

Askham Village Community Limited

Askham Court

Inspection report

13 Benwick Road
Doddington
March
Cambridgeshire
PE15 0TX

Website: www.askhamcarehomes.com

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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: Askham Court is residential care home that provides accommodation and care, with nursing, for up to 12 adults. People who live at the home have complex physical and mental health needs, mainly because of acquired brain injury. At the time of the inspection there were 11 people living in the home. Askham Court is part of the Askham Village Community, which comprises of four care homes, each catering for a different client group, built around a central courtyard garden. Askham Court is on one floor, with a large lounge/dining area, which has a kitchenette, and all bedrooms are single rooms with an en suite bathroom. There is a shared café opening onto the courtyard, which is open to the general public.

People's experience of using this service:

- People continued to feel safe living at the service. Risk assessments had been completed to ensure that action was taken to keep people safe. Staffing levels were appropriate to meet people's needs in a timely manner. People received their medication as prescribed. There were systems in place to record, monitor and learn from accidents and incidents.
- Staff had the knowledge, skills and support they required to meet people's needs effectively. People's physical, emotional and social needs were identified so staff could meet these. People received support with eating and drinking when needed. People were supported to maintain good health and were supported by or referred to the relevant healthcare professionals. People consented to their care or when appropriate best interest decisions were taken on their behalf.
- People continued to receive care and support from staff that were kind and caring. People's privacy and dignity was protected and promoted. Staff knew people well and what made them happy and how to motivate them to work towards re-ablement programmes.
- People received person centred care that met their needs. Care plans were detailed so that staff knew people's preferences and how people would like to be supported. Activities were provided according to people's interests and hobbies. People knew who to make a complaint to if needed.
- People, visitors and staff told us the service had strong leadership and an open and supportive culture. The service identified areas for improvement so that people received a good service. One person said that the lead nurse was, "Caring, efficient and sympathetic."

Rating at last inspection: Good (report published 20 July 2016)

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

Follow up: We will continue to monitor all information received about the service to ensure the next inspection is scheduled accordingly.

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 remains safe

Details are in our Safe findings below.

Good ●

Is the service effective?

The service remains effective

Details are in our Effective findings below.

Good ●

Is the service caring?

The service remains caring

Details are in our Caring findings below.

Good ●

Is the service responsive?

The service remains responsive

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service remains well-led

Details are in our Well-Led findings below.

Good ●

Askham Court

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:

The inspection was carried out by one inspector over two days.

Service and service type:

Askham Court 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 the 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.

What we did:

Before the inspection we reviewed all the information that we have in relation to this service. This included notifications. A notification is information about important events which the provider is required to send us by law. We also reviewed the Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make

During our inspection:

We observed how the staff interacted with the people who used the service and looked at how people were supported throughout the day. We spoke with four people, four relatives, the lead nurse, a representative of the provider and three members of staff. We looked at three people's care and support records. We viewed records relating to the management of the service. These included quality audits, medication records and incident and accident records.

Is the service safe?

Our findings

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

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

Systems and processes to safeguard people from the risk of abuse.

- Staff knew how to recognise abuse and reduce the risk of people suffering abuse. Staff had received training and had a good understanding of the providers safeguarding systems and procedures.
- One healthcare professional told us, "I think that the service is very safe."
- People who lived at the service told us they felt safe. One person told us, "I feel safe here, there is always someone around if you need them." A relative told us, "I feel [family member] is very safe here - we see [family member] in safe hands and feel happy."

Assessing risk, safety monitoring and management.

- Staff understood when people required support to reduce the risk of avoidable harm. Risk assessments identified risks and the action for staff to take to keep people safe. Records used to monitor risks such as food and drink intake or regular repositioning to avoid pressure areas were consistently completed and monitored.
- The environment and equipment were safe and well maintained. Emergency plans were in place to ensure people were supported appropriately in the event of a fire. One person told us, "It makes me feel safe that people have to get by reception before they can come in."

Staffing and recruitment.

- All of the required pre-employment information and checks were obtained before new staff started working for the service. People could therefore be assured newly employed staff were suitable for the role.
- People and their visitors told us that they received care and support in a timely way. The lead nurse confirmed that if people's needs increased then staffing levels were increased to ensure their needs were met. Staff confirmed that they had time to carry out their roles.

Using medicines safely.

- Medicines were safely managed, stored and administered by staff competent to do so.
- People told us where they required support from staff with their medicines they always received their medicines as they should and on time.
- One relative told us that the home staff had suggested that their family members medication was reduced. This was done in agreement with the doctor and the person had become, "Much more responsive."

Preventing and controlling infection.

- The home was clean, tidy and free of unpleasant odours. Relatives confirmed this was consistently the case.
- Staff had completed training in how to reduce the risk of infection and followed good practice guidance.
- There was a good supply of gloves and other protective equipment to reduce the risk of infection and we saw staff used this correctly.
- Clinical waste and laundry were managed safely.

Learning lessons when things go wrong.

- Staff followed the providers procedures when any accidents or incidents occurred.
- Risk assessments and care plans were reviewed to ensure they remained up to date and met the person needs in reducing the risk.
- The registered manager ensured that any accidents or incidents were used as a learning opportunity and shared lessons learnt with staff.

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.

Good: 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 detailed assessment of people's needs were undertaken before people moved into the home.
- People's care and support was regularly reviewed to ensure they were providing the right care and support in line with best practice and guidance.
- Care plans contained information about people's needs and it was evident that staff knew people well.

Staff support: induction, training, skills and experience.

- People and relatives told us that staff knew how to care for people and knew how to use equipment. Staff had received training when they first started working at the service and this was updated each year. New staff completed the Care Certificate, which identifies a set of standards and introductory skills that health, and social care workers should consistently adhere to and includes assessments of competency.
- Staff told us they felt supported and received regular supervisions where they could discuss any training requests or issues they may have. Staff also confirmed that they could speak to the registered manager or the provider at any time.
- One health care professional told us, "The staff work very hard and are exceptionally good with complex patients including those with low awareness, or tracheostomies or spinal injuries."

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

- People had choice and access to sufficient food and drink throughout the day.
- When needed people received support with eating and drinking at a pace that suited them. Staff were aware of people's dietary needs. When needed monitored their intake to ensure it was sufficient to maintain a healthy weight.
- One relative told us how when their family member had moved into the service they could only eat pureed food but with staff support they had been enabled to progress to eating normal meals.

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

- Staff supported people to attend appointments with health professionals such as GPs, dentists, chiropodist, opticians and hospital consultants.

- □ Staff told us they ensured people had the support they needed if healthcare was required and we saw from records that referrals were made as necessary.
- □ The registered manager worked closely with other professionals when required to ensure people received effective care and made sure any advice received was used to improve their care.
- □ A local GP visited the home every week to support people with any health needs. The local GP could also be requested at other times if needed.
- □ One health care professional told us that the registered manager and lead nurse, "Run efficient care and are highly skilled and knowledgeable." They also said, "Staff definitely adhere to advice and support people effectively."

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

- □ Askham Court is a purpose-built home. The building is fully accessible and equipped to meet people's physical needs. The premises were decorated to a high standard and each person's room was furnished to their taste, with many personal belongings to support people to feel it is their home.

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, 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 any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met."
- □ Staff ensure that people and/or their relatives were involved in decisions about their care.
- □ Where people were assessed as lacking capacity to make a certain decision, staff worked in their best interest. We saw records to support that this happened.
- □ We saw staff always gained people's consent before carrying out any support and assisted people to make day to day decisions as much as possible.

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.

Good: 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.

- We observed that people were treated with kindness. People and their relatives were very positive about the staff's caring attitude. One healthcare professional told us, "Staff are most compassionate and caring in my opinion."
- People told us that staff knew them well and how they would like their care and support to be provided.
- One person told us, "Staff are fantastic, I give them 12 out of 10." Another person told us, "Staff are caring, they know what makes me happy."

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

- People and/or their relatives were involved in the assessment of their needs and providing the details in their care and support plans.
 - Staff signposted people and their relatives to information sources or advocacy organisations
- , and provided advisors or advocates with information.
- Relatives told us they were encouraged to visit and one relative told us, "[Staff] moved all the furniture around so we could all watch a film together."
 - One person told us, "I like living here it's like home from home."

Respecting and promoting people's privacy, dignity and independence.

- People's rights to privacy and confidentiality were respected.
- We observed that people could spend their time how and where they wanted to. When people were in their bedrooms staff always knocked and waited before entering. One person told us, "There are no house rules, if I want to go to bed in the afternoon I can. If I want a cup of tea in the middle of the night I can." Another person told us, "There is no invasion of privacy."
- People were offered choice and control in their day to day lives where possible. For example, one person's care plan stated that staff should show the person a choice of clothes for them to wear. One person said, "[staff] encourage me to do as much as possible for myself, they treat me with dignity."
- Staff maintained people's privacy and dignity when assisting them with personal care. It was done discretely; staff told us they always closed doors and kept people as covered up as possible.

- One healthcare professional told us, "I have no doubt in saying that the staff in Askham Court are caring and compassionate in the way they provide care to their patients."

Is the service responsive?

Our findings

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

Good: 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.

- The care plans were detailed and included information on each aspect of the person's needs such as, eating, personal care, communication and moving and handling. The information was person centred and described what the person was able to do and how staff should support them. For example, when they could manage taking a shower or not.
- The aim of Askham Court is reablement and rehabilitation with a focus on getting people back to work or home as soon as practicable. People had weekly programmes which helped them to do this such as using on-site gym and hydrotherapy, cooking and learning to read and write.
- People were supported to rehabilitate to their optimal ability. One person who initially could not weight bear was walking with the assistance of a walking frame and had regained their independence.
- Staff supported people to participate in social and daily living activities such as bingo, archery, computer sessions and cooking.
- One person told us they had typed their own care plan and given it to the manager. They stated that this made them, "Feel in control."
- One relative told us that the care their family member had received had made a "huge difference to [family members] emotions". They explained that before living at Askham Court they had not been smiling and laughing and now they were.

Improving care quality in response to complaints or concerns.

- The provider had a robust complaints system. Complaints and concerns raised were explored and responded to and the service used learning from them as an opportunity for improvement.
- Although relatives said they had not made any formal complaints, they said they raised issues in person or by email if they had any concerns.
- There was also a system in place for people, relatives and others to raise any issue anonymously if they felt more comfortable to do so, and this was monitored by the management team.

End of life care and support.

- Although the stated purpose of Askham Court is to provide a reablement and rehabilitative service it was prepared for an unexpected eventuality of a person nearing the end stages of their life.
 - Staff had attended training to provide them with the necessary skills.
- The provider had a bereavement pack for people and their families to refer to. The pack was very detailed and included information about physical, emotional, spiritual and practical information, support and help.

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.

Good: 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; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics.

- The management team demonstrated a commitment to providing person centred care with clear goals for people to work towards.
- Staff felt supported and understood the provider's visions and values for the home.
- People, their relatives and staff were encouraged to give feedback on the service. One person who lived at the service assisted the managers in undertaking staff appraisals.
- People and/or their relatives were invited to take part in reviewing their care plans and setting new goals when the previous ones had been achieved.
- One healthcare professional told us, "I do believe that the service is well-led by a good team who is gelled together to provide care to the patients and the team is well supported from senior management."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care.

- The service was well-run. Staff understood their roles and responsibilities and told us that they worked well as a team. One member of staff told us, "The best thing about working here is seeing people improve."
- Managers had attended training on effective quality assurance and auditing procedures.
- Audits were completed on a wide range of areas within the home. Action plans showed who was responsible for the actions and when they had been completed.
- Information from analysis of incidents and accidents, feedback from people and their relatives and complaints were used to continually improve the service being offered.
- Meetings were held for people and/or their relatives to attend to give feedback on the service.
- A healthcare professional told us, "They always try to solve problems and accommodate residents' needs, however unusual, which I feel reflects an openness to deliver a patient focussed service while remaining safe and being aware of their limits and when to ask for help."

Working in partnership with others.

- The lead nurse and provider told us they worked closely with partner organisations to ensure positive

outcomes for people.

- We received lots of positive feedback about the service from healthcare professionals.
- One healthcare professional told us, "The service is always seeking advice and ideas to improve the care that they provide to people and it is very responsive in implementing an effective plan to address any concerns raised by either myself or my colleagues."