's name] likes to wear their hat and staff make sure they're wearing it. They are kind and patient, [person's name] has thrived" and, "What appealed to us was the regular staff, says a lot about the place and we know everyone."
- Throughout the inspection we saw caring and kind interactions between people and staff, who had professional but friendly relationships.
- Staff clearly knew the people they were supporting well and used this knowledge to have meaningful and uplifting conversations with them. One person told us, "I love all the staff, we have a nice time together."

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

- People were supported to express their views and make their voices heard. Feedback was sought through regular conversations with people and relatives, at meetings and using surveys.
- We saw that people were involved in decisions about what they wanted to do and how they wanted to be supported. People and relatives said staff provided the support people wanted, including the 'little things'.
- People were supported to access advocacy services where needed. Advocates help to ensure that people's views and preferences are heard.

Respecting and promoting people's privacy, dignity and independence

- People were treated with dignity and respect. We saw staff were polite and respectful when offering support, and protected people's dignity.
- People and relatives said they were supported to be as independent as possible. We saw staff encouraging people to do as much as possible for themselves.

Is the service responsive?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People's care was based on their assessed needs and preferences. Electronic care plans were regularly updated to ensure they contained the latest information.
- People were involved in designing and reviewing their support to ensure it responded to their choices. When discussing care plan reviews one person told us, "Yes, I'm involved."
- Staff were updated on any incidents or changes when they came on shift to ensure they had the latest information on people's needs and preferences.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- People were given information in the most accessible format for them. Staff were effective at communicating with people and helping them to express themselves.
- One person had begun to speak in their native tongue rather than English so a staff member was allocated to them who could understand and reassure the person effectively.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported to access activities they enjoyed. An activities co-ordinator planned and managed activities, which were regularly reviewed to ensure they reflected people's interests. For example, people went into the garden a lot and some people enjoyed gardening.
- People and relatives told us people were supported to maintain relationships of importance to them.

Improving care quality in response to complaints or concerns

- Systems were in place to investigate and respond to complaints. People and relatives told us they knew how to use the complaints process and would be confident to do so. One relative said, "I know who to speak to about complaints."

End of life care and support

- At the time of our inspection nobody was receiving end of life support. Systems were in place to provide this in a way that reflected people's preferences.

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.

This is the first inspection for this newly registered service. This key question has been rated 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; 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 relatives spoke very positively about the support they received and said they achieved their desired outcomes. Relatives spoke to the excellent communication they received from the registered manager and deputy manager. They commented, "No complaints. Anything I ask is answered. I am always happy with the reply", "The smallest things are important to the staff", "Everyone has been brilliant, they always help you" and, "We feel very involved and part of the home, even on the phone. We are always welcome."
- The provider and registered manager regularly updated people and relatives about any changes at the service. One relative told us, "I give feedback all the time. We talk a lot and the staff let me know what kind of day [person's name] has had."
- Staff all said they were proud to work at the service and praised its culture and values. Staff said, "Coombes Wood House has been an absolute pleasure to work for from the day I first started, the staff and management made me feel welcome and gave me guidance when I needed it", "[The management] have helped me transition into a more senior figure by taking time out of their day to teach me more about the home and I can't wait to go even further, this all thanks to them" and, "Everyday [management] are always making sure their employees are happy and continuously check-in to ensure their staff are OK. We take pride in caring for people, especially those with mental health conditions."

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

- The registered manager and provider carried out a range of quality assurance audits to monitor and improve standards at the service. Where issues were identified action was taken to address them. Staff were very knowledgeable about peoples' needs and supported them well, but this had meant that some auditing was not as robust as it could be. For example, to total fluid charts daily and record activities on a more individual basis. The registered manager immediately ensured a more robust checking system was put in place. The provider visited regularly, and the registered manager said they had begun to record these conversations formally. Staff all felt well supported by the provider and told us the provider always brought them a treat when they came. Staff were able to discuss any issues, with people at the heart of any decisions.
- The provider and registered manager had submitted required notifications to CQC in a timely manner.

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

- Feedback was sought and acted on. People and relatives confirmed they were involved and asked their views on the service. Relatives told us, " We are kept informed about everything", "The manager and deputy are always out and about" and "When I keep ringing for updates, I never feel I am a problem. Even if I ring up asking to put [person's name]'s TV on a certain channel, for example the Grand Prix."
- Staff said the registered manager and provider were approachable and sought their views. The registered manager and deputy manager had worked together to instill a culture of kindness and teamwork to ensure staff felt valued. This had been especially important during the COVID-19 pandemic. Staff said, "The management are always open to talk about anything whether it be related to work or about personal matters and approach every conversation with an open mind" and, "They work endlessly to make sure Coombes Wood House is the best as it can be and put their heart and soul into everything they do." Staff had held a celebration party when the manager was registered and had only positive comments about Coombes Wood House and the care and support delivered.

Continuous learning and improving care; Working in partnership with others

- The service worked effectively with a wide range of external professionals to develop and improve people's care. One external professional told us, "We have very good professional relationships and communications and Coombes Wood House is the best home in the area in my opinion." They praised the home for welcoming people with complex mental health needs who had been unable to have their needs met effectively in other homes and described positive, successful outcomes.
- Staff received ongoing training to ensure they were aware of the latest learning and guidance.