

Five Rise Nursing Home Limited

Five Rise Nursing Home

Inspection report

Keighley Road
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Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Outstanding 

Summary of findings

Overall summary

Five Rise is nursing and residential care home providing personal care to 58 older people, people living with dementia, physical disabilities or mental health issues. At the time of the inspection 58 people were using the service which can accommodate up to 67 people in a purpose built home.

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

The staff and management team showed a genuine and in-depth understanding and compassion for people they supported. They continuously encouraged improvements and innovation to benefit people who used the service. The staff team enabled people to express their views ensuring people received the care they needed and wanted.

Staff understood their roles and responsibilities, were motivated and had confidence in the management team. Moreover, they were supportive of each other to ensure people received excellent care. The management team placed a great importance on ensuring everybody was treated as an individual and received exceptional person-centred care. They had worked hard and had established a strong and visible person centred culture. The service encouraged and sustained contacts with the local community.

The management team spoke with great passion about the care and support they provided to people and their families. They encouraged staff to go the 'extra mile' when supporting people and that was reflected in the feedback received from people and families. Staff were motivated to provide exceptional care with much kindness and consideration. People and their families felt they really mattered to the whole staff team.

Staff were respectful, considerate and incredibly positive towards people and their relatives. It was paramount to the service to ensure people's wellbeing was respected and protected. People and relatives confirmed staff always respected their privacy and maintained their dignity. People benefitted greatly from living at a service that had a very open and welcoming culture.

Staff provided excellent end of life care with great care and compassion. People and their families were always supported with the utmost consideration and understanding to ensure their decisions and preferences were taken into account.

People were able to engage in a wide range of meaningful activities and maintain regular links with the community. People reported they really enjoyed getting involved in activities and outings because it made them feel busy and useful. People's choices were always respected by attentive and understanding staff, who were continuously researching for creative and innovative ways to ensure people lived their lives to the full. The whole staff team were very responsive to the needs of people and enabled them to improve and enjoy their life.

The management team had excellent quality assurance systems and were able to identify issues and any

improvements which were needed. They praised the staff team for their dedication and hard work and appreciated their contribution in ensuring people received exceptional care and support.

People felt safe whilst being supported by staff who had the relevant knowledge and confidence to identify safeguarding concerns and act on these to keep people safe. The management and staff team recognised, reviewed and explored better ways of working when things went wrong. Staff were recruited safely and there were enough qualified, skilled and knowledgeable staff to meet people's needs at all times. Risks to people's personal safety were assessed and measures put in place to minimise those risks. Medicines were managed safely and people received their medicines when required.

The management team had planned and booked training when necessary to ensure all staff had the appropriate knowledge to support people. Staff felt supported by the registered manager and management team, which helped maintain great team work. The management and staff team monitored people's health and wellbeing and took appropriate action when required to address concerns.

People received support that was individualised to their specific needs. Their needs and support plans were kept under review and promptly amended as changes occurred. 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 interest. The policies and systems in the service supported this practice.

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

Why we inspected

This service was registered with us on 20 September 2018 and this is the first inspection.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection 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 exceptionally caring.

Details are in our caring findings below.

Outstanding ☆

Is the service responsive?

The service was exceptionally responsive.

Details are in our responsive findings below.

Outstanding ☆

Is the service well-led?

The service was exceptionally well-led.

Details are in our well-Led findings below.

Outstanding ☆

Five Rise Nursing 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 (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 team consisted of one inspector, a specialist nurse advisor and an Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Five Rise Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager who was 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 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. 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 spoke with 12 people who used the service and 15 relatives about their experience of the care provided. We spoke with 15 members of staff including the registered manager, deputy manager, three nurses, two senior care workers, three care workers, one laundry assistant, the activities co-ordinator, administrator and audit officer, one housekeeper, cook, a best interest assessor, one visiting healthcare worker and a continence advisor. 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 reviewed a range of records. These included five people's care records and multiple medication records. We looked at four 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 also reviewed.

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 for this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People and relatives told us the service was safe and people felt secure at the home. People's comments included, "I feel safe, I can lock my bedroom door if I want to," "I am so happy [Name] is here, safe and secure," "[Name] is safe here, there are always staff around who know people well and that gives you confidence" and "[Name] is safe here and I can go to bed at night and sleep."
- Safeguarding policies were in place and staff had been trained to recognise and report signs of abuse. Staff had a good understanding of safeguarding processes demonstrating training had been effective. One member of staff told us, "I am fully aware of reporting procedures and would go further if my concerns were not acted upon."
- Safeguarding concerns had been appropriately raised with the local authority and the CQC. When incidents had occurred, they were reviewed to reduce the risk of reoccurrence.
- The registered manager did not hold any money for safekeeping. Any costs for hairdressing, chiropody and any shopping were added to people's monthly bills.

Assessing risk, safety monitoring and management

- Risks to people were identified by individual risk assessments and appropriate risk management plans were incorporated in to care plans. These were detailed and provided care staff with information which ensured they delivered care in the safest way possible. One relative told us, "[Name] had lots of falls at home, but hasn't had any falls here."
- Staff were familiar with and followed the risk management plans.
- When safety alerts were received regarding medicines or equipment which needed to be withdrawn from use, the registered manager checked to make sure none were in use at Five Rise. They then signed and dated the alert to demonstrate this had been done.
- The premises and equipment were safely managed and maintained to a high standard.
- Fire safety measures were in place, and staff were aware of the procedure to follow in the event of the need to evacuate the building.

Staffing and recruitment

- Recruitment processes were rigorous, and values based, to ensure caring staff with the right approach were employed. Staff were recruited safely and appropriate checks were carried out to protect people from the employment of unsuitable staff. A relative commented, "The registered manager has built a fantastic team of staff. Everyone is helpful and welcoming."
- There were enough staff to support people safely and to ensure people's needs could be met, including staff support for participating in activities and outings. A relative said, "There are plenty of staff never have to

go and look for them."

- Staffing levels were regularly reviewed to make sure there were always enough staff to meet people's needs. For example, staff had identified breakfast and lunchtimes were particularly busy, so the registered manager had employed a mealtime assistant to ensure people received the support they needed.
- There was always at least one member of staff present in the lounge/dining rooms to provide people with companionship and support. This meant staff were able to respond quickly if people required assistance and helped to ensure people were kept safe.

Using medicines safely

- Medicines systems were organised and people were receiving their medicines when they should. The provider was following safe protocols for the receipt, storage, administration and disposal of medicines.
- The provider had invested in a computerised medicines management system. This system was extremely effective in ensuring medicines were administered correctly and managed safely.
- People were supported by the nursing staff with patience and kindness when they were taking their medicines. One person told us, "They are very good with medicines. It is very important I get my medicines at the right times and they [staff] manage this well."

Preventing and controlling infection

- The home was exceptionally clean, tidy and odour free. We saw staff had access to personal protective equipment, such as gloves and aprons and were using these appropriately. People said that they were cared for in a clean and hygienic environment at all times. Relatives described the home as, "Immaculate" and "Exceptional."
- The food standards agency inspection had awarded the home five stars for hygiene. This is the highest award that can be made. This showed us effective systems were in place to ensure food was being prepared and stored safely.

Learning lessons when things go wrong

- Incidents and accidents were reviewed to identify any learning which may have helped to prevent a reoccurrence.

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

- Anyone thinking of moving into Five Rise was very welcome to visit. One person came and spent four full days at the home before they made the decision to move in.
- A visitor told us they had come to look around to see if the home would be suitable for their relative. They were so impressed with the staff and the accommodation they did not bother looking anywhere else.
- The registered manager or deputy manager completed a full assessment before offering people a place at Five Rise. This gave people assurance staff would be able to meet their individual needs.

Staff support: induction, training, skills and experience

- People received effective care from very well trained and very well supported staff who had the necessary skills and knowledge to perform their roles and meet their responsibilities. People and relatives told us, "Training is an ongoing process. They [staff] have training days and they know what to do when there is a minor emergency," "Staff are well trained and professional" and "The staff are very well trained. There was a session the other day on moving and handling, which they do every year."
- New care staff received an induction which included essential training and an opportunity to shadow a senior care assistant for two weeks. A new nurse was completing their induction and was shadowing a nurse who had worked at the home since it opened.
- Every member of staff we spoke with told us how exceptionally supportive the management team were. Their comments included, "The support system is fantastic." "Good support from management here and they are on the ball," "I love it here. Management and colleagues are really supportive" and "[Name of registered manager] comes in at weekends and checks we are OK."

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

- People's care files contained information about their likes, dislikes and any foods which should be avoided. Cultural and religious needs in relation to food were also assessed.
- People were shown or asked for their choice of meal and all the food was homemade. People and relatives told us, "The food is usually very good. The menu's will change soon for the winter," "The food is very good, it seems to be quite well thought out. Lots of home cooking which is served nicely," "I rang for a cup of tea at 4:00am for a cup of tea, no problem at all," "People can have their breakfast anytime they want. It's 11:00am and [Name] is just having their cooked breakfast" and "Everything is fresh and seasonal. The residents also grow fruit and vegetables in the raised beds and then are able to eat them."
- The chef had detailed information about people's different dietary requirements. For example, who needed a gluten free or diabetic diet.
- People's individual dietary and cultural requirements were catered for. Nutritional needs were carefully

monitored by staff and action taken if required.

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

- People were referred to a range of community health care services when necessary. These included, tissue viability nurses, speech and language therapists and community mental health teams, district nurse's GP's, chiropodists, opticians and dentists. One relative told us, "[Name] had an infection and staff got a doctor to see them very quickly. I could tell staff were following the doctors instructions and the infection cleared up."
- If someone needed to go to hospital a system was in place to ensure all of the relevant information would be sent with them.
- One community professional said, "When I visit there are always staff available and they are always grateful for our support." They told us their advice was always acted on.

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

- Five Rise had been purpose built and the accommodation was fantastic.
- Good signage, large murals and pictures helped people find their way around the building.
- Inside there was a hairdressing salon, cinema room, bar, sensory room and a toy shop filled with items people would have been familiar with. There was also an accessible garden off the ground floor lounge where people could go for a walk or sit out if they wished.
- Outside there was a barber's which was used by the men. Post office and green grocers shop fronts and a garage all full of memorabilia. One visitor told us their relative loved to go out to look in the shops.
- A large working fountain was at the front of the building which people liked to sit and watch.
- The home had featured in the local press and on national television for the innovative environment.

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 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, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- The registered manager ensured when specific conditions had been attached to DoLS authorisations these had been met.
- The registered manager ensured when someone lacked capacity the best interest process had been followed when a specific decision had needed to be made. For example, the GP, pharmacist and relatives had been involved regarding hiding essential medicines in food or drink. A best interest assessor told us, "Staff are really nice and they know about the residents and their background."
- Unless relatives had the appropriate legal authority to be involved in the decision-making process. The best interest decision making process had been used.

- Staff spoke with people before any care and support was delivered to get their consent.

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 outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

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

- Staff in all roles were highly motivated and offered care and support which was exceptionally caring, compassionate and kind. Staff were extremely positive about working at Five Rise. Their comments included, "This is the best care home I have ever worked in" and "I love it here and look forward to coming to work." Staff were extremely proud of the care and support they were providing which made sure people who used the service were getting the very best care possible.
- Staff were exceptionally thoughtful which ensured people received person centred care. Without exception everyone we spoke with praised the staff and spoke enthusiastically about how caring they were. Comments from people and relatives included, "Staff are so attentive, you only have to ask and they are there," "There is a lovely atmosphere here. There is always lots of conversation in the lounges and a lot of good humour" and "They [staff] treat [Name] with the upmost dignity."
- Meeting people's spiritual, religious and cultural needs was a key focus of the team. For example, Imam's and Rabbi's had been involved to see if people wished to reconnect with their faith. The staff supported people with whatever spirituality meant to the individual. Outside 'religious' groups regularly attended, and staff also responded to specific requests. People told us, "I was always very active in the Church and there is a Church service here every fortnight. The vicar comes from the Parish Church and gives communion to those who want it."
- People told us staff consistently treated them in a very kind and compassionate manner. Staff comments included, "It's amazing working here. I love listening to everyone's different stories and getting to know them. Everything is about them and we [staff] form a bond with people."

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

- Staff had formed strong and meaningful relationships with people who used the service and used these to support them in making decisions about their care and treatment. For example, one person wanted to lose weight and staff have supported them to eat more healthily and the person was delighted with the resulting weight loss.
- People were able to follow their own routines and change these if they wanted to on a daily basis. Staff were very clear about this and no one had set routines. People's comments included, "I can follow my own routine and get up and go to bed whenever I want" and "Staff are very flexible and I can change my routine if I want to."
- Staff and management had an excellent understanding of how to treat people with dignity and respect. They explained how this included ensuring the little things were right every day, such as a person's hairstyle, wearing perfume, lipstick and jewellery. A visitor told us, "Staff make sure people are well presented." A care

worker told us, "When people look good it makes them feel better and we have plenty of time to support people with their personal care."

Respecting and promoting people's privacy, dignity and independence

- Exceptional work had been completed to ensure when people moved into Five Rise there was a smooth transition from their previous home. One visitor told us, "I was worried about [name] settling in. The staff were so good they settled straight away."
- There was an exceptionally strong and visible person-centred culture, with staff going out of their way to ensure people were treated with equality. The genuinely welcoming and inclusive conduct of staff meant people's diverse needs were acknowledged and respected.
- There was plenty of space for people to spend time alone, but people were also able to easily socialise with others.
- The staff were exceptional at helping people to maintain and develop relationships with their families, friends and the wider community. For example, people had been out to a community event and met people they had known before moving to Five Rise. They were able to re-establish good links in the community and maintain friendships they were worried of losing.
- The management and staff team created a special homely, welcoming social atmosphere. One carer said, "It's always busy with relative's family and friends."
- The promotion of privacy, dignity and independence was at the heart of the service's culture and values. One person who used the service told us, "The best thing for me is the courtesy the staff give you and the owners who work here. Staff understand how to be respectful." A visitor told us, "When my relative moved in they were not eating, walking or talking. They have really improved and is now eating a soft diet, walking and talking." One health care professional commented, "Staff have the utmost respect for people and people are very well cared for."

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 outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

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

- The service provided an exceptionally personalised service for individual people that met their specific needs, preferences and wishes. One relative told us, "[Name] has gone uphill since they came here, even memory wise and they look as fit as a fiddle."
- Care plans contained detailed life histories and staff were very knowledgeable about people's lives and interests which helped them provide highly person-centred care. For example, one person was regularly emptying the contents of their wardrobe and becoming anxious. The registered manager found out they used to go on a lot of last minute holidays and had to pack at short notice. The person was provided with a suitcase which they regularly packed and left in the office, for the 'bell boy.' Sometimes they would unpack it themselves and sometimes staff did. This had made them more settled.
- Two relatives explained to us how staff really understood the needs of people living with dementia and how aware and responsive they were to people's needs. For example, one relative said, "Staff are very calm and know how to manage, read and diffuse any situation." A care worker told us, "You can feel the energy and know when people are not feeling themselves, so we spend time with them."
- The registered manager had provided a range of different chairs in response to people's ongoing or changing needs. This ensured people could continue to sit in comfort, be able to get out of bed and to shower. One visitor explained being able to get out of bed and to sit in the lounge with other people had been "Life changing" for them.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The registered manager was aware of the accessible information standard. This ensured people with a disability or sensory loss were given information in a way they could understand. Staff ensured that people had their hearing aids and spectacles. Information could be provided in different formats such as large print.
- People's individual communication needs were addressed through the care planning process. For example, one person had pictorial 'flash' cards so they could make their needs and preferences known to staff.

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

- Care plans contained details of people's interests and hobbies and this information was used to plan extremely meaningful and varied activities.
- There was a highly skilled and effective activities co-ordinator at the service. They were highly committed and strived to ensure the activities were both enjoyable and beneficial. They displayed a full understanding of the physical and psychological benefits of activities on people's wellbeing. Without exception, people said that they took part in, and enjoyed, a wide range of activities and therapies. People's comments included, "The music therapy relaxes and entertains you and makes me feel good. The entertainment is good and I enjoy the activities," "The activities are very good" and "I like the activities and like to see the little children when they visit." "I am looking forward to going to the bar with the Gentlemen's Club."
- Activities were extremely creative, personalised and cleverly linked. For example, some people went on a trip to a local garden centre, where they enjoyed tea and cake. Strawberry plants were purchased, and the gardening group planted them in the raised beds. The strawberries were harvested for Wimbledon tennis semi-finals and were enjoyed with the scones people had made, cream and Bucks Fizz. Staff told us how much this was enjoyed especially by one person who was an avid tennis fan.
- One person had been a lifelong Elvis fan, so for their 99th birthday an Elvis act had been arranged to entertain them. Photographs showed how much they had enjoyed this.
- One relative told us they were unable to take their loved one out on their own anymore because of their mobility. They now go out with the activities co-ordinator and three other people to attend singing and bingo, tea and cake at a local church every month. The relative commented, "This has been a wonderful way for Mum and I to continue making memories."
- The staff were exceptional at helping people to maintain and develop relationships with their families, friends and the wider community. For example, people had been out to a community event and met people they had known before moving to Five Rise. They were able to re-establish good links in the community and maintain friendships they were worried of losing. People's comments included, "I have made friends here who have some of the same interests as me."

Improving care quality in response to complaints or concerns

- People and their relatives knew how to complain and they told us they would inform the registered manager.
- People told us the registered manager had been exceptionally responsive when they had made specific requests. For example, changing taps in an en-suite so the person could use them independently. Adding an additional grab rail in a shower so the person could shower independently. Both requests were dealt with the following day.
- Any concerns which had been raised had been documented and action taken to resolve them. The registered manager also checked with the person that they were happy with the outcome.

End of life care and support

- End of life care at the service was exceptional. Care plans were detailed and ensured people's personal, cultural and religious needs were covered. A care worker told us, "End of life care is really good everyone is attentive to the service user and family. All the nurses are fabulous making and make sure people are pain free."
- Two visitors told us the end of life care their relative had received was absolutely brilliant and also the support they themselves received from the staff team.
- The service worked in conjunction with specialist end of life health care professions to ensure people received the best possible support.
- One person made the following comments, "When reflecting on [names] end of life care, with great admiration I look back and thank Five Rise for the opportunity to live and sleep alongside [name] in their final months. They had many complex needs though the staff were able to not let that get in the way of us

being together. I remained by their side until the end of their life and I know that meant a lot to me, my family and [name]."

- Many of the compliments received by the service related to the quality and tenderness of the end of life care provided. For example, one read, " I just wanted to say thank you from the bottom of my heart to you and your amazing staff you gave [name] the best end of life anyone could ask for. I'm in shock on how all your team looked after [name] they treated them with so much love and you could tell they [staff] cared about them. [Name] would have loved every one of your staff. Thank you for letting us stay not many places would let a full family move in." Staff told us the person's dog also settled and slept on the person's bed which gave them great comfort.

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 outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

Continuous learning and improving care

- The registered manager was committed to providing exceptional care and support to people who used the service and their relatives. They used 'best practice' guidance to enrich people's lives. For example, a professional harpist had been to the home as research had shown this type of music could be very therapeutic for people.
- The registered manager had recently been researching hydration for people living with dementia who are sometimes reluctant to drink. They discovered 'Jelly Drops' which are bite-sized pods of edible water that look just like tasty treats. They will be introducing these later on in the year when they will be available.
- The registered manager also attended meetings with the local authority and health care commissioners. These forums were used to discuss best practice and how to achieve a CQC rating of 'outstanding.'

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The service promoted an extremely person-centred approach which resulted in excellent outcomes for the people who used it. For example, supporting one person to attend a family wedding and supporting people to continue to vote in political elections. People and relatives described the positive impact the service had made to their wellbeing. Their comments included, "Five Rise is outstanding and I have already recommended it to others who are looking for a care home" and "Resident's get the same level of care and understanding as they [staff] would give their own family."
- The registered manager was exceptional at promoting the very best outcomes for people. They were absolutely clear the service only existed for the benefit of the people who used it. A member of staff told us, "[Name of registered manager] tells us we are privileged to work in 67 people's homes."
- The organisational values were fully displayed by staff and they all put people's well-being at the centre of the service. Staff commented, "[Name] of registered manager] has very high standards and doesn't let them slip. They are very driven to provide high quality care." Every member of staff we spoke with told how much they loved working at Five Rise.
- People who used the service, relatives and staff all told us they would and some already had recommended the service to others, both as a place to live and work. One relative said, "I am more than happy to recommend the home and the excellent work of all the staff at the Five Rise to anyone considering the option of a care home for their parents or elderly relatives."

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

- The registered manager was open and honest and proactive in reflecting on incidents and sharing learning across the service.

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

- There was excellent team work within the service. The registered manager was supported by a deputy manager, finance manager and administration and audit office. These were all part of the management team. Without exception staff said they could go to any member of the management team for support and their door was always open. A relative said, "All the team share the same vision, this is a can do service."
- The registered manager or another member of the management team also visited at weekends to check everything was running as it should be. Staff told us, "[Name of registered manager] looks after the staff and checks we are okay and have everything we need" and "The people I work with are fantastic. It's an amazing team."
- A range of audits and checks were undertaken by the registered manager and these were extremely effective in maintaining safety and continuously developing this high performing service. Audits were meticulous and detailed. For example, identifying a bed had been made incorrectly and people needing to have toothbrushes replaced.

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

- Residents and relatives meeting were held where people could have their say about the service and influence changes. People's comments included, "I go to the meetings and they [staff] listen to us. We talk about the meals and activities and what we would like."
- Any suggestions people made were acted upon to ensure people were getting the service they wanted.
- People's views of the service were also sought through surveys.
- Staff were overwhelmingly positive about their roles and how they were involved in making suggestions. Their comments included, "I have a healthy budget for the activity programme, whatever I ask for I get!"
- The service had organised "A Friends of Five Rise, Alzheimer's Society" dementia awareness night. Relatives praised this event and the chance to gain advice and companionship from other people, who had close links to dementia and its effects on family members and friends.
- The service had become an important part of the community. Visits from local school and pre-school children happened regularly. Events were held at the service which were attended by people using the service, relatives, friends and people from the local area. People said recently they had been, "Working hard doing the summer fayre." This was a major event including many business and schools from the local area. People said, "It was a great success."

Working in partnership with others

- The registered manager and staff were highly committed to working collaboratively with professionals outside the service to achieve people's goals and outcomes, including consultant psychiatrists and the dementia assessment unit at the hospital.