

Frank Care Ltd

# The Evergreens

## Inspection report

2 Berkeley Road  
Talbot Woods  
Bournemouth  
Dorset  
BH3 7JJ

Tel: 01202526925

Website: [www.evergreenscarehome.co.uk](http://www.evergreenscarehome.co.uk)

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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: The Evergreens is a care home. The home is registered to accommodate 25 people; at the time of the inspection there were 24 people aged over 65 living at the home.

People's experience of using this service:

People received safe care and support living at The Evergreens. This was because the staff had received training in safeguarding adults and the service worked with health care professionals in meeting goals agreed and developed with people. The registered manager had also taken steps to maintain a safe environment for people.

The service employed sufficient numbers of staff to meet people's assessed needs and the staff employed had been subject to robust recruitment procedures. Staff received appropriate training and supervision to support them in working with people living at the home.

Medicines were managed safely with staff receiving appropriate training.

People's needs had been assessed and care plans developed with people's consent. Some records had not been updated as quickly as required when people's needs changed. This was an area for improvement.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

People's dietary needs were met and people were very satisfied with the standards of food provided.

People were highly complimentary of the staff saying they were supportive, kind and respectful.

People were provided with a range of activities both within the home and in the local community.

The home was well led with good leadership from the registered manager and directors.

Rating at last inspection: When the service was last fully inspected we rated the service as Good (reported published 17 October 2016).

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

Follow up: We will continue to monitor intelligence we receive about the service until the next inspection. If any concerning information is received, we may inspect sooner.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

## 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** ●

# The Evergreens

## 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.

#### Inspection team:

The inspection team consisted of one adult social care inspector on both days of the inspection.

#### Service and service type:

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 .

#### Notice of inspection:

The inspection of the service was unannounced.

#### What we did when preparing and carrying out this inspection:

Prior to the inspection we reviewed information we had received about the service since the last inspection. This included details about any incidents the provider must notify us about. We asked social care professionals for their views and experience of working with the service .

The registered manager and deputy manager assisted us throughout the inspection. We were also able to meet with two directors of the company, both of whom took an active role in supporting the management of the home. We spoke with 11 people who used the service and six members of staff. We reviewed a range of records. These included, medicine's records, two people's care records, medicines records, three staff recruitment and training records and other records relating to the management of the service.

# 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.

Safeguarding systems and processes:

- People were very positive about the home and about the care and support they received.
- No one had any concerns about safety as they had confidence in the staff and management. One person who had other experiences of residential care told us, "This is the best place I have been in". Another person said, "I have no complaints, this is a very good place".
- The registered manager had taken appropriate steps to ensure people were safeguarded and protected from harm.
- Staff knew what to do if they had any concerns as they had received safeguarding adults training. Information for staff about safeguarding was displayed on notice boards.
- Concerns and allegations were acted on to make sure people were protected from harm.

Assessing risk, safety monitoring and management:

- People continued to receive a safe service with risks to their health and safety managed.
- We found some anomalies in care records. For example, one person's care assessment stated that they had been provided with an air mattress. This was no longer required and the person now had an ordinary mattress.
- Following our inspection, we received feedback from a service commissioner who reported that they had found some record keeping was not up to date and accurate. This was an area for improvement.
- Staff understood the risks to people and knew the actions to take to keep people safe.
- The environment was safe and well maintained.
- Emergency plans were in place to ensure people received the support they needed in the event of a fire or other incidents.

Staffing Levels:

- The service employed sufficient staff to meet the care and support needs of people who lived at The Evergreens a service.
- Everyone we spoke with was satisfied with the levels of staff provided at the home.
- A member of staff told us, "It was a strain a few months back but now things are fine". One person told us, "There are times when they are stretched and it may take a little time for them to come and assist but overall, things are fine".
- Staff were safely recruited. Disclosure and Barring Service (DBS) checks had been carried out to check whether staff were suitable to work with people in care homes.
- The records included full employment history with gaps in employment explored together with reasons for ceasing work in other care settings.

Using medicines safely:

- People's medicines were managed safely. Care workers received safe administration of medicines training. Their competency to administer medicines safely was then regularly monitored.
- At the time of this inspection, everyone was having their medicines, with their consent, administered by the staff.
- Medicines were stored, administered and disposed of safely. People's medication records confirmed they received their medicines as required.
- Where people were prescribed 'as required' medicines, care plans were in place, if appropriate, to guide staff when these medicines should be administered.
- We observed staff following safe practice when supporting people with their medicines.

#### Preventing and Controlling Infection:

- Staff received infection control training as part of the provider's mandatory training programme.
- A senior member of staff had delegated responsibility for infection control and infection control audits were carried out.
- Care workers were provided with personal protective equipment (PPE- gloves and aprons) and a uniform to wear when working.

#### Lessons learnt when things go wrong:

- The registered manager maintained a log of any accidents and incidents. Processes were in place to monitor whether actions could be taken to reduce likelihood of accidents or incidents recurring.

# 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:

- People had their needs assessed before they moved into The Evergreens. The assessments involved the person, their relatives and other professionals if this was appropriate.
- Assessments and people's care and support plans were individualised for each person and reflected their preferences and wishes.
- Care plans and related assessments were regularly reviewed and updated in consultation with people, family and health professionals. Some records had not been fully updated especially when people's needs had changed. This was an area for improvement.
- Everyone we spoke with told us their care needs were met and they were happy about the way care was managed.

Staff support: induction, training, skills and experience:

- Staff spoke highly of the training provided. They told us core and more specialised training was well organised and gave them the skills and knowledge they needed for their role.
- New members of staff had an induction programme, which they told us was suitable. This included completing the care certificate, where staff were new to care.
- Staff received regular supervision and an annual appraisal. Staff told us they felt well supported in their roles.

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

- People were supported to maintain a healthy and balanced diet.
- Menus were planned, taking into consideration people's meal preferences and choices, which were discussed at residents' meetings. People told us the chef was well known to them.
- Where people had specific dietary needs, the chef ensured these were met.
- Care plans clearly documented any likes, dislikes, and dietary requirements, and these were respected by staff.
- One person, when asked about the standard of food, said, "It couldn't be better. They are very accommodating; if you want something, for example breakfast at a particular time, they will arrange this". Another person, who had their food pureed said, "It is presented beautifully".
- A returned quality assurance form completed by a relative said, "The food is excellent, Mum always looks forward to her meals".

Staff working with other agencies to provide consistent, effective, timely care:

- The registered manager ensured that people's needs in respect of access to GP's, opticians, dentists were met.

- A visiting health professional told us that there was good communication between the home and their team and that there was a good working relationship.
- Staff had guidance of how to support people with any health conditions and worked with other health and social care professionals to meet people's needs.

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

- The Evergreens is a converted property situated in a residential area of Bournemouth. The home was in good decorative order, providing people with communal lounges and their own private space.
- The layout of the home was suitable for people with adaptations such as grab rails to assist people in getting around the home safely.

Supporting people to live healthier lives, access healthcare services and support:

- People had access to health care professionals when they needed it. Records were in place evidencing that health care appointments and follow up treatment were monitored.

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

The Mental Capacity Act 2005 (MCA) provides a legal framework for making 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 decision and are helped to do so when needed. When they lack mental capacity to make 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, 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 any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met.

- Everyone living at The Evergreens at the time of this inspection, had mental capacity to make their own decisions and to be fully involved in how their care and support was managed.
- Staff, had received MCA training so that they were aware of the legal implications should a person not be able to make a specific decision.
- No applications had been made in respect of deprivation of liberty safeguards as these were not warranted.
- Care plans were developed with people and we saw that they had consented to their care by signing their care plans.

# 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

- Everyone spoke highly of the staff and the good treatment they had received whilst living at the Evergreens. Comments included: "Staff are absolutely super; very kind and caring. I can't speak highly enough; they work so hard", and "Couldn't be better". One person who had had a career in care said, "The staff are very kind. We couldn't have anything better".
- Staff were caring, compassionate and supportive of people.
- Care documentation included information about people's protected characteristics including expressing sexuality, religion and cultural needs.
- Staff promoted care that was tailored to the individual taking into account their preferences.
- A local vicar visited the home regularly to conduct a service for people who wanted this.
- People told us they could keep in contact with friends and family who were always made very welcome at the home.

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

- People were placed at the centre of the service and were consulted on every level. People and staff were respected, listened to, and their views sought.
- Residents' meetings were organised to enable people to be involved in the running of the service and to plan activities.
- People were involved in reviews of their care enabling them to be fully involved in how they wanted to be supported and live their lives. The deputy manager had made time to speak with everyone individually to gain their feedback. This was to make sure those people who did not wish to speak up at residents' meetings had opportunity to air their views.

Respecting and promoting people's privacy, dignity and independence

- Staff were aware of the importance in respecting people's rights to privacy and dignity and this was supported by the person's care plan. Staff used the person's preferred name and respected their privacy whilst balancing this with risk management.
- People were encouraged to be independent.
- Observations and feedback from people demonstrated that core values of care were maintained.
- There was genuine affection between staff and people. Some of the staff team had known them over many years and this added to their understanding of their history and what mattered to them.
- Staff all reflected in discussions with us their desire to provide the best possible care and support for each person.

# 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 service and staff demonstrated a good person-centred approach, which was reflected in the assessments and care plans.
- People had detailed, individual care plans, which focussed on promoting people's independence.
- Staff told us communication within the home was very good. Handovers were completed at the start of each shift.
- People were supported to communicate in ways that were meaningful to them. Their methods of communication were identified and recorded in their care plans and staff understood the Accessible Information Standard.
- Although the home did not employ dedicated activities staff, people were satisfied with the levels of activities provided in the home.
- The residents' noticeboard displayed the entertainers and activities that had been arranged for the weeks ahead.

Improving care quality in response to complaints or concerns

- There had been a small number of formal complaints made about the service since the last inspection. These had been entered into the complaint's log, detailing the complaint and how it had been resolved.
- People told us that they felt able to speak to the registered manager at any time and were confident that they would be listened to. One person said, "I can't think of anything to complain about".

End of life care and support

- No current end of life care was being delivered. The registered manager was aware of what was required to support people with end of life care should this be necessary and gave examples of how this had been managed.
- People had been asked about any wishes they had, should they need end of life care and this was reflected in their care plan.

## 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

- There was positive feedback from everyone living at the home.

Following the inspection, we were informed by one of the commissioning bodies of the service that they had identified some areas for improvement, mainly in recording.

- The registered manager and directors of the company provided clear leadership. Two of the directors supported the registered manager, undertaking delegated roles for the management of the home.
- The Registered Manager had kept their skills up to date by attending sessions organized by Partners in Care and Bournemouth Borough Council. He is also a member of the Skills for Care organisation which promote best practice and keep individuals updated on latest training and guidance.
- These values were communicated to the staff, who in interviews showed these were upheld within the team. Staff were committed to providing care that was tailored to the person.

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

- There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons.' Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the service is run.
- There was good communication maintained between the registered manager and staff as well as supporting health professionals.
- Staff were positive about working at The Evergreens. Comments included, "If we have problems, management are there", and "I love it here. We are a good team and always help each other".
- The provider information return (PIR) was returned on time and showed us that the registered manager had a good insight into the care of the people, the legislation and where improvements were needed.
- The provider has a legal duty to report certain events that affect the well-being of the person or affects the whole service. The registered manager was reporting these to CQC appropriately.

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

- The staff supported people to engage and be part of the local community where this was possible.

- Staff meetings were held regularly, giving people the opportunity to put forward suggestions, discuss routines, activities and menus.
- Staff had received equalities training to ensure they understand the importance supporting people with diverse needs.

#### Continuous learning and improving care

- Surveys had been sent out to staff, relatives and people as part of monitoring how the service was run and to identify potential areas for improvement.
- Effective systems were in place to monitor the quality of the service and the care provided. A range of audits were completed by the registered manager and provider.

#### Working in partnership with others

- Staff worked collaboratively with other agencies to meet people's care and support needs. The service had established links with the local community and supported people to engage with life outside of the home.