

Market Support Visit Report

Name of Provider:	Bendigo Nursing Home
Address:	22 Arundel Road Eastbourne
Market Support Officer:	Wendy Ide
Date:	06/02/2019 Review 14/02/2019

East Sussex County Council Department for Adult Social Care

Partnership Working

East Sussex County Council wishes to work in partnership with Providers in delivering a high quality of support for adults with care and support needs and hopes to maximise the use of available resources by establishing longer-term, more integrated relationships with Providers. The 'partnership approach' represents an attempt to define the spirit of partnership within which the Council and Providers will operate.

Purpose of the Market Support Visit

To offer support and guidance to the Provider regarding the delivery of care and support needs for individuals by considering the effectiveness of the provider's quality management systems. The following elements of quality monitoring will be considered:

1. Management and Leadership
2. A Suitably Skilled Workforce
3. Satisfaction Survey and Feedback
4. Complaint Handling
5. Equalities Monitoring
6. Care Documentation
7. Health and Safety
8. Management of Medication
9. Safeguarding
10. Accidents and Incidents.
11. Business Continuity

Visit Report

This report sets the evidence found during the Market Support Visit.

Please be aware that the Market Support Team adheres to Health and Social Care information sharing protocols and provides information on a need to know basis and in the best interests of adults with care and support needs. We share reports with the Care Quality Commission, East Sussex County Council colleagues and will also share a report in line with the Sussex Safeguarding Adults Policy and Procedures.

Contextual Information

Bendigo Nursing Home is registered to provide nursing care for up to 25 older people. Clients who reside at the service require assistance with a range of nursing and personal care needs, with some needing support in relation to living with memory loss and dementia. The service was inspected by CQC on the 2/06/2016 where it was rated as good overall and good in all five KLOE's categories.

1.

Management and Leadership

Areas of good practice

The manager demonstrates a clear understanding of her managerial roles and responsibilities in relation to the provision of a well led service. The manager's style of leadership facilitates a creative, innovative and client focused environment which has a positive impact on the team as a whole. The manager delegates responsibility to key members of the team, which includes auditing activities as well as staff practice monitoring and competency assessments.

The manager has instigated a robust quality assurance process, which evidenced that good governance oversight was in place. There was a wide range of auditing and sampling activities in place which included clinical governance, infection control, health and safety, food safety and control of premises. The manager has established links with external information sources for example the HSE to ensure the service remains compliant with changes in regulation and legislative requirements.

The manager states that these channels of information have proven to be of benefit to the safety and wellbeing of clients/staff. A recent case review into choking had instigated the manager to introduce colour coded coasters to act as prompt that a client is on a thickened fluid diet.

There was a clear admission process in place to ensure that the service was in receipt of pertinent information relating to medical history, physiological baselines and out of hours GP services. The manager maintained oversight of dependency level and service capacity to safely accept new admissions. The manager states that the service employs a higher ratio of staff to clients to ensure that pressure points within the service can be conservatively managed.

The manager has introduced a range of proactive measures to improve and develop service provision and client experience. This has included hydration / nutrition tools, person centred approaches to care planning and delivery and a user friendly website.

(optimum 400 words)

2.

A suitably skilled workforce

Areas of good practice

There was a training matrix in place which evidenced that staff were in receipt of essential training for example manual handling, fire training, safeguarding and first aid. There were also opportunities for staff to access more specialised training for example Multiple Sclerosis and Parkinson Disease. Staff benefited from a blended approach to learning which included a suite of e-learning, practical based training as well as competence based assessment.

The manager demonstrated a genuine commitment to ensuring staff were suitably qualified and skilled to perform all aspects of their role. This was evidenced through staff practice monitoring records and competence based assessments. Outcomes demonstrated a system was in place to ascertain whether staff knowledge had been embedded into their day to day practice.

The manager states that new workers benefit from a structured three month induction which included practical/knowledge training, designated mentor and supernumerary shifts. The manager advised that she worked towards a balanced skill mix of staff and where a worker required a longer period of induction this would be implemented.

Three personnel files sampled evidenced that staff had been in receipt of a comprehensive induction, competency assessments and a pathway of learning to ensure that practical skills such as manual handling had been assessed prior to unsupervised working.

A supervision matrix was in place to ensure that staff were in receipt of regular supervision meetings with their line manager. Staff meetings were also in place and copies of meeting minutes were made available.

(optimum 400 words)

3.

Satisfaction Survey and Feedback (customer feedback)

Areas of good practice

The manager was able to evidence that satisfaction questionnaires had been sent out yearly to relatives/clients to ascertain their views on the care provided at the home. There was also a process in place for visitors and outside professionals to comment on the service. Clients and relatives benefited from a transparent approach to customer relations. This was evidenced through the website where recent surveys had been uploaded to the site. Viewpoints from staff were actively sought as part of the feedback process through the use of staff questionnaires.

(optimum 400 words)

4.

Safeguarding

Areas of good practice

The manager states that at present there are no safeguarding concerns raised with the local authority. There was an open and transparent process in place which actively encouraged clients/relatives to speak up about abuse within the home. This was evidenced in the client welcome pack which provided a user friendly guide to raising concerns about abuse. Information also included what forms abuse may take and who to contact outside the organisation.

(optimum 400 words)

5.

Care Documentation

Areas of good practice

Three care plans were sampled as part of the visit and provided an informative overview as to how the service supports and encourages positive outcomes for clients. The manager was able to demonstrate this through documentation that evidenced the following areas.

- Detailed Pre- Screening assessment tool to establish service position to safely accept a referral.
- Dependency tools (Hydration/nutrition, presenting need, diabetes management)
- Biographical/ life history information presented from the clients perspective.
- Clinical need instruction
- Person centred directed support plans
- Risk assessments (Falls, Choking, manual handling, weight management)
- Client Care Priorities
- Re-positioning Charts
- Wound Care plans
- MUST
- Professional involvement communication record.
- Hospital Passport
- DOLS application- mental capacity assessment
- Cognition assessment

The manager states that care plans are reviewed on a monthly basis and relative and client involvement is actively encouraged. The manager had also recently introduced a mood scale pictorial observation form for staff. This has enabled staff to provide a more accurate opinion of a client presenting mood/wellbeing. Where an application for DOLS consideration was required the manager had submitted this to the supervisory body.

Advisory

The manager may wish to consider the use of decision specific mental capacity assessments where decisions are required as to whether a client can consent to an aspect of their care/treatment plan.

Review 14/02/2019

The manager states that all relevant decision specific mental capacity assessments and best interest decisions for clients who meet the first threshold of stage one of the functional test of capacity have been completed.

(optimum 400 words)

6.

Health and Safety**Areas of good practice**

The manager delegates responsibility of health and safety compliance checks within her team. Health and Safety audits included infection control, legionnaires, fire prevention/safety checks, manual handling equipment checks, food safety compliance.

(optimum 400 words)

7.

Management of Medication**Areas of good practice**

Evidence sampled at the visit demonstrated that staff who were responsible for the administering and management of medication, were in receipt of three competency based assessments over a year period. The manager advised that where a staff member was assessed as to not working at the required level, an extended competency period would be provided. Clients were supported as to where practicable to take control over their medication management routine. The manager states that both the external pharmacy supplier and Medication Optimisation Team are involved within the compliance audit process.

8.

Accidents and Incidents

Areas of good practice

The manager demonstrates an intuitive nature when investigating the root cause of incident and accidents that have occurred in the home. The manager was able to demonstrate this through detailed report findings and the tracking of emerging themes. Outcomes evidenced that data collation around unwitnessed/witnessed falls had been used as part of the overall decision making process in relation to a review of policy/procedures and practices. There was a post follow up action plan in place to record monitoring activities that had proceeded the event for example clinical observation. The manager states that external professional involvement is utilised and this includes the CCG falls practitioner.

(optimum 400 words)

Conclusion

Staff and clients benefit from a committed manager who seeks innovative ways in which to develop service provision. The manager speaks passionately about her service and presents as client and staff focused. The manager makes practical use of delegation of responsibility which empowers others to take ownership over tasks and accountability. The manager was receptive to feedback on the day, and demonstrated a commitment to utilising any external support that is available to her. Staff benefited from a supportive manager who actively encourages continuous professional development. The manager has made improvements to the home website which has

fostered a culture for openness and transparency.

I will continue to support the manager and maintain contact as and when is required.

Recommendations (recommendations to improve the quality of the Service)	
1	Decision specific mental capacity assessments Review 14/02/2019 Completed
2	
3	
4	
5	

Useful Health & Social Links

East Sussex Adult Social Care:

<https://new.eastsussex.gov.uk/socialcare/getting-help-from-us/contact-adult-social-care/>

- **Training**

For more information about workforce development and training opportunities available from ESCC, please use the following link or email the Adult Social Training Team at

Adultsocialcaretraining@eastsussex.gov.uk

<http://www.eastsussex.gov.uk/socialcare/providers/training/default.htm>

- **Support Plan**

An ESCC document developed by Adult Social Care with adults and their representatives that sets out how assessed needs will be met with desired outcomes and timeframes.

For more information please visit the ESCC website:

www.eastsussex.gov.uk/socialcare/disability/learning/choices/gettingsupportfromesc.htm

- **Total Communication**

Total Communication describes an approach to supporting a person which recognises an individual's support needs around communication, using communication aids and techniques to create a supportive communication environment.

For more information please visit the ESCC website:

www.eastsussex.gov.uk/socialcare/disability/learning/choices/communicatingyourownway

Care Act:

<https://www.gov.uk/search?q=care+act>

Skills for Care:

<http://www.skillsforcare.org.uk/Home.aspx>

Social Care Institute for Excellence (SCIE)

<http://www.scie.org.uk/>

Community Care

<http://www.communitycare.co.uk/>

Disclosure & Barring Scheme (DBS)

<https://www.gov.uk/government/organisations/disclosure-and-barring->