

Lancashire Property Investment Find Limited Hollins Bank Care Home

Inspection report

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Date of inspection visit:
29 January 2020

Date of publication:
09 March 2020

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

Hollins Bank Care Home is a care home providing personal care to 37 older people at the time of our inspection. The service can support up to 44 people in single bedrooms. Accommodation is provided over two floors with lift access and there are sufficient bathing and communal spaces to meet people's needs. Hollins Bank Care Home will be referred to as Hollins Bank within this report.

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

The registered manager had sufficient staffing to meet people's needs in a timely way. People said they felt safe. One person stated, "I always feel safe, I have never felt unsafe." People confirmed they received their medication as prescribed. One person told us, "Yes, I always get them at the same time." The management team had effective procedures to retain a safe environment.

The registered manager discussed, agreed and developed care plans to ensure staff met people's health needs. Those we spoke with said they were offered a choice of enjoyable meals. One person stated, "I always enjoy my food." 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. A staff member explained, "We are all very knowledgeable about mental capacity and make sure we never restrict people's freedom."

The registered manager and staff delivered an inclusive care model to support each person's diverse and cultural needs. People and relatives were very keen to tell us how kind and courteous staff were. A relative commented, "They are now part of our extended family."

The registered manager assessed people's needs and developed person-centred care plans to guide staff to meet their requirements and preferences. People confirmed they were fully occupied. One person said, "I have fun." People and their relatives told us they understood how to raise concerns. One person stated, "I have never complained, I feel comfortable here."

The registered manager had a variety of forums to assess quality assurance. They promoted an open, welcoming atmosphere to optimise people's wellbeing. A staff member told us, "[The registered manager]'s mad, she's always in the lounge getting people up, dancing and having a laugh. She's great."

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

Rating at last inspection and update

The last rating for this service was good (published 05 August 2017).

Why we inspected

This was a planned inspection based on the previous rating.

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 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 ●

Hollins Bank Care 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

This inspection was carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

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

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

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch Blackpool. Healthwatch Blackpool is an independent consumer champion for health and social care. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected Hollins Bank and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about Hollins Bank with seven people, two relatives, four staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Hollins Bank was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led Hollins Bank in ongoing improvements. We checked care records of three people and looked at staffing levels, recruitment procedures and training provision.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- The registered manager deployed good staffing levels to meet people's needs in a timely way. One person confirmed, "I would say there is enough staff for the number of people here." A staff member added, "We are able to take our time to give people the time they need."
- The manager used the same, safe recruitment procedures we found at our last inspection. Staff corroborated they did not start employment until they completed required checks and induction.

Systems and processes to safeguard people from the risk of abuse

- The registered manager had safe systems to protect people from the risk of harm or abuse. People told us they felt safe. One person said, "Am I safe? Too right I am." Another person added, "I certainly do feel safe, the staff are brilliant they really are."

Using medicines safely

- The registered manager maintained good standards in the safe management of people's medicines.

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

- The management team had effective procedures to retain a safe environment. They assessed systems and implemented measures to mitigate risks to people. This included more robust confidentiality processes as part of lessons learned following a recent incident.
- The management team maintained safe hygiene practices to protect people from the risk of infection. A staff member told us, "We pride ourselves that we work so hard in keeping high standards in infection control."

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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; Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The registered manager discussed, agreed and developed care plans to ensure staff met people's health needs. They worked with other organisations to maintain a multi-disciplinary approach to each person's continuity of care. One individual stated, "They noticed I was not well yesterday and called a doctor for me."

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

- Staff followed detailed information about each person's requirements to reduce the risk of malnutrition. People confirmed they were offered a choice and enjoyed their meals. One person said, "The meals are great."

Staff support: induction, training, skills and experience

- The registered manager provided training to ensure an effective, skilled workforce, including induction and refresher courses. One person told us, "I think they are very well trained."

Ensuring consent to care and treatment in line with law and guidance; Adapting service, design, decoration to meet people's needs

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 guided staff to follow the principles of the MCA to protect people from restrictive practices. Staff confirmed they were adequately trained and knowledgeable. An employee explained, "It is about protecting people from unnecessary restriction. It's made very clear to us what we can and can't do."
- The provider adapted Hollins Bank to aid older people, such as creating bright, open spaces. They

refurbished and expanded the dining room, which offered each person better seating choice and a more sociable setting. A relative said, "It's not too clinical, it's [my relative's] home."

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity; Supporting people to express their views and be involved in making decisions about their care

- The registered manager and staff delivered an inclusive care model to support each person's diverse and cultural needs. They discussed and developed care plans with people to, for instance, support trans rights and live a life that matched their needs and wants.
- Staff had diversity and equality training and understood how best to respond to people. An employee gave an example of, "Never say I'll be back in a minute to a resident who needs the toilet. Can you imagine how desperate that can leave someone? It's drilled into us to attend to people's needs first."

Respecting and promoting people's privacy, dignity and independence

- The registered manager created and developed care plans with each person focused on optimising their independence. One individual said, "They know I want to be independent and they respect that. This is the only care home that works for me."
- People were very keen to tell us how kind, courteous and compassionate staff were. One person stated, "I am thrilled to bits with the way they look after me." Another person added, "They do respect your privacy and that to me is a biggie."

Is the service responsive?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

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

- The registered manager assessed people's needs and developed person-centred care plans to guide staff to meet their requirements and preferences. Those we spoke with confirmed they were fully involved in this process, including review meetings. One relative explained, "We have done [our relative's] care plan and we have agreed to everything."

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

- Staff created an activity display board to inform people about social events to keep them fully occupied. This included beer and wine Fridays, an external sports therapist for exercise, coffee mornings and craft sessions. One person said, "There's always something going on." Another person added, "I like crocheting. A staff member gets my wool and I crochet blankets for her."

End of life care and support

- End of life care at Hollins Bank was very sensitive and compassionate, focused on enabling people to remain within their familiar surroundings. A relative told us, "[My family member] is receiving palliative care and wanted to be here and not in the hospital."

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 checked people's communication needs to support those with a disability, impairment or sensory loss. For instance, information, such as that displayed on the activity board, was provided in pictorial format.

Improving care quality in response to complaints or concerns

- Staff demonstrated a good understanding about managing people's complaints to ensure they continued to experience a good service. An employee explained, "It's about stopping things from getting out of hand. If someone's not happy about something you deal with it then and there."

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The registered manager had good systems to help people give feedback about the experience of living at Hollins Bank. Survey responses were positive and comments included, 'I cannot say enough about the care. The staff are gentle, friendly and sympathetic' and, 'My experience at the home has been nothing but positive. Management and staff are so helpful and friendly.'
- Staff told us the registered manager was supportive and valued their workforce. An employee said, "She's great, she really does look after you and she cares." Another staff member added, "I've just become the dignity champion. I felt valued when I was asked to do that."

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

- The registered manager had a variety of forums to assess quality assurance and maintain everyone's safety. They evidenced they addressed identified issues.
- The management team worked with staff to review lessons learned from incidents to improve care delivery. People stated they were involved in the consistent drive to develop the home. One person said, "You can talk to [the registered manager] and she will help you solve any problem."

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Staff and the management team promoted an open, welcoming atmosphere to optimise people's wellbeing. One person said, "There is a nice atmosphere in here and I would recommend it to anyone."
- The registered manager demonstrated their duty of candour by submitting required notifications to CQC as part of its ongoing monitoring of the service.

Working in partnership with others

- The registered manager and staff worked closely with health and social care agencies to share good practice and enhance care delivery.