

Sanctuary Care Limited

# Dalby Court Residential Care Home

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Dalby Court Residential Care Home is a care home providing personal care to up to 66 older people, some of whom may be living with dementia. The home has 2 floors. The ground floor provides accommodation for residential care and the first floor provides accommodation for people living with dementia. At the time of this inspection, 59 people were living at the service.

### People's experience of the service and what we found:

People told us they felt safe living at Dalby Court Residential Care Home. Staff had received safeguarding training and processes were in place to ensure any safeguarding concerns were reported, investigated and acted upon.

Risks to people had been assessed and recorded. Where people's needs changed, records had been updated to reflect this.

Medicines were stored, recorded and administered safely. Thorough processes were in place to monitor medicine management.

Staff were recruited safely and provided with effective support and training to ensure they had the skills required for their role. Staff spoke highly of the management team and support they provided.

The home was clean and tidy throughout and staff followed good infection, prevention and control measures. A refurbishment plan was in place and recent improvements had been completed to windows, bathrooms and shower rooms. Further improvements were ongoing on the dementia unit within the home including new signage and redecoration.

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 interests; the policies and systems in the service supported this practice.

People were supported to maintain a balanced diet. There were plenty of options available at mealtimes and snacks were served throughout the day. Where concerns had been identified in relation to weight loss, actions had been put in place to manage this.

People's care and support needs were closely monitored, and prompt action was taken to seek support and guidance from relevant professionals. Professionals spoke highly of the service and the support provided.

There was an open and honest culture within the service. Thorough quality assurance systems meant any issues or errors were quickly identified and addressed.

People, relatives and staff were regularly asked to provide feedback on the service provided. Any feedback was listened to and action taken where possible.

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

Rating at last inspection

The last rating for this service was Good (published 20 August 2022).

Why we inspected

The inspection was prompted in part due to concerns received about the management of people's care and support needs, staff training and infection control. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe, effective and well-led sections of this full report.

We undertook a focused inspection to review the key questions of safe, effective and well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dalby Court Residential Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Follow Up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## 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 well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

# Dalby Court Residential 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 Health and Social Care Act 2008.

#### Inspection team

The inspection team consisted of 2 inspectors 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

Dalby Court Residential Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Dalby Court Residential Care Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

The 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 professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

### During the inspection

We spoke with 13 people who used the service and 3 relatives. We also spoke with 3 professionals. We spent some time observing and listening to staff interactions with people. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us. We spoke with the registered manager, deputy manager and 2 members of care staff.

We conducted a visual inspection of the building and looked at a wide variety of records. These included people's care and medicine records, monitoring documentation, staff files and audits used to monitor the service.

Following the inspection site visit we also contacted a further 7 members of staff to request feedback on the service provided.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question Good. At this inspection the rating has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- People were safeguarded from abuse and avoidable harm.
- Staff had received safeguarding training and had a thorough understanding of the process to follow if they had any concerns. The registered manager had robust quality assurance processes in place to ensure any safeguarding concerns were appropriately reported and investigated.
- People told us they felt safe living at Dalby Court Residential Home. Comments included, "I'm warm and safe here" and "The staff are nice and I get everything I want here. I feel safe."

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks.
- Where people's care and support needs changed, their care plans and risk assessments had been updated to reflect this. For example, one person had suffered a number of falls. The falls risk assessment had been updated to reflect this and mitigation, such as a sensor mat, had been put in place. This ensured staff had access to up to date information.
- Equipment had been serviced and checked at regular intervals to ensure it remained safe. Staff participated in regular fire drills to ensure they could appropriately respond in the event of an emergency.

Staffing and recruitment

- The provider ensured there were sufficient numbers of staff on duty. A dependency tool was used to calculate the required number of staff, and this was reviewed on a regular basis.
- People told us there was enough staff. Comments included, "Staff are always around when I need them" and "There is always plenty of staff. I can't fault them." Observations showed calls bells were answered in a timely manner.
- The provider operated safe recruitment processes. Staff files were organised and evidence all appropriate pre-employment checks had been completed prior to employment commencing.

Using medicines safely

- People were supported to receive their medicines safely.
- Medicines were stored, recorded and administered safely and thorough records were in place.
- Staff had received appropriate training and had their competencies in medicine management regularly assessed. One staff member said, "All staff have to be observed and signed off as competent before they can deal with medicines. We have thorough processes in place."

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- The home was clean and tidy throughout and auditing processes were used to identify and correct any shortfalls.

#### Visiting in Care Homes

- People were able to receive visitors without restrictions in line with best practice guidance.

#### Learning lessons when things go wrong

- The provider learned lessons when things had gone wrong.
- Audits were used to monitor any patterns and trends in relation to accidents and incidents, safeguarding concerns and complaints. Processes were in place to respond to any shortfalls.
- Meeting minutes evidenced lessons learnt were shared with all staff to aid learning and development. One staff member said, "We are not perfect, but we discuss and learn from things that have gone wrong. That is what I love about working here. There isn't a blame culture."



# 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 our last inspection we rated this key question Good. At this inspection the rating has remained 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

- People's needs were assessed and care and support was delivered in line with current standards to achieve effective outcomes.
- Thorough pre-admission assessments were completed to ensure the service could meet people's care and support needs.

Staff support: induction, training, skills and experience

- The service made sure staff had the skills, knowledge and experience to deliver effective care and support.
- Staff, including agency staff, had received an appropriate induction and training. Assessments were also completed to ensure staff were competent in their role.
- People and relatives told us staff had the appropriate skills and knowledge. Comments included, "I cannot fault the staff. They all know what they are doing."

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

- People were supported to eat and drink enough to maintain a balanced diet. Where there were concerns about a person's weight, appropriate monitoring documentation was in place.
- There was a wide variety of meals on offer which included any special requests people had made. Monitoring records were also in place for people who were at risk of weight loss or poor fluid intake.
- Meals appeared appetising and people told us they enjoyed the food on offer. One person said, "The food is good and there is plenty of choice." Another person told us how they were unable to eat certain food due to an intolerance and alternative options were always available.

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

- The provider ensured the service worked effectively within and across organisations to deliver effective care, support and treatment.
- People were supported to live healthier lives, access healthcare services and support. When people's needs changed, staff were proactive in contacting relevant professionals to request support. One professional told us, "Staff here are very proactive. If they noticed a slight decline in a person's health, they tell us straight away."
- During the inspection site visit, several professionals were visiting the service including a district nurse, speech and language specialist and a dentist, all of whom spoke positively of the service and the relationships they had with management and staff.

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

- People's individual needs were met by the adaptation, design and decoration of the premises.
- Refurbishment work was ongoing to help improve the facilities, specifically for people living with dementia. This included new dementia friendly signage and décor to help people navigate the building.

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 MCA 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, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguarding (DoLS).

- The provider was working in line with the Mental Capacity Act.
- Where people lacked capacity to make decisions, appropriate DoLS, MCA assessments and best interest decisions were recorded.

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

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Working in partnership with others

- The provider and registered manager were committed to ensuring a positive culture within the service. Staff and people who used the service were encouraged to contribute their ideas to all aspects of the service. This helped achieve positive outcomes for people.
- Staff described an open and inclusive environment where they felt respected. One member of staff told us, "I love working here. Everyone pulls their weight, and the registered manager is really supportive."
- The provider worked in partnership with other professionals to ensure people received the care and support they required. Professionals we spoke with spoke highly of the service, staff team and management of the home. Comments included, "I have no concern over the care provided here. The manager is on the ball and we have not had to raise any concern at all."

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 provider understood their responsibilities under the duty of candour.
- They had been open and honest when things went wrong and were accountable for their actions.

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

- The provider had a clear management structure that monitored the quality of care to drive improvements in service delivery.
- The provider and registered manager had created a learning culture which helped improve the care people received.
- The registered manager had the skills, knowledge and experience to perform their role and had a clear understanding of people's needs, as well as effective oversight of the service.
- A regular program of audits and analysis was completed to monitor and improve the service. Where shortfalls were found, action was taken to address this.
- People, relatives and staff spoke highly of the management team. A relative told us, "The staff know [person] well and those staff who have been here a long time know [person] very well. The manager is very approachable." We observed one person engaging in jovial banter with the registered manager. The person said, "[Registered manager] is the boss woman. [Registered manager] sorts everything out."

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

characteristics

- People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics.
- People and relatives were regularly asked their views on the service provided. An overall score of 97.8% had been achieved following the last feedback survey completed by people and relatives.