

S & A Care Limited

The Beeches Residential Home

Inspection report

39-43 High Street
Ixworth
Bury St Edmunds
Suffolk
IP31 2HJ

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Tel: 01359230773

Website: www.thebeeches-ixworth.co.uk

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

What life is like for people using this service:

- People who live at The Beeches Residential Home are supported by sufficient staff who are well trained and know how best to support people living with dementia. We observed residents' requests for assistance being answered promptly. The quality of interaction between staff and people was excellent. We noted staff bent down to talk with people at eye level, and helped them reminisce appropriately e.g. distracted one person who was showing distress by getting them to talk about the terrible storm of 1988. The environment is comfortable and safe. There was good dementia friendly signage on the ground floor making it easier for people to find toilets, dining room and lounges. There was suitable equipment to support people's needs.
- People were enabled to keep active through regular visits to the high street where the home is situated and several community groups visited. There were events and interesting activities each day both within groups and for one to one support for people who needed this.
- People enjoyed good home cooked food and had a choice to meet their needs. One person told us that staff had cooked them a special birthday breakfast of egg, bacon and fried bread.
- People had good access to healthcare and other professionals. One person told us because their relative was not available staff had taken them for a regular blood test. Incidents and accidents were minimal and if they occurred than staff were able to support and took appropriate actions.
- People and their families were consulted and involved with every aspect of people's life's. A relative told us they felt involved in their relative's care, and saw their care plan regularly. People had a fulfilling life at The Beeches Residential Home.

See more information in Detailed Findings below.

Rating at last inspection: GOOD (report published 07 May 2016)

About the service: The Beeches Residential Care Home provides accommodation and personal care for up to 35 people who require 24 hour support and care. Some people live with dementia and a physical impairment. At the time of our visit 30 people were resident.

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

Follow up: Going forward we will continue to monitor this service and plan to inspect in line with our reinspection schedule for those services rated Good.

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	Good ●
Is the service effective? The service was effective	Good ●
Is the service caring? The service was caring	Good ●
Is the service responsive? The service was responsive	Good ●
Is the service well-led? The service was well led	Good ●

The Beeches 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 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. This service was selected to be part of our national review, looking at the quality of oral health care support for people living in care homes.

Inspection team: Consisted of two inspectors. The inspection team included a dental inspector who looked in detail at how well the service supported people with their oral health. This includes support with oral hygiene and access to dentists. We will publish our national report of our findings and recommendations in 2019.

Service and service type: The Beeches Residential Home is a care home. People in care homes receive accommodation and nursing or personal care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided in line with the Health and Social Care Act 2008 and associated Regulations.

Notice of inspection: This inspection was unannounced.

What we did: We reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about and we sought feedback from the local authority and professionals who work with the service. We assessed the 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. We used all this information to plan our inspection.

During the inspection, we spoke with three people who used the service and two relatives to ask about their experience of the care provided. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We spoke with the registered manager, deputy manager and three care staff. We looked at records in relation to people who used the service. We also looked at staff files as well as records relating to the management of the service, recruitment, policies, training and systems for monitoring quality.

Is the service safe?

Our findings

People were safe and protected from avoidable harm. People told us that they felt safe and relatives trusted staff to do the right thing by their relatives when they were not there. There were systems and training in place that staff felt confident in using.

Supporting people to stay safe from harm and abuse

- Policies in relation to safeguarding and whistleblowing were in place and staff had received training based upon these. Staff demonstrated a good awareness of safeguarding procedures and knew who to inform if they witnessed or had an allegation of abuse reported to them. The registered manager was aware of their responsibility to liaise with the local authority if safeguarding concerns were raised.

Assessing risk, safety monitoring and management

- Risks to people had been assessed and were safely managed. People's needs and abilities had been assessed prior to moving into the home and risk assessments had been put in place to guide staff on how to protect people. The potential risks to each person's health, safety and welfare had been identified. Well known assessment tool such as MUST (Malnutrition Universal Screening Tool) and Waterlow (a pressure sore risk assessment tool) were used.
- We observed good moving and handling practices and people had their own slings that they were assessed for.
- Risk assessments relating to the environment were in place. This included use of the stairs, evacuation plans and equipment such as fire, hoists and water were regularly tested for safety.

Staffing levels

- Staffing levels were appropriate to meet the needs of the people residing at the service.
- All staff spoken with said there were sufficient staff on duty. Our observations in the different lounges found sufficient staff available to meet people's needs promptly. Lunch in different areas was well staffed to support people as needed. People did not wait long to be attended to.

Using medicines safely

- Medicines were safely managed. There were known systems for ordering, administering and monitoring medicines. Staff were trained and deemed competent before they administered medicines. Medicines were secure and records were appropriate.
- Observations of staff showed that they took time with people and were respectful in how they supported people to take their medicines.
- Covert medicines were appropriately managed, but further guidance from a pharmacist would ensure safety of medicines being crushed.

Preventing and controlling infection

- The service was clean throughout and did not have an odour. A relative who visited very regularly said, "It

does not smell and it's always clean."

- There were cleaning staff employed, they had appropriate equipment and cleaning schedules were in place.
- The laundry had good equipment and systems to prevent infection spread. The kitchen had a food rating of 5*.

Learning lessons when things go wrong

- Management were keen to develop and learn from events. They welcomed any support from external agencies with advice.
- There was a low incidence of falls and pressure ulcers, but these were monitored and actions taken such as the introduction on movement sensors at night.
- Accidents were appropriately recorded and actions taken to prevent similar occurrences.

Is the service effective?

Our findings

People's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on best available evidence.

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

- Assessments of people's needs were comprehensive, expected outcomes were identified and care and support regularly reviewed.
- Staff applied learning effectively in line with best practice, which led to good outcomes for people and supported a good quality of life.

Staff skills, knowledge and experience

- Staff were competent, knowledgeable and skilled; and carried out their roles effectively.
- Staff had received appropriate training to support people living with dementia, this included understanding the condition as well as how to manage distressed behaviour. Our observations were that staff were confident and sensitive in how they supported people when they became distressed.
- Information supplied by the registered manager stated that each shift had staff trained in dementia care, moving and handling, first aid, fire safety and medication administration and therefore was able to keep people safe and appropriately cared for.
- Approximately 80% of care staff hold a recognised care qualification. Staff received regular supervision and spoke highly of the support they received from managers.

Eating, drinking and a balanced diet

- People received homecooked food that constituted a balanced diet.
- People were given a choice of menu. One person requested scrambled egg on toast with tomato ketchup as they did not wish to have the main meal or the vegetarian option.
- The meal time experience was relaxed with people being offered choices of where to sit and what to drink. People were given support to eat and equipment to maximise their independence.
- The cook had a good system to know who had a special diet and was able to cater for those who had swallowing difficulties and those who were diabetic.

Supporting healthier lives and access to healthcare

- People were routinely registered with healthcare professionals. A GP visited each week or when required to ensure access to treatment and medicine. A visiting healthcare professional told us that people were appropriately referred and that the surgery had a good working relationship with the service and staff.
- People were referred to other healthcare professionals as required, such as dementia specialists, speech and language therapists and occupational therapists. People were supported by staff to access healthcare appointments.

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

- There was a planned maintenance of the environment. The dining room was being painted during our visit.
- An extension was being built. This had been designed with people living with dementia in mind. Plans included a safe courtyard with water feature, corridors with large windows for natural light and a circular walk for those who wanted to frequently walk.
- The main part of the home had interesting features on the walls that were about autumn, the local history of the high street and Ixworth with plenty of photographs and a feature on Remembrance Sunday.
- There was good dementia friendly signage on the ground floor making it easier for people to find the toilet, dining room and lounges. We made a suggestion to paint handrails a contrasting colour to the walls to make them more visible to people.

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

- We checked whether the service was working within the principles of the Mental Capacity Act (MCA) and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.
- Staff had a good understanding of these pieces of legislation and when they should be applied. People were encouraged to make all decisions for themselves and were provided with sufficient information to enable this in a format that met their needs. There was a strong emphasis on involving people and enabling them to make choices wherever possible.
- The manager understood their responsibilities in terms of making application for deprivation of liberty safeguards to the authorising authority and making notification to us about those applications being granted.

Is the service caring?

Our findings

The service involves and treats people with compassion, kindness, dignity and respect

Treating people with kindness, compassion, dignity and respect

- People consistently told us that staff were kind and caring. We observed some lovely practice by staff who emotionally supported people with compassion. One person wanted staff support to help them, "Sort out my mind." Staff did spend time and enabled the person to express themselves and then enabled them to positively plan their time.
- Our observations showed people displayed signs of well-being. One person went around picking up tables and moving chairs etc. They were very engaged in this task and we were pleased to note staff let them do this and didn't try to stop them.
- Staff knew people very well. One person spoke about how much they preferred to stay in their own room and staff respected this choice. One person was given a banana, which they told us was their favourite fruit and had one every day.

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

- People and their representatives were regularly asked for their views on their care and their plans. One relative told us they felt involved in their relative's care and saw their care plan regularly. They were having lunch together on the day of our visit.
- Staff understood it was a person's human right to be treated with respect and dignity and to be able to express their views. We observed them putting this into practice during the inspection. People were treated respectfully and were involved in every decision possible.

Respecting and promoting people's privacy, dignity and independence

- People and their families routinely completed life histories and this enabled staff to develop meaningful relationships and have respect for people as individuals.
- People were enabled to be as independent as possible and equipment such as suitable chairs allowed people in the later stages of dementia to use the communal areas safely.
- Relatives confirmed to us that people's privacy and dignity was always maintained. Our observations were that staff were mindful in their actions and how they spoke with people. e.g. when health professionals visited people were moved to have private consultations.

Is the service responsive?

Our findings

People received personalised care that responded to their needs

How people's needs are met

- People received personalised care and support specific to their needs and preferences. Each person was seen as an individual, with their own social and cultural diversity, values and beliefs. Care plans reflected people's health and social care needs and demonstrated that other health and social care professionals were involved.

Personalised care

- People's care plans were detailed and contained clear information about people's specific needs, their personal preferences, routines and how staff should best support them to live happy, contented lives. Each person's plan was regularly reviewed and updated to reflect their changing needs.
- People were enabled to follow a variety of interests and activities. People said that activities were frequent and they never felt bored. One person stated they liked the sing-a-longs, quizzes and playing Ludo. Activities and visitors planned were displayed weekly on the wall for people to see.
- There were several regular community groups visiting including church groups, visiting animals, local school involvement with regular return visits to the school for lunch. There was a consistent community presence as people could access the high street and visit shops cafes and post office because it was so close.
- All aspects of people's lives were planned and this included end of life care planning. People were supported to have a dignified pain free death. This was because staff had appropriate training and there were good links with a local hospice and GP. Peoples wishes were appropriately recorded and families were involved as appropriate.

Improving care quality in response to complaints or concerns

- There were known systems and procedures in place. These were visible to any visitor as they were displayed on the wall for all to see.
- There were minimal complaints received. People and relatives said that they felt able to speak to the manager at any time. Staff were aware of resolving concerns at a lower level if possible.
- We saw evidence that complaints received were taken seriously to improve the service where possible and appropriate actions with records were in place.

Is the service well-led?

Our findings

Leadership and management assure person-centred, high quality care and a fair and open culture

Leadership and management

- Staff consistently told us of the positive management structure in place that was open and transparent and available to them when needed. Staff felt supported to gain qualifications and bring any matters to the attention of the registered manager.
- The culture of the service was caring and focused on ensuring people received person-centred dementia care. It was evident staff knew people well and put these values into practice. One staff member said, "I would put my relative in this home."
- People and relatives told us the at the registered manager was visible and known to them and approachable. We saw them to be kind, caring and that they knew everyone who lived at the service and their relatives very well. One relative said, "I would recommend this home to others."

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements. Continuous learning and improving care

- The registered manager understood their legal requirements. They were open to change and keen to listen to other professionals and seek advice when necessary.
- A recent development was the introduction of a health and safety system within the service that has seen practical developments adopted for a safer environment. There were embedded safety systems in place that showed that the provider took safety seriously.
- The provider had purchased an updated policy and procedures manual. These were being worked through to ensure they were service specific but also to update systems and staff on changes within known legislation.
- The provider visited regularly and produced a report of their visit that included speaking with people and staff about their experiences of the service. This was used to drive improvement

Engaging and involving people using the service, the public and staff. Working in partnership with others

- The service regularly sought the views of people through care plan reviews and through regular surveys sent out. The feedback received has been positive and therefore confirms that they service provided is appropriate for people's needs.
- We received feedback from two health and social care professionals that tell us they had positive relationships with the service. One said, "Our practitioners speak highly of The Beeches as they are reliable and manage residents with more complex needs who other services would perhaps not manage."