

Polish Catholic Mission Housing Association

Laxton Hall

Inspection report

Laxton
Corby
Northamptonshire
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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 

Overall summary

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to pilot a new inspection process being introduced by CQC which looks at the overall quality of the service.

This inspection was unannounced, which meant the provider did not know we were coming.

Laxton Hall provides accommodation and personal care for up to 29 older Polish people. At the time of this inspection there were 29 people living at Laxton Hall. At our last inspection on 26 September 2013, the provider did not breach any of the regulations we assessed.

There was a registered manager in post at the time of this inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

Summary of findings

The CQC is required by law to monitor the operation of the Mental Capacity Act 2005 (MCA), Deprivation of Liberty Safeguards (DoLS) and to report on what we find. We saw that there were policies and procedures available in relation to the MCA and DoLS to ensure that people who could not make decisions for themselves were protected.

During this inspection people who live at Laxton Hall, visitors and a visiting healthcare professional were very complimentary about the care and support that people received.

People's healthcare needs were assessed; the care was planned and delivered in a consistent way. From the three care plans we looked at, we found that the information and guidance provided to staff was detailed and clear. This enabled staff to provide appropriate and individual care and support. Any risks associated with people's care needs were assessed and plans were in place to minimise the risk as far as is possible to keep people safe.

Our observations throughout the day showed us that staff clearly knew how to support people in a consistent,

patient and caring way. The number of staff available allowed many people to have one to one support to support them in meeting their care needs and provide social interaction.

Staff had the knowledge and skills that they needed to support people. They received training and on-going support to enable them to understand people's needs and provide appropriate and individualised support.

Staff respected people's dignity and worked in ways that provided support to people and maintained their independence.

From the records and speaking to people demonstrated to us that a large number of varied social interests were provided to meet people's choices and preferences.

Auditing systems were effective and ensured that where improvements were required; action was taken in a timely manner.

The staff at Laxton Hall were very dedicated in providing high quality of care and were well supported by the registered manager.

Summary of findings

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.

People living at Laxton Hall felt safe. Staff were clear about how to recognise and report any abuse and how to respond to any concerns.

All staff had a good understanding of the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards. People's care and any risk had been assessed and planned for. This ensured that people were cared for as safely as possible.

There were enough staff who had the appropriate skills employed at Laxton Hall and were able to meet people's needs safely.

Good



Is the service effective?

The service was effective.

People and relatives we spoke with were very happy with the care and support provided at Laxton Hall. Everyone told us they were involved in the planning of their care and support needs.

People's nutritional needs were monitored and any concerns acted upon. People were provided with food and drink in line with their preferences and choices.

Staff were well supported and had the skills and knowledge to meet people's individual needs.

Good



Is the service caring?

The service was caring.

Staff were patient, caring and friendly in their approach to people and their families.

People were able to express their views and were involved in making decisions about the care and support they received.

People were encouraged to remain as independent as possible and their privacy and dignity was respected.

Good



Is the service responsive?

The service was responsive.

People's health and care needs were assessed, planned and monitored. Professional advice was sought if required. This ensured that people's needs were well met.

People felt confident that they would be listened to and if they raised any issues that action would be taken.

A range of social activities were on offer at Laxton Hall and people were able to choose to take part or not

Good



Is the service well-led?

The service was well led.

Good



Summary of findings

Monitoring systems were effective and ensured that actions required to be undertaken were done in a timely manner.

The service had a motivated, caring, and well supported staff team who were dedicated to ensure people receive a high standard of care.

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Detailed findings

Background to this inspection

We carried out this inspection on 29 July 2014. The inspection team consisted of two inspectors, an expert by experience who has experience of using or caring for someone who uses this type of service and a Polish interpreter to assist in speaking with people living at Laxton Hall and translate some of the records we looked at.

Before our inspection we reviewed all the information that we held about the provider including the Provider Information return (PIR) which was asked the provider to complete. This is a form that asks the provider some key information about the service, what the service does well and improvements that they plan to make.

During our inspection we carried out observations of care in the dining room and other communal areas. We observed how people who lived at the home interacted with one another and with members of staff. We spoke with eight people who lived at Laxton Hall some of these people were spoken with via an interpreter or their families, four relatives, five members of staff, the registered manager, and a district nurse.

We looked at records, which included three peoples care records and risk assessments, as well as records that related to the management of the service.

Is the service safe?

Our findings

People we spoken with were positive about the care that they received, One person said: “I feel very safe here, all the nuns look after me very well” and “I feel very safe and know that help is at hand if I need it”.

Training records showed that staff had received training in the protection of vulnerable adults. The registered manager told us the person who provided training to the staff was able to speak Polish. This enabled staff to fully understand the processes and procedures in regard to safeguarding. Information on safeguarding was written in both English and Polish and was available on the notice boards in the entrance to the home. Staff we spoke with were clear about how to recognise and report any allegations of abuse. This showed that staff were aware of the systems in place to protect people.

We found that no person was being deprived of their liberty and the registered manager was aware of the action to take if necessary. Discussions took place with the registered manager, regarding how the recent judgement by the supreme court could impact upon the providers responsibility to ensure that Deprivation of Liberty Safeguards (DoLS) were in place for people using the service. The service had up to date policies and guidance available. Staff we spoke with were able to give examples about understanding people’s capacity and about making best interest decisions.

People we spoke with told us they were able to choose what they did. One person said: “We have a lot of freedom here, the sisters come with us if we go outside and they take us on trips”. Another person said: “I am able to do crosswords and puzzles and the sisters help me”. Another person commented: “I can stay in bed if I wish as they [staff] always ask if I am ready to get dressed, if not I can sleep longer and they come back later”.

People and their families we spoke with all told us they were consulted about their care and support needs. One person said: “If I want to change anything I speak to sister in charge and they will change it”. A relative told us: “There is a very comprehensive care plan in place and I am involved in the discussions about [family members] care”.

We looked at the staffing levels in the home. From looking at the rota and talking with the registered manager, staff, relatives and people who live at Laxton hall, we found that the staffing levels enabled staff to spend time with people. People told us that staff always come when they required any care and support. The care team were supported by housekeeping staff who we were told by people living at the home and their relatives that they provided an excellent service. One person said: “I get me room cleaned every day”. A relative told us “The home is well maintained and I can walk in at any time and [family members] room is always very clean and orderly”. During our inspection we found there were at least two members of staff in communal areas either chatting or assisting people with their care and support needs.

Staff were only employed at the home after all satisfactory pre-employment checks had been obtained. This meant that people could be confident that they were being cared for by suitable staff.

We looked at three peoples care records and saw that risks relating to their care had been assessed and plans were in place to minimise the risk. For example risk assessments were in place in relation to falls to help minimise the risk and keeping people safe. Staff we spoke with were aware of the risk assessments that were in place and they told us that they followed these.

Staff were only employed at the home after all satisfactory pre-employment checks had been obtained. This meant that people could be confident that they were being cared for by suitable staff.

We noticed that the windows did not have restrictors in place and when we spoke with the registered manager, she confirmed that no risk assessment had been conducted and that she had not identified it as a risk. This posed a risk of people, visitors or others falling from an open window. Although they did tell us that it was very rare that people walk about without the assistance of a member of staff. We were told that this would be actioned immediately via the maintenance department.

Is the service effective?

Our findings

All five members of staff we spoke with told us they felt they had been provided with creative training and development which ensured they put their learning into practice. For example some training involved staff having the experiences of people received care. This included staff being hoisted and assisted with feeding. All staff told us they enjoyed working at Laxton Hall. One member of staff told us: “We have to go on different courses to make sure we are well trained to look after people”. Another member of staff told us: “I have done training in food hygiene, infection control, health and safety and moving and handling, I feel I get all the training I need”. Training records showed that staff received training on a frequent basis. This ensured people received care and support from an effective and skilled staff team.

From the three care plans we looked at we found that they provided detailed information to enable staff to provide care and support that was individual to each person. Each person had a plan which identified people’s specific health needs. For example, where a person had received input from a dietician the plan detailed how to support the person in ensuring they received an adequate and healthy diet to promote their wellbeing. We saw that people’s nutritional needs were assessed and monitored to ensure their wellbeing. The staff knew people’s dietary requirements and the menus were based on people’s cultural preferences.

We observed the lunch time arrangements. The menu displayed on the door to the dining room, was also in picture format to ensure everyone was able to clearly identify what was on offer. We saw that people were given the support to enter the dining room they required. People

were all asked where they would like to sit; those in wheelchairs were supported to safely transfer onto a dining room chair if they wished. Napkins were offered to protect people’s clothing. A total of 12 staff were supporting the 23 people in the dining room. This allowed people to be supported throughout their meal by the same member of staff. Throughout the lunchtime people were engaged in conversation, with lots of laughter and chatter taking place. People were supported with various aids for example, spouted beakers and straws. Meals were provided in a consistency that was appropriate to the people’s needs for example; some people required a soft diet. Staff were seen to take their lunch with people and the whole experience was a family occasion. One person said: “We are like one big family and staff always join us for lunch”.

We saw that a range of health conditions were taken into account when planning care and support. Care plans included, mental health, nutrition and promotion of continence. A GP visited the home every two weeks, although would attend at other times if required. Staff told us that although the GP is English there was always a member of staff who was able to translate if necessary so they were able to support the person with their health care needs. The health professional we spoke with during the inspection confirmed that staff contacted them in a timely way when they had concerns about people’s health. The registered manager told us and we saw that there was a summary sheet in English if a person needed to go to hospital. Although they also told us a person would not go to hospital without a member of staff to support them. This would enable them to provide the information to the health professionals and also to provide support on their return. Staff told us that they received training to ensure that they could meet the needs of the people in the home. This was confirmed in the records that we saw.

Is the service caring?

Our findings

All of the people and relatives we spoke with made very positive comments about the staff team. One person told us: “The sisters know me ever so well and understand what I like and dislike. They are very kind and caring”. Another person said: “The sisters and other staff look after me well and I enjoy living here”.

People and their families were consulted about things that were important to them. One relative said: “The chapel is very important to [family member] and it is lovely that [family member] gets a great deal of comfort from being supported to attend services or just to sit quietly in the chapel whenever they like to”. Another person told us: “The sisters know me ever so well and know what is important to me and often sit and talk to me about events that are special to me”.

Everyone we spoke with during our inspection was very happy with the care and support and nobody raised any concerns. One person said: “It’s a beautiful place and people, I am so happy here”. Another person said: “Lots of lovely caring staff and I am treated very well. It’s a special place”.

People we spoke with told us they were able to choose what they did. One person said: “We have a lot of freedom here, the sisters come with us if we go outside and they take us on trips”. Another person said: “I am able to do crosswords and puzzles and the sisters help me”. Another person commented: “I can stay in bed if I wish as they [staff] always ask if I am ready to get dressed, if not I can sleep longer and they come back later”.

We found there was a warm and friendly atmosphere in the home. This was demonstrated by people and staff’s behaviour and the activities they were engaged in during our inspection. Throughout our inspection people looked comfortable, chatted, laughed and socialised with each other and with staff. We heard staff continually check with people if they had everything they needed and was there anything else they could do. This showed us staff were very caring.

Staff worked as a team and each member of staff knew what was expected of them. A member of staff told us: “We get to know the people so well by spending time with them and then recording the information so other staff can talk

to them about the things that are important to them”. Another member of staff said: “It is the people who live here that are the most important and I love working at Laxton Hall”.

We saw during our inspection there were many occasions where the staff were engaged in conversation with people. There were other times where people and staff were listening and or singing along to music. In the afternoon chairs were taken out into the garden, people were encouraged to go out, take part in some singing and enjoy an ice-cream. One person said: “This happens on many occasions and I love sitting out in the garden”. This showed us that staff enabled people to choose what they would like to do during the day.

We observed staff were highly motivated and enjoyed interacting with the people who lived at Laxton hall. There were sufficient numbers of staff to provide people with one to one support and it was clear that staff went the extra mile for people with their care and support. For example, we heard and saw when people asked for any support it was provided immediately and that staff had the time to spend with people throughout the day. This included staff sitting with people in the garden and the library.

A relative commented: “It is a happy and joyful place and all the staff are always happy and cheery”. Another relative said: “When [family member] needs assistance in bathing they are quick to respond in helping [family member]. They are always busy doing something; there are lots of activities on offer”.

We saw that people were encouraged to be independent for example giving people time to walk, staff stayed by their side to ensure they were supported if required or needed to take a rest. One person who used a wheelchair said: “There is plenty of equipment here to allow me to be as independent as possible; the sisters look after me very well”.

We saw staff interacted well with people and had a courteous and patient approach. People were not rushed and were given time to make decisions. Staff were heard to provide information several times to people in a very respectful way and gently encouraging them to make their own decision about the activity they would like to do.

People told us that they were given every opportunity to express their views about the support and care that was

Is the service caring?

provided to them. One person told us: “The staff always ask what we want to do; we are able to change our minds. They always listen and act on our choices; they are all just so wonderful”.

Is the service responsive?

Our findings

People we spoke with throughout our inspection were very happy with the level of activities on offer and told us that they could also undertake their own hobbies and interests. One person said: "We are always asked every day is there something we would like to do and the sisters will arrange it". Every member of staff was responsible for arranging activities of people's choice on a day to day basis. One relative told us: [Family member] has much improved in spirit since she has been here and I can discuss their care with the sister in charge at any time. There is always plenty going on and [family member] loves to sing the old Polish songs that they used to sing many years ago, it makes them very happy and the sisters always encourage them with this". A relative said: "The sister in charge is very approachable and she will listen to what I say. The care is excellent and meets [family members] needs very well. I have no complaints. I couldn't ask for better".

From the three care records we looked at they showed that issues such as falls and changing healthcare needs were responded to. Care plans had been reviewed regularly and people told us that they were involved in these reviews. People's weight and general health was monitored and

referrals to other professionals were made if there were any concerns. One person said: "The sisters are very good at monitoring my health needs and I have had three reviews with the doctor to make me feel better".

People told us that their friends and relatives could visit at any time that they wanted. Relatives we spoke with told us that any health concerns about their relative were dealt with immediately by staff and they were kept informed.

The service was responsive in its approach to supporting people and their families. They had a flexible approach and would respond to people care and support needs. Staff even stayed after their shift had finished to ensure people's needs were met. A relative told us: "If I was worried about [family member] and I wanted to stay the night they have a guest room and this can be arranged at short notice".

During our inspection people told us that the sisters arrange outings to the local community as the home has transport available. They told us they had been to Rutland Water and Peterborough recently.

Staff were seen throughout our inspection consulting with people about what they would like to do and were responsive to them. Some people chose to take part in singing whilst other were sat talking with a member of staff. A member of staff told us: "We work together and share what we know about people on a daily basis so we can respond to people's needs".

Is the service well-led?

Our findings

The registered manager was supported by other senior staff to ensure people received high quality care. Throughout our inspection we found people and staff were very comfortable and relaxed with the registered manager. We heard them chatting about what they had been doing and their plans for the rest of the day. The registered manager spent time talking with people and supporting staff throughout our inspection. All staff demonstrated an excellent knowledge of the needs of the people living at Laxton Hall.

All the comments we received about the home were very positive about how it was managed and run. One person told us: "There are always lots of staff here; they are always popping in to check I am all right and they all are lovely".

Relatives told us that the registered manager was very approachable and could be contacted at any time if they needed to talk with her about the care of their family member.

We looked at the auditing processes in place for medication and we were unable to establish the number of medicines held in stock as there was not a system in place

to record the amount of medication received into the home. We spoke with the member of staff responsible for auditing the medication and they undertook an audit immediately.

Quality audits that were undertaken included care planning, fire safety and kitchen audits. The audits showed that any action required to be taken was recorded and followed up and a record made of the date of completion. This showed us that the provider took prompt action to address concerns they had identified.

It was clear throughout and from our inspection and the feedback that any issues which were raised triggered discussions about how the service could be improved for the benefit of people living at Laxton Hall, visitors and staff. All the staff including the registered manager worked together to ensure people received high quality care.

People had lots of opportunities to express their views about the service, through the quality assurance questionnaires and through resident meetings. Throughout our inspection people told us and we heard people being asked by staff what they would like to do, if everything was Ok and did they require anything.

The registered manager conducted a resident survey in April 2014, 53% of the questionnaires were returned. The results showed that from all of the responses provided 100% of these people enjoyed living at Laxton Hall.