Tiddington Court Limited

# Tiddington Court Limited

## Inspection report

Knights Lane
Tiddington
Stratford Upon Avon
Warwickshire
CV37 7BP

Tel: 01789204200

Date of inspection visit:
09 March 2016

Date of publication:
19 April 2016

## 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

We carried out an unannounced inspection at Tiddington Court on 09 March 2016.

Tiddington Court provides a home care agency service which can include personal care delivery, depending on individual needs. The provider manages Tiddington Court which provides home ownership for up to 42 people in their own apartment or bungalow. The amount of care and support varies from a few hours domestic support each week, to people receiving support up to 24 hours a day. At the time of our visit four people purchased care and support from Tiddington Court staff and others purchased their care and support from other external home care agencies.

Tiddington Court had a manager who was not yet registered. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People told us they felt safe. There were systems to ensure peoples' safety was managed effectively. Staff were aware of the actions to take to report their concerns. There were sufficient staff to ensure peoples' needs were met and people were supported to manage their medicines safely.

People received care and support from staff who were trained and well supported. Staff knew people well and understood, and met, their needs. Peoples' rights to make decisions about their care were respected. The manager and staff had a good understanding of the Mental Capacity Act 2005.

People told us the staff were kind, caring and respectful. People were involved in decisions about their care on a day to day basis.

There were opportunities for people to pursue their interests and access the local community. Peoples' care records were detailed and provided staff with sufficient guidance to ensure their needs were met consistently. People had access to information on how to make a complaint and were confident their concerns would be acted on.

People were encouraged to provide feedback on the service in various ways. The provider had an effective system for assuring quality. There were however inconsistencies in recording in staff files.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good

The service was safe.

People told us they felt safe. There were systems in place to ensure peoples' safety was managed effectively. Staff were aware of the actions to take to report their concerns. There were sufficient staff to ensure peoples' needs were met and people were supported to manage their medicines safely.

### Is the service effective?

Good

The service was effective.

People received care and support from staff who were trained and well supported. Staff knew people well and understood and met, their needs. Peoples' rights to make decisions about their care were respected. The manager and staff had a good understanding of the Mental Capacity Act 2005.

### Is the service caring?

Good

The service was caring.

People told us the staff were kind, caring and respectful. People were involved in decisions about their care on a day to day basis.

### Is the service responsive?

Good

The service was responsive.

There were opportunities for people to pursue their interests and access the local community. Peoples' care records were detailed and provided staff with sufficient guidance to ensure their needs were met consistently. People had access to information on how to make a complaint and were confident their concerns would be acted on.

### Is the service well-led?

Good

The service was well-led.

People were encouraged to provide feedback on the service in various ways. The service had an effective system in place for assuring quality. There were however some inconsistencies in recording in staff files.

# Tiddington Court Limited

**Detailed findings**

## Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 09 March 2016 and was unannounced. The inspection team was made up of one inspector.

Before we visited Tiddington Court we checked the information that we held about it. We looked at the notifications that the provider had sent us. A notification is information about important events which the provider is required to send us by law.

We spoke with 12 people and three relatives of people who used the service at Tiddington Court. We also spoke with five staff members in addition to the manager. We looked at a range of records about peoples' support and care including four personal files. This was to assess whether the care people needed was being provided. We reviewed records of the checks the manager and the provider made to assure themselves people received a quality service. We also looked at personnel files for four members of staff to check that safe recruitment procedures were in operation and that staff received appropriate support to continue their professional development.

Good

# Is the service safe?

## Our findings

People told us they felt safe living at Tiddington Court. Comments included, "I feel very safe here," "I feel so much safer than when I lived in my own house and saw no one for weeks at a time," and "Safe as houses we are here." A relative told us, "It is so reassuring to know my relative is safe in this service."

People were protected from abuse and avoidable harm by staff who had the knowledge and skills to support people's safety. Policies and clear procedures were available to guide staff of what they should do if they saw or suspected any incident of abuse. Training records showed all staff received training on how to spot the signs of abuse and how to raise their concerns. Staff told us they were able to recognise signs of potential abuse and said they were confident any concerns they raised would be taken seriously and investigated thoroughly. One staff member said, "I would speak to my duty manager straight away, or to our manager." Staff said they knew they could call the local authority safeguarding team themselves if they wanted to and the number was advertised in the main office.

People had individual risks to their health and safety, assessed by staff and care and support plans, where appropriate, were developed to ensure that risks were reduced. Staff were able to confidently describe the assessed risks for individual people and they described how these risks could be mitigated and reduced. For example, referrals to relevant external health and social care services were made and additional training on mental health awareness for staff was arranged. Information and incidents involving episodes of risk were recorded and plans to reduce risk were discussed. Staff also stressed the importance of maintaining peoples' independence as part of this process. One staff member said, "Our owners are very independent and although we can reduce risks and advise accordingly, we must not take away their right to be independent."

If people had not been seen or had contact with staff during the day, a courtesy call was made during the afternoon and early evening to check that people were safe and well. Each apartment and bungalow had a phone and an alarm call system should people need to summon help from staff in an emergency. There were red pull-cords in every room in peoples' dwellings and in all communal areas. We spoke with a number of people who also wore an alarm pendant which enabled them to move safely throughout the premises, confident that staff could be called at any time. All alarm calls were recorded by the duty managers. This showed us the provider continually assessed the health and safety of people to reduce risk and enable independence.

Tiddington Court was clean and well maintained throughout. The provider made provision to ensure the premises were safe for staff and staff knew what action to take in the event of an emergency. Warwickshire county council had carried out a fire safety compliance check at Tiddington Court in January 2016 and a number of required actions had been identified. We spoke with the duty manager who showed us that all the actions had been completed, for example all staff had received fire safety training and emergency drills had been carried out.

Everyone told us there were enough staff to provide them with the care and support they needed. One

person told us, "Oh yes there is always someone on hand to help, yes there are plenty of staff to assist." One staff member said, "We have enough staff and we have time to get to know our owners and find out how they would like things done." There were sufficient staff working for the service at any given time and we saw that people received care and support in a timely and unrushed manner.

Recruitment processes helped minimise the risks of employing unsuitable staff. We spoke with staff who confirmed that reference checks and checks with the Disclosure and Barring Service (which provides information about peoples' criminal records) had been undertaken before they had started work. However, in two of the four staff files we looked at, we could not locate all of the required information relating to references. The manager undertook to locate this information or failing this to request it again.

The majority of people who lived at Tiddington Court were completely independent in taking their own medicines. Some people who received assistance from staff told us they felt well supported with their medicines. One person said, "It's great because I had got so forgetful and muddled about which medicine I had to take and when. Now with support from staff I don't worry about it anymore." All of peoples' medicine was individually dispensed from a pharmacy of their choice which further reduced any risk of potential errors being made. Where assessed as needed, people could be prompted by staff to take their medicines. All staff had received training on medicines before being able to assist people to take their medicines. Staff completed records accurately of when they had assisted people with their medicines and the provider had checks in place to ensure medicines were managed safely by staff.

Staff understood about their role in relation to the prevention and control of infection and used associated policies and procedures to guide them. This ensured everyone at Tiddington Court was protected by the prevention and control of infection.

Good

# Is the service effective?

## Our findings

Without exception people told us they were cared for and well supported by staff who knew them well and who had the knowledge and skills to meet their needs. One person told us, "Staff here know us and they are well trained to know how best to support us." Other comments made by people included, "Staff here are the best," "They are very good," and, "They know what they are doing." Comments from relatives included, "You can tell the staff are well trained," "I have confidence that they really know what care delivery means," and, "Staff here know how to deliver support well and I have never seen them undermine anyone."

Staff told us they undertook a thorough induction when they started to work at Tiddington Court which included taught courses, shadowing more experienced staff and spot checks of their work by duty managers. All staff said they had received training in fire safety awareness, infection control, food hygiene and medication.

Ongoing training was planned to develop staff and their knowledge and skills. Staff told us they received sufficient training to fulfil their role effectively. The staff told us the manager encouraged training and development and one staff member said, "In the six months our manager has been in the role I feel 100% supported and my training needs are top of the agenda." Another staff member told us they had been supported to develop their English verbal fluency skills as English was their second language and had recently embarked on a level 2 diploma in health and social care.

Staff received support in their role, for example through regular meetings with duty managers and the manager, called supervision. In addition staff received feedback about how they were meeting the requirements of their role through regular appraisals. Staff told us that the duty managers and manager observed their practice regularly to ensure they carried out their role effectively.

The Mental Capacity Act (2005) provides a legal framework for acting and making decisions on behalf of people who lack the mental capacity to make specific decisions 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 interest 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. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

The manager told us everyone who received a service had capacity to make decisions about their care and support. People told us they were supported to make their own decisions. One person told us, "Decisions are down to us, the owners, and we take full control of our lives." People had signed documents within their personal files and where appropriate in care and support plans. These showed the person agreed with the care and support package provided. Members of staff and the manager demonstrated a good understanding of this legislation and what this meant on a day to day basis when seeking peoples' consent. One staff member said, "As a staff group we are very clear that our owners are receiving a service which they want and we deliver that service in the way they want it delivered." Staff had access to policies and

procedures to guide them. We saw staff gave an explanation to people and waited for them to respond before they helped them to undertake care or support tasks.

Most of the people we spoke with prepared their own food and drinks in the mornings and evenings and had the option of purchasing a meal at lunchtime from the unit's dining room. . Guests were welcome to join lunch and we saw that they did. We were also invited to join lunch and it was a pleasurable and enjoyable experience. Without exception people told us the quality of food provided and the choice was, "Fantastic." We spoke with some people who received assistance from staff with their shopping and meal preparation and their comments included, "My kitchen facility is super and I generally prepare my meals myself but it is good to know there's help just around the corner if I need it", "Just super support" and, "Staff are always checking I'm eating and drinking well and enquiring about my welfare." This made sure people who required assistance with food and drink had regular meals and remained well hydrated.

People told us most of their health care appointments were arranged by themselves or their relatives. If requested, staff assisted people to attend healthcare appointments.  One person told us, "Staff will always help if I am under the weather and suggest I contact my GP." Another person told us, "My district nurse comes here to see me and I have all the care I could possibly need right on my doorstep." Staff members told us if people became unwell then they would call either their GP or an ambulance in an emergency. This ensured people who used the service received the health care support and checks they required.

Good

# Is the service caring?

## Our findings

Throughout our visit people and their relatives were keen to tell us how caring the staff were. Peoples' comments included, "The staff here are superb, nothing is too much trouble," "It's the little things that count and staff here always pick up on these, such as noticing if I feel a bit unwell or fed up," and "In one word I would say staff here are the best." Relatives added, "There is a very caring ethos here with lots of kindness shown," and "My relative couldn't be happier surrounded by such wonderful staff." Staff were highly motivated and we saw they offered compassionate and kind support to people. All of the staff we spoke with told us how much they enjoyed their work and wanted people to receive the best standard of support staff could offer. One staff member said, "I love caring for people and what I find most rewarding is knowing I deliver a high quality service to them."

People lived in their own properties so we were unable to observe care directly. However, we saw staff were respectful and polite whilst speaking with people in the communal lounge area which people seemed to appreciate. One person we spoke with gave us a specific example about how staff had intervened and really made a difference to their quality of life. This person told us, "Staff treat me as if I was one of their own family, I greatly appreciate this, and it makes all the difference." Caring and positive relationships were developed with people. One staff member said, "I feel such empathy towards our owners and I really want to get to know them so that I can understand their individual needs, hopes and desires."

People told us they had been asked what their care and support needs were and how this should be provided. People told us they felt staff took the time to listen to them and deliver support in the way they wanted it delivered. One person said, "Staff here never assume they know what's best for me. They always ask me how I want things done." Staff told us they knew their people well and they knew what their individual needs were. Staff stressed that people were in control of deciding what they wanted support with and how this support would be delivered.

Support was delivered having been agreed in advance with people, however as staff were available all day, every day and on call at the premises overnight, people were able to request support at any time, if needed. We saw that staff had time to respond flexibly to peoples' needs and to focus on their wellbeing. We saw many examples of this as people either telephoned down to the office from their homes or came into the office with queries or requests. Staff were receptive and positive in response to all of the queries made. For example, staff saw that one person was waiting in the reception area for transport to take them to an appointment for a significant period of time. A staff member enquired if the person was happy sitting in reception or did they want a warm drink and to sit with other people in the lounge area. Staff also offered to chase the transport by phone to see why it was delayed.

Staff we spoke with were confident in how they promoted privacy and dignity in their everyday work by ensuring they knocked on everyone's' front door before entering, even if the person might have asked them to come in regardless. Staff told us that even though they had pre planned times agreed for carrying out service cleans in peoples' home they always checked that the time was still suitable for the person.

During our visit to Tiddington Court we saw that people were as independent as they possibly could be regarding every aspect of their daily living choices and routines. For example, a group of people were discussing which social events they preferred and everyone present agreed they preferred outside entertainers but that this activity had lessened recently. One person said they had got a list of entertainers from a local community group they attended and offered to organise the events. This person said, "If this is what we want then we should organise it and I will take the lead." We spoke with a number of people who were actively involved in the provider's board of directors with associated roles and responsibilities such as staff recruitment and planning social events on behalf of all of the people who lived at Tiddington Court.

All personal and confidential information was stored securely and there were policies and procedures, which staff followed to protect peoples' confidentiality.

Good

# Is the service responsive?

## Our findings

The apartments and bungalows at Tiddington Court were owned by people. Discussions were held with people before they started using services on how the provision of personal care could meet their needs. This information was then used, if needed, to complete and develop a more detailed care and support plan which provided staff with the information and guidance to deliver appropriate and agreed levels of care. Care and support plans were developed directly with people who told us they had participated in this process fully. The support plans contained details of peoples' health and support needs. People received an, 'owner's handbook' which gave detailed information about the organisation and services available. People told us they were familiar with the handbook and that the information provided in it was helpful. One person who had recently purchased a property at Tiddington Court told us, "From the time I showed an interest in moving here I have received excellent information about the process but also what services are on offer and how I can access what support I need." We were told that the handbook was regularly reviewed and updated to ensure all information was current, up to date and relevant.

Where people received care and support, the plans were kept in peoples' homes and were kept up-to-date and gave staff the information they needed. Any changes to care and support packages were communicated and a comprehensive handover book was kept to ensure all staff were aware of current arrangements. Duty managers told us this system worked well and kept them all up dated and informed. People told us they had been involved in developing their care and support plans and that their needs were reviewed regularly with them.

Activities were planned and organised by the social committee which met regularly and it's members were both people who used the service and the social committee lead duty manager. People told us they were very pleased with the social activities on offer. One person told us, "There is always something planned and we all try to support the events when we can." People told us that special occasions were celebrated and that they were fully involved in making suggestions for and organising events.

People were encouraged and supported to develop and maintain relationships with people who mattered to them and in turn to avoid social isolation. For example one person told us, "We all look out for one another, just as a family would do." People told us they invited guests whenever they wanted to and that guests were positively encouraged to be a part of the community. A guest suite was available for guests to stay overnight at Tiddington Court for a modest fee which meant visits were not rushed or limited by travelling distances. In addition two guest suites at a facility owned by the same company were also available, a very short distance away.

People at Tiddington Court held regular, 'owners' meetings and in addition regular board meetings with the peoples' chosen representatives and the board of directors, all of whom were people who used the service. People told us that as they were shareholders in the company which managed Tiddington Court they had, "A real voice" in decision making about the services offered. We saw from minutes of these meetings that changes had been made following suggestions from people at meetings. For example, people had agreed to be involved in the next round of staff recruitment.

People and their relatives said they knew how to raise any concerns they had and they were familiar with the complaints procedure. The provider had a policy for dealing with any concerns and complaints. Everyone we spoke with said the manager and duty managers were always available if needed if they were not satisfied with any aspect of the service. At the time of our visit there were no complaints being investigated or any complaints made in the preceding year.

Good

# Is the service well-led?

## Our findings

At the time of our visit the manager had been in post for six months however was not registered with the Care Quality Commission (CQC). The manager had submitted their application for registration and was in regular dialogue with the CQC through the registration process. The manager was supported by a team of duty managers who were available every day and on call, at the premises, overnight.

People and their relatives spoke highly about the manager and the staff team. People told us the manager was responsive, really cared about their welfare and was professional. Comments made included, "We are supported well by the manager and they genuinely care about us," "Top marks for our manager," and "The manager is available most days and is very approachable and on any issue." A relative told us, "The manager is highly visible and most approachable."

This was the manager's first post having previously been a duty manager at this service and they spoke to us about enrolling on a number of courses to equip them with the necessary knowledge and skills to carry out the manager's role well. The manager was in discussion with their regional manager about their professional development requirements.

Services that provide health and social care to people are required to inform the Care Quality Commission (CQC), of important events that happen in the service. We use this information to monitor the service and ensure they respond appropriately to keep people safe. The manager had submitted notifications to the CQC in an appropriate and timely manner in line with CQC guidance.

Individualised care and support was central to the service's philosophy at Tiddington Court. Their core values included, "Enabling retired people to maintain their independence and live in their own homes." People, their relatives and staff confirmed that the manager led by example upholding this ethos and demonstrating this within their work. They had a clear vision for the standard of the service people should receive and staff clearly adopted this enthusiastic approach to providing a high quality service. Staff described the aims of the service to us which included comments such as, "Our owners come first and we are guided by them," "Protecting and enabling independence is so important," and "I always remind myself that I am a visitor in my owner's home and not the other way around."

Staff said they were well supported by their manager and the duty managers who worked on every shift and were available to provide this support. Throughout our visit we saw and heard how the senior staff worked hard to keep staff motivated and enable strong relationships within the team. Staff said they felt able to raise any concerns, at any point, to a senior. One staff member said, "It doesn't matter what the issue is, we are positively encouraged to ask for support and have any query dealt with." Staff gave us examples of when they had raised suggestions to bring about improvements to service delivery and that these suggestions had been welcomed by the senior team and implemented. For example, one staff member said that the dining room could present risks of trips and falls as so many people arrived at the dining room at the same time, along with their mobility aids. This was discussed with people as an issue and a change was made. Arrival at the dining room was staggered to enable safe storage of wheelchairs and mobility aids in order to keep the

access routes clear and free of hazards.

Regular audits and safety checks were consistently carried out to maintain the quality of the service. For example, people who received personal care from the staff were asked regularly via a satisfaction questionnaire for feedback about the quality of the service they received. Duty managers carried out unannounced spot checks to ensure services were being delivered consistently and to a high standard. Duty managers told us they asked people every day if they were satisfied with their service and people confirmed that this was happening regularly. Any incidents or accidents were reported by each duty manager and stored both in peoples' personal records and the duty manager communication book. Where audits had taken place we saw that action had been taken to improve service delivery. For example, to ensure better communication and resolution of issues, each duty manager had been allocated a lead area to be wholly responsible for, such as care plans, medicines, finances, and health and safety. People told us that they had access to one deputy manager who acted as their liaison manager for any issues either concerning their support needs.