

Littlehampton and Rustington Housing Society Limited

Rustington Hall

Inspection summary

CQC carried out an inspection of this care service on 13 April 2021 and 14 April 2021. This is a summary of what we found.

Overall rating for this service

Good 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Outstanding 

Is the service well-led?

Good 

About the service

Rustington Hall is a residential care home providing personal and nursing care to 42 people at the time of the inspection. The service can support up to 62 people. People had a range of health and care needs, including physical disability and dementia care. The home is divided into three wings, each of which has separate adapted facilities. There is a decking area outside the main communal lounge with wheelchair access to the gardens.

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

Without exception, everyone we spoke with talked about the fantastic care they received at Rustington Hall. Everyone was happy to be living there and spoke positively about all aspects of the service. One person told us, "This is a great home, I enjoy living here. I've been in other homes, but I would recommend this one. The care is brilliant." A relative said, "Rustington Hall just blew me away. It is more like a hotel than a nursing home. I would absolutely recommend."

We noted gaps in recording and stock for some medicines. These issues had been picked up in the most recent audit and were already being addressed by the clinical lead. Although there was no evidence of harm to people from these recording and stock issues, it was an area requiring improvement.

Staff had excellent knowledge of people and there was a focus on the individual and on tailoring

care and providing activities which were meaningful to them. Staff made one to one time a priority and had encouraged people to venture out or to participate in activities that interested them. Staff supported people to maintain contact with those important to them and had devised imaginative ways to celebrate special events with family members, in line with COVID-19 restrictions.

People's communication needs were identified and planned for. The provider had invested in technology to support people with communication and to maintain their independence. People had confidence that any concerns raised to staff or the management team would be quickly addressed.

People received high quality care that improved their wellbeing. Staff were highly motivated to provide positive outcomes for people and ensured their independence was maintained and developed.

People received outstanding and individualised care at the end of their lives. Staff were encouraged to talk about death and dying openly and sensitively with people and the service helped people plan the end of their lives with dignity. Relatives spoke of the incredible support they had received from staff and of the wonderful photos and videos they received of their loved one.

Strong relationships were formed between staff and people due to the continuity of staff and the very caring approach of staff members. There was a feeling of community at the service and we observed positive and caring relationships between people and staff. People were actively involved and in control of how their care was provided.

Care staff were well informed about risks to people's health or wellbeing and knew how to deliver their care safely. Staffing levels were enough to meet people's needs. The home was clean. Staff had been trained in infection prevention and control and there were rigorous safety precautions in place in relation to COVID-19. One person told us, "How the management have handled the last year has been incredible." Lessons were learned if things went wrong.

People spoke positively about the staff who supported them and had confidence in their skills and experience. Staff had regular supervisions and an annual appraisal. People were enthusiastic about the food and were actively encouraged to make suggestions for additions or changes to the menu.

People had access to a range of healthcare professionals and support. Premises were suitable and comfortable and met people's needs. The provider was investing in improving the facilities for people and for staff.

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.

There was strong and effective leadership and both people and staff said they would recommend the home. The service was well organised and had a range of systems in place to ensure its smooth operation and to support good communication. Feedback from health professionals who worked closely with the service consistently indicated that staff went the extra mile to deliver person centred care.

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

Rating at last inspection (and update)

The last rating for this service was Requires Improvement (published on 23 December 2019) and there were two breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

The inspection was prompted in part due to concerns received about care practice, including with moving and handling, choice, modified diets and oral care. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm from these concerns.

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.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**