

MML Finance Ltd

Kingswood Court Care Home

Inspection summary

CQC carried out an inspection of this care service on 18 February 2019. This is a summary of what we found.

Overall rating for this service	Outstanding ☆
Is the service safe?	Good ●
Is the service effective?	Outstanding ☆
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Outstanding ☆

About the service: Kingswood Court Care Home provides nursing, residential and respite care for up to 59 people many of whom may have dementia. At the time of our inspection 33 people lived here. The home had changed provider at the end of February 2018.

People's experience of using this service:

The service was extremely well led. The providers ethos was strongly promoted and modelled by the management team. People and staff felt nurtured and cared for. This was a commitment to valuing people as individuals, supporting them to maintain their independence, and encouraging people to lead fulfilling lives. The management team demonstrated a transparent leadership style and were fully engaged with people and staff at the service. A focus was on developing and encouraging staff, which meant people were supported by a consistent, knowledgeable and experienced staff team. The provider was passionate about providing the best care and support possible. The theme of continuous improvement and striving to make people's lives better was evident throughout our inspection. Robust quality assurance systems underpinned this.

The providers vision and values of providing effective care and support with dignity and respect was clear during our inspection visit. They were proactive in learning from others and implementing best practice initiatives around the home. This was especially evident in the use of technology across the service: This included specialist lighting to help people go back to a natural waking/sleep routine; sensor-controlled doors, use of technology to ensure the home was clinically

clean; and innovative use of walkie-talkies so staff could be deployed effectively around the building.

People felt safe at the home due to the compassion care given by staff. Staff understood their roles and responsibilities around keeping people safe from abuse and other harm. Staffing levels met the needs of people, and people were involved in recruitment of staff whenever possible.

Staff felt well supported by the management. Staff received ongoing support and supervision to keep them up to date with best practice. The provider also showed their appreciation for the work staff did arranging group trips out, to activities such as west end shows. This made staff feel valued and gave them a positive outlook on their roles and interactions with people.

People, their relatives and healthcare professionals were very complimentary about the kindness and competence of staff. This included those people that were supported at the end of their lives. The words compassionate, and understanding were frequently used by people when they talked about the staff.

Activities were well organised and varied to give people the opportunity to keep fit, exercise their minds or just have a sit and talk with others. People's faiths were well supported, and families could visit whenever people wanted them to. There was also involvement by local community groups to bring happiness to the lives of people.

Rating at last inspection: This is the first inspection since the home was taken over by a new provider at the end of February 2018.

Why we inspected: This inspection was part of our scheduled plan of visiting services to check the safety and quality of care people received.

Follow up: We will continue to monitor the service to ensure that people receive safe, compassionate, high quality care. Further inspections will be planned for future dates.

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

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