

Mr & Mrs A Wilson

# Delaheys Nursing 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 caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Delaheys Nursing Home provides personal and nursing care to 23 people aged 65 and over at the time of our inspection. The service can support up to 28 people. Bedrooms comprise of 16 single and six double rooms. Delaheys provides accommodation spread over three floors with lift access. There are sufficient washing and toilet facilities along with a large garden to the rear. There are three lounges and a dining area for people's choice and comfort. Delaheys Nursing Home will be referred to as Delaheys within this report.

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

People and relatives told us they felt safe at Delaheys. One person said, "I feel perfectly safe." Care records held risk assessments intended to mitigate the risk of unsafe or inappropriate care. Staff had training to underpin their skills in preventing abuse or harm and demonstrated a good awareness of reporting procedures.

The management team had implemented an innovative system to keep their workforce updated to good infection control and medication practices. They ensured staff had relevant training, regularly assessed their competency and checked the continued safe management of people's medication.

People commented staffing levels were sufficient to meet their needs in a timely way. When asked about this one relative stated, "Yes, I do think so, they constantly keep an eye on her." The provider's training programme included easy access to guidance to develop a skilled workforce.

People commented the food was very good and they had plenty of choice. A relative said, "From what I have seen the meals are fantastic. They get three courses for lunch and there is plenty to eat."

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. One staff member explained, "If I was supported by someone who took my independence away by just taking over and making all the decisions I would be mortified."

People told us staff were supportive, patient and caring. A visitor said, "Yes, I am happy with the care [my friend] receives." The management team completed a one-page profile for each person to guide staff about how they wished to be supported.

There was a list of planned activities and events on the notice board intended to optimise people's social stimulation. A relative said, "The activities co-ordinator is so good she is like a "Red Coat" entertainer."

People said the management team was visible and accessible. One person said, "[The registered manager] comes and sits to talk to me. She is very comforting. I would not swap her". The provider received commendations from national organisations about care delivery.

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 13 January 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 ●

# Delaheys 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

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

Delaheys 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 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 completed our planning document and reviewed the information we held on the service. This included notifications we had received from the provider about incidents that affect the health, safety and welfare of people supported by the service and previous inspection reports.

We also checked to see if any information concerning the care and welfare of people supported by the home had been received. We contacted the commissioning department who used Delaheys and Healthwatch Lancashire. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. This helped us to gain a balanced overview of

what people experienced whilst using 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.

During the inspection

We spoke about Delaheys with a member of the management team, four people, four relatives and six staff. We also discussed the home with a visiting healthcare professional. We walked around the building to carry out a visual check. We did this to ensure Delaheys 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 and they could respond to any concerns highlighted or lead Delaheys in ongoing improvements. We checked care records of two people and looked at staffing levels, recruitment procedures and training provision.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at legionella safety and recruitment records.

# 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.

### Preventing and controlling infection

- The management team had implemented an innovative system to keep their workforce up-to-date with good infection control practices. This gave staff immediate electronic access anywhere within Delaheys to the home's policies and guides, as well as national guidance on evidence-based procedures. An employee explained, "We have a lot of guides and training."
- The registered manager completed regular audits to check the quality of cleanliness. Staff had access to and made use of personal protective equipment, such as disposable gloves and aprons. A relative said, "The place is extremely clean and dust-free. There are lots of ornaments which can gather dust, but there is not a speck anywhere."

### Using medicines safely

- The management team also utilised their advanced electronic system to assist staff to maintain a good understanding of medication procedures. This gave staff immediate access to information about different medicines, side-effects and good practice. The registered manager ensured staff had relevant training, regularly assessed their competency and checked the continued safe management of people's medication.
- Staff administered medicines with a patient, careful approach by focusing on one person at-a-time. People commented they received their medicines on time and when required. One person stated, "I get my medication pretty well the same time every day."

### Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Care records held risk assessments to mitigate the risk of unsafe care. These included the level of risk and information to guide staff about how to support people safely. One person explained, "They put my walker slightly out of reach so that I have to ask for it and they can make sure that I am safe." They added their call bell was within reach to gain staff attention when required.
- The registered manager monitored, recorded and took action to reduce accidents. This included a record of their investigation and further action taken to maintain people's safety. People and relatives told us they felt safe at Delaheys. One person said, "I do feel safe, I don't feel threatened in any way." Another person added, "Oh yes, the facilities are great, really safe."
- The provider was keen to work with other organisations to learn from identified concerns and improve the service. For example, following a recent local authority recommendation, they increased the availability of disposable equipment to enhance infection control procedures.

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

- Staff had training to underpin their skills in preventing abuse or harm and demonstrated a good awareness of reporting procedures. One employee stated, "I would not give it a second thought to

whistleblow because we are working with vulnerable people entitled to a safe, good quality life."

- The registered manager ensured people and visitors had access to related protocols and agency contact details which outlined what they should do if they were concerned.

#### Staffing and recruitment

- The registered manager deployed good staffing levels and skill mixes to meet each person's needs. People and relatives commented staff supported them in a timely way. One person told us, "On the whole definitely yes." A relative added, "Yes I do think there is enough staff."
- Staff confirmed there was a sufficient workforce. One employee said, "Yes, there are enough staff. The [registered manager] really encourages us to take our time when we are caring for someone."
- The registered manager followed correct procedures in the safe recruitment of personnel. This included acquiring employment checks, criminal records and a full work history.

## 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 completed regular assessments of each person to guide staff to better understand how to support them. A visiting professional said, "All the staff are interested in the residents and can demonstrate a good knowledge of their needs and how they are doing."
- The management team worked in a multidisciplinary approach with healthcare professionals as part of people's ongoing treatment. A visiting professional commented, "The staff are keen to work with me and they follow my instructions, which has helped the person to improve."
- People confirmed staff responded quickly to their changing health needs. One person told us, "I was poorly once and they did get a doctor for me. Matron sat with me all night." Relatives stated staff kept them informed about their family member's health. A relative said, "When we talk to matron she covers everything."

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

- Care records held risk assessments to guide staff about reducing the risk of malnutrition. Staff monitored each person and checked they had enough to eat and drink. A relative told us, "The [registered manager] said they are monitoring [my relative's] weight and making sure she is eating properly."
- Staff were very attentive at lunchtime and encouraged people with a respectful and patient approach. They ensured meals continued to be hot for those who chose to eat in their bedrooms by providing each course one-at-a-time. People confirmed the food was very good and they had plenty of choice. One person stated, "I think the meals are excellent. They are very good and varied." Another individual added, "The food here is so good, I enjoy it."

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).

- At the time of our inspection, no-one at Delaheys had an authorised DoLS to safeguard them. A visiting professional commented if people refused treatment they found staff reassured them, explained why they were there and tried again later. They added staff were "encouraging, which ultimately helps the person to stay well."
- People told us staff discussed and agreed their care and treatment with them. One person confirmed about their care plan, "Yes, I have seen and signed it."

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

- The provider had completed an extensive programme of redecoration to improve people's welfare and comfort. Delaheys had wide open spaces and sufficient communal areas to meet people's requirements.
- One person said, "There is a nice feel about this place. If you have to go in a home, this is the best." A staff member added, "It's an old school home, which is exactly how the residents want it. It's all well and good having a modern home, but who's that for? Here, it is very much about the residents."

Staff support: induction, training, skills and experience

At our last inspection we recommended the provider completed periodic staff supervision as stated in their policies and procedures. The provider had made improvements.

- The registered manager held regular supervision with staff. Following a recent review, they developed this further in line with good practice. The frequency of sessions had been increased for new staff or those who required more support.
- The provider's training programme included easy access to guidance to develop a skilled workforce. Investors in People (IIP) had awarded Delaheys their gold standard for the provider's commitment to workforce development. IIP is an external organisation that checks how services manage their staff against set standards, such as leadership, support and management of employees. Staff confirmed training provision underpinned their skills. One employee stated, "Yes, I feel the training I get gives me confidence and the skills to do my job."
- People and their relatives said staff were very knowledgeable about all their needs. One person commented, "Oh yes, some are very highly trained, they are as good as a doctor." A relative added, "They appear to be very knowledgeable."

# 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.

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

- The registered manager discussed and agreed people's needs with them and their relatives on a regular basis. Care records held recorded consent to a variety of areas, such as care planning, confidentiality and medication administration. The management team completed a one-page profile for each person to guide staff about how they wished to be supported.
- People and their relatives told us they were at the heart of their care plan development. One person said, "I have completed my care plan with the [registered manager]."

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

- The provider trained staff in equality and diversity to assist their understanding of people's different needs. People confirmed staff were supportive and encouraging of their spiritual needs. One person said, "They hold a communion once a month." A relative added, "They take care of the whole person and make sure their self-esteem is kept high. They do go the extra mile."
- Staff displayed a compassionate and loving attitude towards people. A staff member stated, "I love it here. This is it for me because I love supporting the residents, they are my extended family." People told us staff were supportive, patient and caring. One person told us, "They are very friendly and approachable." Another person added, "They are extremely kind and caring."

Respecting and promoting people's privacy, dignity and independence

- Care records focused on guiding staff to maintain each person's independence. For example, information included 'this is what I can do myself' and 'this is what I need you to help me with.' People confirmed staff supported them with their self-reliance. A relative said, "They keep their eye on them and take notice of what they can do. They encourage [my relative] to do things."
- People commented staff were highly respectful of their dignity and privacy, such as knocking on bedroom doors before entering. A visitor said, "Absolutely. They ask me to wait outside her room when she has been receiving care even though [my friend] has said I could come in."

# 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 management team regularly assessed people's needs and guided staff to respond to their requirements. Relatives told us people improved whilst at Delaheys. A relative said, "They're very good. Within a week [my relative] was a very different person, more like she used to be."
- Care records included people's preferences and life histories to help staff better understand them. Care planning was completed with a person-centred approach. One person confirmed staff regularly discussed their care plan with them and added, "It has been reviewed recently."
- The provider had a planned programme of activities to optimise people's social stimulation. One person stated, "I do enjoy the activities, very much so." Staff documented an assessment of their social needs, important family relationships and a checklist of their preferred interests.
- Additionally, children from a local primary attended the home to provide intergenerational interaction. One person commented, "Some little girls came and gave us a reading yesterday. The activities co-ordinator is really good, she sorts us out."

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 had checked people's communication needs and supported those with a disability, impairment or sensory loss. For example, staff provided a book with different pictorial prompts when one person's communication deteriorated. Additionally, they provided audio clocks for people who were visual impaired.

End of life care and support

- The registered manager sensitively checked people's advanced life decisions and preferences should they require end of life care. This included their religious requirements and preferred funeral arrangements. The registered manager was an end of life dignity champion and regularly attended local hospice workshops to improve care. For example, nurses accessed specialist training in the use of syringe drivers for people's comfort and pain management.

Improving care quality in response to complaints or concerns

- The provider made information available to people and visitors should they wish to raise any concerns. They had not received any formal complaints over the last 12 months. People told us staff were

approachable and listened to them. One person said, "Yes I would feel confident talking to the staff and my [relative] certainly would. The staff are very good."

# 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 now 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.

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; Continuous learning and improving care

- The registered manager promoted an open and fair culture. People and relatives were relaxed when engaging with the management team and told us they would feel comfortable raising concerns. A visiting professional said, "Delaheys has a good reputation and there's a reason for that. It's a warm, welcoming environment. The staff have a very friendly, caring attitude."
- The provider monitored quality assurance and was keen to learn from identified concerns to improve the service. For example, they engaged with the local authority to enhance infection control procedures.

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

- The management team provided multiple options to obtain people's feedback about the quality of their care. This included day-to-day discussions and regular satisfaction surveys. Outcomes from recent surveys rated the service 88% or above in all areas and feedback was very positive. Comments seen included, 'We are very satisfied with [the person's] care' and, '[The person] is looked after to the highest possible standards.'
- People told us the management team was visible and accessible. One person stated, "I find them very approachable." Another individual said, "They run a tight ship, they look after the place." A third person added, "We have a newsletter every month which asks for suggestions."

Working in partnership with others

- The management team worked closely with other services, attended multiple forums and used social media to share and obtain good practice. For example, the Registered Nursing Home Association, Skills for Care Registered Manager Membership and National Activity Providers Association. These organisations are specifically designed to support care providers in quality nursing care, leadership and activity provision.
- The provider received commendations from national organisations. Delaheys was rated in the North West's top 20 care homes by the public on a national review website. IIP awarded them Gold Standard for the provider's strong leadership. The report noted, 'excellent, values-based leadership and extensive support for the physical and emotional wellbeing of the staff team.'

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

regulatory requirements

- The workforce was clear about their individual responsibilities and lines of accountability. A staff member commented, "Having lunch every day really helps us to bond as a team, sharing people's progress and what needs doing."
- Staff told us they felt the management team were supportive and appreciative of the workforce. One staff member explained, "The [registered manager] is fantastic. She's very hands on and works with us on the floor."
- The management team regularly audited different aspects of the service to retain oversight of quality assurance. This included health and safety, infection control and medication. They assured us they would address concerns if identified to maintain people's safety and welfare.