

Croftwood Care UK Limited

Turnpike Court Residential Care Home

Inspection report

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Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement 

Is the service well-led?

Good 

Summary of findings

Overall summary

About the service

Turnpike Court is 'care home' without nursing which accommodates up to 53 people across 2 separate units, each of which have separate adapted facilities. At the time of the inspection there were 47 people receiving a service.

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

We received mixed responses from people and relatives regarding staffing levels. The provider was able to demonstrate a dependency tool which assessed the number of staff needed. During the inspection we saw people requiring care, but staff were busy which delayed time to respond to people's care needs immediately. We discussed this with the registered manager and have made a recommendation about monitoring how staff are deployed across the service in line with people's dependency.

Although processes were in place to assess people under the principles of the Mental Capacity Act (MCA) we found that the service was not always working in line with this and recommended the provider reviewed information held on people.

People gave mixed responses on opportunities to discuss feedback with management and we have made a recommendation the provider reviews how outcomes from meetings are shared with people.

People were positive about the care and support they received. People were treated with dignity and respect by staff knowledgeable about the person and their support needs.

Relatives felt their loved ones were safe living at the service and were confident people's needs would be met. People described positive relationships with staff and senior leaders at the service.

Staff recruitment processes were followed. Staff received training appropriate to their role, with on-going training given.

Visiting professionals spoke approvingly regarding the staff team and the knowledge they have of the people living at the service.

Staff spoke positively about working at Turnpike Court and felt well supported by the management team.

The registered manager was open and proactive to any queries we raised during the inspection and took appropriate action to mitigate any risks to people.

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

Rating at last inspection

The last rating for this service was good (published 27 November 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good based on the findings of this inspection.

Recommendations

We made recommendation about how staffing is deployed across the service. Further recommendations to review systems for documentation relating to the Mental Capacity Act and how feedback following meetings with people who use the service is shared with them.

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 not always safe.

Details are in our safe findings below.

Requires Improvement ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Turnpike 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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was undertaken by 1 inspector and 1 specialist advisor.

Service and service type

Turnpike court 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. Turnpike court 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

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service. 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 8 people who used the service and 4 relatives about their experience of the care provided. We observed interactions between staff and people living at Turnpike Court. We spoke with 8 members of staff in various roles and spoke to 2 visiting professionals.

We reviewed 7 people's care records and other records relating to people's care and support. We looked at 7 staff files in relation to recruitment. A variety of records relating to the management of the service were reviewed, including policies and procedures.

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 requires improvement. The rating for this key question has remained requires improvement.: This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed.

Assessing risk, safety monitoring and management

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 when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- Capacity assessments and best interest decisions did not always follow the principles of the Mental Capacity Act. We found a lack of information relating to advocacy or family involvement in decision making.

We recommend the provider review their systems and take action to address and update all appropriate records.

- People's needs were assessed. Risk assessments were in place which provided guidance for staff on how best to support and protect people from harm.
- We identified some gaps in people's records which meant there were some inconsistencies in how the delivery of people's care was recorded. The registered manager also showed us evidence this was an area of development they were already in the process of addressing.
- District nurses ensured people had equipment to reduce the risk of pressure areas developing however, the service did not undertake visual checks of the equipment. We discussed this with the registered manager who introduced a new monitoring system to ensure that checks were in place.

Staffing and recruitment

- There was not always enough staff to respond to people's needs quickly. There was a tool in place to establish the staffing levels required at the service, but staff were busy and had limited time to respond to immediate care needs.

We recommend the provider review and closely monitor staffing levels and how staff are deployed to ensure they meet the needs of people living at Turnpike Court.

- We received mixed feedback from people and relatives over staffing levels. Comments included, "Sometimes you can't find anyone, you do wonder if there's enough of them," and "Sometimes there is a shortage of staff." Adding, "Staffing is ok now."
- Recruitment processes were robust. Checks were carried out to ensure suitable staff were employed.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to protect people from abuse. Allegations of abuse, accidents and incidents were recorded appropriately and reported to appropriate agencies. Evidence of actions to keep people safe were recorded.
- The registered manager was able to demonstrate additional work taking place in relation to management of falls and incidents. This included analysis to understand trends to support reducing risks in the future.
- The environment was well maintained. Equipment was subject to regular checks, maintenance and servicing as needed.

Using medicines safely

- Prescribed medicines were managed safely in line with national guidance. Medicines used regularly were stored in locked cabinets. Medicine administration records were completed accurately.
- Medicines were administered by staff who had been trained and assessed as competent. Medicines records were audited and regularly checked by senior staff.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

- The provider was supporting visitors in line with guidance. Relatives comments included, "Access is really good," and "You can come and go. I can always just turn up."

Learning lessons when things go wrong

- Systems were in place to review accidents and incidents and drive improvements.
- The registered manager demonstrated a range of tools and actions to support improvements and continually reviewing actions when things went wrong.

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. The rating for this key question 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.

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

- People gave mixed feedback regarding communication with the management team. We were told, "There are meetings, but I haven't been able to attend," and "I don't think meetings take place. Adding, "I'm not told any outcomes." The registered manager showed us evidence of resident meetings records that took place across the service.

We recommend the provider reviews how feedback from meetings with people are shared.

- Staff described a positive working culture, comments included, "I'm happy with work, I'm happy going to work. I enjoy going to work."
- The registered manager promoted an open-door policy with relatives and staff which was reflected in feedback. Comments included, "The doors always open, they to listen and they will act on things," and, "Management team are really good. I can't fault them."

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

- People's care plans included person-centred information on how they wished to receive their support however, plans did not include key information about their lives. We found records to capture peoples personal 'likes and dislikes' Activities and religious interests not completed. The registered manager also showed us evidence this was an area of development they were currently completing.
- Bedrooms were decorated to the person's wishes and preferences. People's rooms were decorated with personal items and items of interest to them.
- People spoke approvingly over support provided by staff. We were told, "All of them [Staff] are very kind, lovely and they do respond when you need support."

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 understood their requirements of the duty of candour. There was a clear system in place for reporting and recording events which occurred in the service.
- Throughout the inspection the registered manager, management team and staff were open and transparent to feedback given, addressing any queries throughout.

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

- There was a provider led governance system underpinning assurance in the service. This included an audit programme completed by the register manager, team leader to ensure actions were completed to support any improvements needed.
- The registered manager shared further improvements they were making to ensure care plans and daily records staff made were robust. We were told, "We have introduced a resident of a day to audit plans and records to ensure they remain up to date."
- There was a system in place to monitor induction, training and competencies in the service, the registered manager and senior leaders was aware of their responsibilities about managing this. Any gaps identified, actions were in place to ensure staff training was refreshed.

Continuous learning and improving care

- There was a culture of continuous learning and improvement. The registered manager was able to demonstrate active working to understand events that happened in the service to improve future support and reduce risk.
- Staff discussed meetings took place, but where unclear if this included sharing any learning to support improving care for people. The registered manager was able to demonstrate where actions have taken place with staff in this area.

Working in partnership with others

- The service worked with the local authority teams and external professionals to support the health and wellbeing of people and continuous improvement of Turnpike Court.
- Visiting professional gave positive feedback regarding the service. Comments included, "Everyone is knowledgeable about people here, they do know them well, and "Staff and the management team are really friendly and approachable, they do a good job."