



# Care Quality Commission

## Cooksons Court

### Overview

### Overall Rating: Outstanding

The service is performing well and meeting our expectations.

Summary	
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well-led	Outstanding

### Overall Service Commentary

Cookson court is a nursing home providing care for up to 65 older adults. This assessment was carried out between 18 December and 16 January 2026. At the time of our inspection there were 47 people using the service. People were involved in assessments of their needs. People were involved in decisions about their care and staff provided information people could understand. Staff reviewed assessments taking account of people's communication, and health needs. Care was based on latest evidence and good practice. People had enough to eat and drink to stay healthy. Staff worked with agencies involved in people's care for the best outcomes and smooth transitions when moving between services. They monitored people's health to support healthy living. Staff made sure people understood their care and treatment to enable them to give informed consent.

People were treated with kindness and compassion. Staff treated them as individuals and supported their preferences. People had choice in their care and were encouraged to maintain relationships with family and friends. The provider supported staff well being. People knew how to give feedback and were confident the provider took it seriously and acted on it. Leaders and staff had a shared vision and culture based on listening, learning and trust. Leaders were visible, knowledgeable and supportive, helping staff develop in their roles. Staff felt supported to give feedback and were treated equally, free from bullying or harassment. People with protected characteristics felt supported. Staff understood their roles and responsibilities. Managers worked with the local community to deliver the best possible care and were receptive to new ideas. There was a culture of continuous improvement with staff given time and resources to try new ideas.

↑ [Back to top](#)

## Overall People's Experience

People and their relatives were overwhelmingly positive about the quality of their care. They felt safe and were fully involved in planning their care and understood their rights. One relative said, "I am confident that she is safe, they look after her so well." People said they received high quality care from knowledgeable staff who treated them as individuals. A relative told us, "They are wonderful with [relative], he has quite a few care needs and I don't believe anyone does it better."

During our visit we saw very nice and caring support given to people by staff. Staff were kind, caring and patient when supporting people. Everyone we spoke with without exception told us the home was lovely and the team were wonderful. One relative said, "I can't praise them enough, they take Mum out of her room so she can have a change of scene and see other people." People were comfortable and relaxed in the home. Several people described how staff treated them kindly and made sure any personal care was done sensitively, preserving their privacy and dignity. One relative said, "They are incredible, so kind, my mother has a nickname which she loves, they also make sure she can get to activities where she likes it and even gardening".

People told us the service provided lots of interesting activities to keep people physically and mentally active. One person described how staff had supported their dietary needs by having the chef talk to them and create an individual menu. People felt able to complain and confident action would be taken and improvements would be made. However, no one had made any complaints and everyone we spoke with told us they didn't want anything to change.

↑ [Back to top](#)

# Safe

**Rating: Good**

**Percentage Score: 84.00 %**

► [How do we score this?](#)

## Summary

This service is safe

## Commentary

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At our last assessment we rated this key question good. At this assessment the rating has remained good. This meant people were safe and protected from avoidable harm.

↑ [Back to top](#)

Safe

# Learning culture

**Overall Score**

1 2 3 4

► [How do we score this?](#)

## Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider had a strong proactive and positive culture of safety, based on openness and complete honesty. Staff actively listened to concerns about safety and thoroughly investigated and reported safety events. Lessons were always learnt to continually identify and embed good practice

The managerial team fostered a culture of learning; they regularly reviewed accidents and incidents to check for any themes or trends. All incidents were investigated fully, and staff were updated on findings and improvements that could be made to keep people safe. There was a robust system in place for reporting all incidents and staff told us they had no concerns reporting safety events. Examples of how learning had a positive impact for people was shared with us. During the summer months it was noted by the provider that there was an increase in urine infections. To address this an increase in water stations were put in place across the home. Where bedrooms were further away from a kitchenette. Staff had additional training to raise awareness about the risks of dehydration through the NHS. A shared learning system is in place so learning can be shared across other homes. The provider also added more information on their care planning system to assist staff to understand more about mobility and how best to support someone with mobility needs. Learning is part of their everyday practice and is used to high light issues and improve the service for people.

[↑ Back to top](#)

Safe

## Safe systems, pathways and transitions

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider always worked with people and healthcare partners to design, establish and maintain safe systems of care, in which safety was always well managed and monitored. They made sure there was always continuity of care, including when people moved between different services.

The provider shared some examples of how they managed referrals into the home. There was clear guidance and policies in place. In one case a person was referred with very specialist support needs, initially the provider could not meet those needs, however, following discussion the provider worked closely with the hospital team to create a safe pathway. The hospital agreed to continue caring for the person until the team had completed the specialist clinical training required. Once the training and competency had been completed and the service was confident, they could safely meet their needs, they were admitted to the home. As a result, the family were very grateful for the lengths the home went to that and another relative was also admitted to the home. There was a significant positive impact on the family as a unit.

Due to this success the home is now working with another hospital to obtain further training for staff to be able to offer this additional procedure to other people if required.

Care plans reviewed showed the provider worked closely with a range of health care professionals. Care records were regularly reviewed and updated with any changes. When people needed to go into hospital or other care settings the provider was able to pass on information accurately and efficiently. This meant that people could be confident their care needs could be met in a different care setting if required.

[↑ Back to top](#)

Safe

## Safeguarding

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider worked with people and healthcare partners to understand what being safe meant to them and the best way to achieve that. Staff concentrated on improving people’s lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. The provider shared concerns quickly and appropriately. Everyone we spoke with told us they felt safe. Staff told us how to safeguard and protect people from risk of harm or abuse. The provider understood the importance of raising any concerns about safeguarding with the local authority when needed. There was a clear process in place to ensure people were protected from harm or abuse.

People can only be deprived of their liberty to receive care and treatment with appropriate legal authority. In [care homes/hospitals], this can be done through a procedure called the Deprivation of Liberty Safeguards (DoLS), which is part of the Mental Capacity Act 2005 (MCA). We checked whether the service was working within the principles of the MCA and how they managed DoLS within the service.

We found where people needed to be deprived of their liberty to keep them safe, the provider ensured a Deprivation of liberty Safeguard (DoLS) authorisation was applied for through the relevant local authority. All legal applications had been made in accordance with DoLS, this meant people’s rights were fully respected.

[↑ Back to top](#)

Safe

## Involving people to manage risks

## Overall Score

1 2 3 4

### ► [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider worked with people to understand and manage risks by thinking holistically. Staff provided care to meet people’s needs that was safe, supportive and enabled people to do the things that mattered to them. Care records reviewed showed that risks identified were mitigated, for example, people at risks of falls, had sensor and crash mats in their bedrooms. Although the provider had guidance in care plans for staff to follow. We found some of the guidance for catheter care was not available in each care plan. However, the provider informed us that there was extensive guidance in their policy documents which staff had full access to and used on a regular basis. Following our feedback on day 1 the provider did update catheter care plans which were more personalised.

People and relatives told us they were involved in their care plans and reviews. Risks identified were mitigated by the provider and control measures were in place. For example, equipment such as crash mats and sensor mats were used to keep people at risk of falls safe, alerting staff to their movements so they could respond quickly.

People and relatives told us they felt safe, one relative said, “My [relative] has been there years, and I have never had to worry about her safety.” And another relative said, “I feel sure they are safe, when they were at home with 4 lots of carers they had numerous falls sometimes 5 times a week and they have not had one here.” The provider shared some examples of how people take positive risks which enables them to remain independent. For example, people can access the community independently once a risk assessment has been completed and it is safe to do so. Other people may use the garden and take actions were needed to ensure they are safe. The provider encouraged people to take positive safe risks as appropriate.

↑ [Back to top](#)

Safe

## Safe environments

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider was fully aware of all potential risks in the care environment and controlled them well. They made sure equipment, facilities and technology supported the delivery of safe care. During our visit we observed the care home environment to be safe and free from hazards. The home was spotless clean and well maintained. All equipment was well maintained, clean stored securely and used correctly. The home had adaptations to enable people to move around free from obstructions. The premises was purpose built which helped to meet people’s needs. There were effective fire safety procedures in place to keep people safe. Health and safety audits of the environment were completed on a regular basis. Concerns were addressed swiftly when identified. People and relatives told us the home was safe, clean and comfortable.

↑ [Back to top](#)

Safe

## Safe and effective staffing

### Overall Score

1 2 3 4

► [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider made sure there were enough qualified, skilled and experienced staff, who received effective support, supervision and development. They worked together well to provide safe care that met people’s individual needs. Staff were vetted prior to taking up their role. For example, references were obtained from previous employers and criminal background checks were carried out. Staff had training in a range of subject areas, this meant they could carry out their roles effectively. The managerial team also supported staff training informally for example, holding sessions on end-of-life care. People could be confident they were supported by well-trained competent staff. During our visit we observed there was enough qualified and experienced staff on duty to meet people’s needs. One relative told us, “They seem to have [enough staff], and at night she says they come quickly.” And another relative said, “Yes, I can’t say about night or weekends as I am not there, but [relative] says they come as soon as they know he needs them.”

↑ [Back to top](#)

Safe

## Infection prevention and control

### Overall Score

1 2 3 4

► [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider assessed and managed the risk of infection. They detected and controlled the risk of it spreading and shared concerns with appropriate agencies promptly. The home was clean and tidy. Staff used personal protective clothing when needed for example, gloves and aprons. This meant people were protected from the spread of infection. Cleaning schedules were in place and followed by staff. Regular health and safety audits included infection prevention and control, this meant all concerns could be addressed quickly. Relatives told us the home was clean, one person's relative said, "[Relative] is very impressed with the cleanliness, about monthly they do a deep clean, raising the bed and cleaning it underneath". Another person's relative said, "[Relative] is very impressed with the cleanliness."

↑ [Back to top](#)

Safe

## Medicines optimisation

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider made sure that medicines and treatments were safe and met people's needs, capacities and preferences. Staff involved people in planning, including when changes happened. People received their medicines safely in the way prescribed for them, and they were asked if they needed any 'when required' medicines. Some people looked after some of their own medicines after it had been assessed as safe for them to do this. There were suitable arrangements for ordering, storage and disposal, including for medicines

needing cold storage and those requiring extra security. Temperature monitoring was carried out to ensure medicines would be safe and effective. If medicines were prescribed to be taken 'when required' there were person-centred protocols or care plans in place to guide staff when these might be needed. Records were in place to show that risks were considered for people using higher-risk medicines such as anticoagulants, and flammable topical preparations. Staff had regular training and competency checks to make sure they gave medicines safely. Any errors or incidents were investigated and reported, so that systems could be put in place to prevent them recurring. Regular medicines audits took place which identified improvements that were needed, and actions were recorded. Relatives told us that medicines were given to people if they were in pain for example, one relative said, "[Relative] is on regular pain killers, and they give her extra if needed."

## Effective

**Rating: Good**

**Percentage Score: 88.00 %**

► [How do we score this?](#)

### Summary

This service is effective

### Commentary

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. At our last assessment we rated this key question good. At this assessment the rating has remained good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

[↑ Back to top](#)

Effective

## Assessing needs

### Overall Score

1 2 3 4

[▶ How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider always made sure people's care and treatment was effective by thoroughly assessing and reviewing their health, care, well being and communication needs with the

Prior to moving into the service, the provider carried out an assessment of a person's needs. Information obtained during the assessment was used to develop a care plan and risk management plan. Care plans and assessments reviewed were comprehensive and thorough. All areas of needs were assessed, and a clear plan was in place to support everyone. People and families told us they were involved in assessments, one relative said, "I was and it has been reviewed since" and another said, "Yes, we had a long conversation about it."

Background information was detailed and informative for staff to understand and get to know each person individually. Care plans were updated regularly and changing needs were clearly recorded and communicated to the team. For example, during our visit we sat in on a morning meeting and observed the heads of departments discussing people's needs, all changes were discussed and recorded. These types of meetings were done daily. In addition, the manager had a visual board showing information about people and another visual board in the kitchen with pertinent information on it. This acted as a quick guide to staff. This meant people could be confident that their needs were well documented and up to date.

[↑ Back to top](#)

Effective

## Delivering evidence-based care and treatment

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider always planned and delivered people's care and treatment with them, including what was important and mattered to them. They did this in line with legislation. They worked to develop evidence-based good practice and standards.

The provider ensured people's complex care needs were met. Care plans outlined clear and comprehensive guidance for staff to follow when supporting people. Nationally recognised clinical tools were used to assess and monitor people's care needs. The provider worked with a range of health care professionals, such as tissue viability nurses, dieticians, speech and language therapists and others. The provider shared several examples of how staff had followed recommendations made by professionals. For example, adaptive cutlery was used to support people if there was a risk of choking. The cook was a champion for hydration and nutrition. There was a visual board in the kitchen showing what diets people were on and any allergy information. The cook did a lot of additional work with the team around hydration and nutrition.

Additional hydration stations were introduced around the home following an increase in urine infections. Fluid and food charts were used for people where risks of malnutrition or dehydration were identified. People's weight was monitored and recorded if there were risks of weight loss or weight gain. The provider understood the importance of using current good practice guidelines and were able to apply them effectively. People were involved in planning their care and making decisions about what is best for them. We observed good practice guidelines being implemented in the home on our visit.

[↑ Back to top](#)

Effective

## How staff, teams and services work together

### Overall Score

1   2   3   4

▶ [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider worked well across teams and services to support people. They made sure people only needed to tell their story once by sharing their assessment of needs when people moved between different services. Staff knew people well. We spoke to the GP who worked alongside the home and made regular visits to the home. They spoke very highly of the team as a whole and gave us examples of how well the team managed end of life care for people. The GP informed us that they had no concerns about how the team supported people's clinical needs.

[↑ Back to top](#)

Effective

## Supporting people to live healthier lives

### Overall Score

1 2 3 4

► [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider supported people to manage their health and wellbeing to maximise their independence, choice and control. Staff supported people to live healthier lives and where possible, reduce their future needs for care and support. Staff encouraged people to live a healthy life for example by providing opportunities for people to exercise regularly and eat healthy nutritious meals. One staff member did a lot of work with the team around nutrition and hydration to improve their understanding of the importance of people not becoming dehydrated or malnourished. Relatives told us, "[Relative] loves the food and eats plenty, there are always drinks to have too." Another relative said, "[Relative] has several sensitivities and the chef comes out to ask if she is happy with her meal. She has a pureed diet and says it tastes lovely."

[↑ Back to top](#)

Effective

## Monitoring and improving outcomes

### Overall Score

1 2 3 4

[▶ How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider routinely monitored people’s care and treatment to continuously improve it. They ensured that outcomes were positive and consistent, and that they met both clinical expectations and the expectations of people themselves. Care records reviewed showed a consistent approach to monitoring people’s outcomes. For example, the registered manager along with the clinical lead, on a routine basis, checked each person’s care and support. Changes were recorded and communicated to the team. If further medical assistance was needed the team would act upon this information. The meant people’s needs were regularly monitored and updated as things changed.

[↑ Back to top](#)

Effective

## Consent to care and treatment

## Overall Score

1 2 3 4

► [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider told people about their rights around consent and respected these when delivering person-centred care and treatment. We observed staff asking people for their consent before supporting them with care. Staff told us they understood about choices and people had the right to refuse care if they wanted to. The team had a good understanding of supporting people if they did not have capacity to make certain decisions. They used a best interest approach and worked alongside families to ensure people’s wishes were considered.

## Caring

### Rating: Outstanding

Percentage Score: 95.00 %

► [How do we score this?](#)

### Summary

This service is exceptionally caring

### Commentary

Caring – this means we looked for evidence that the provider involved people and treated them with compassion, kindness, dignity and respect. At our last assessment we rated this key question good. At this assessment the rating has changed to outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

[↑ Back to top](#)

Caring

## Kindness, compassion and dignity

### Overall Score

1 2 3 4

[▶ How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### People's Experience

The provider was exceptional at treating people with kindness, empathy and compassion and in how they respected people's privacy and dignity. Staff always treated colleagues from other organisations with kindness and respect.

Feedback from relatives and people was overwhelmingly positive about how caring staff were. Comments included, "They are incredibly caring, they always pop in and out to see that all is well and they always look happy which can't be easy" and "They are wonderful, they look as if they really like what they are doing and this is where they want to be." During our visit we observed staff interactions with people they were very kind, compassionate and caring without exception. Staff had established a very trusting relationship with people. We observed people to be very relaxed and comfortable in the company of staff. Health care professionals we spoke with told us staff were compassionate and kind. The provider shared several examples of the impact the team had on people and their relatives. For example, several families had left a significant amount of thanks you card and positive feedback reviews on public forums. All the reviews we read were praising the team for doing such an excellent job. Phrases such as "they are wonderful", "so compassionate" and "kind and caring in spades." Without exception all the reviews we read the home was rated as excellent. The cards and emails had overwhelmingly praised the team for supporting loved ones at a time when they were most vulnerable. In one example a person had a devastating life event, following this the team rallied

around to ensure they had all the things they needed to make life more comfortable. The team went the extra mile to ensure the person was supported emotionally and practically.

[↑ Back to top](#)

Caring

## Treating people as individuals

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider treated people as individuals and was exceptional in how they made sure people's care, support and treatment met people's needs and preferences. The provider took account of people's strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics. Staff actively pursued interests and activities that people liked and wanted to do. For example, when people asked about exercising more, the team brought in pedal bike's which could be used with TV imagery to give people a feeling of being outdoors/indoors. In another example, a person wanted to play darts, and this was added to the activity program. There was a range of activities available for people both indoors and out in the community. One relative told us, "[Relatives name] likes to be in the garden and since they have been there, they have been on a couple of outings, to the coast and the Fleet Air Arm museum." Another relative told us their relative had been to the local café where they play classical music. Staff told us they wanted to make people happy and find things they like to do. Staff encouraged people to explore hobbies and interests. For example, one person liked to grow vegetables, which they have been able to do at the home, the vegetables were then used in the home. This meant a great deal to the person and gave them purpose.

Visitors were welcomed at any time. The provider also offered family members to stay with their relatives if they were unwell or at the end of their life. A private room was made available to families when needed.

[↑ Back to top](#)

Caring

## Independence, choice and control

### Overall Score

1 2 3 4

► [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider promoted people’s independence, so people knew their rights and had choice and control over their own care, treatment and wellbeing. Staff encouraged people to be as independent as possible. People had choices about what to eat, activities and how to spend their time. Staff also supported people to regain control over their finances when appropriate. People understood their rights and made choices over their lives with support from the staff team. One relative said, “Whenever there is a choice, they ask him what he would like.” Another relative said, “[Name of person] chooses some things and they cajole him to come to activities, sometimes they know he likes Scrabble, and they set it out for him and a chap who is of a similar intellectual level to [person]”.

[↑ Back to top](#)

## Caring

# Responding to people's immediate needs

## Overall Score

1 2 3 4

### ► How do we score this?

## Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## People's Experience

The provider was exceptional in how they listened to and understood people's needs, views and wishes. Staff responded to people's needs in the moment and acted to minimise any discomfort, concern or distress.

The GP spoke very highly of how the team managed any emergencies within the home, they said, "The team are very caring and use resources appropriately. Calls to the surgery were appropriate and people are well cared for in the home." Care plans reviewed showed when needs changed staff responded quickly and kept up to date records. Daily meetings with the managers and clinical lead focused on people's care needs and any changes this then led to actions being taken in a timely manner.

The provider shared some examples of how they had responded to people immediately. In one case the clinical lead assessed a person in the community for admission to the home, however, the person was alone and had little or no support overnight, there were on an end-of-life pathway but could not be admitted until the following day.

The team arranged for the person to have additional night support, were not left alone and were made comfortable. The following day they were safely admitted to the home. In another example, the home was contacted to assess a person who had come out of hospital. The family were unsure how to support the person and were very distressed. The team advised the family to escalate their concerns and as a result the person went back into hospital to receive further treatment. Once discharged they would be safely admitted to the home. In both cases outlined above the team and managers went out of their way to ensure that people were made safe and protected from harm. The team's quick actions helped a family in crisis and prevented a person who may have been left alone and in pain. One of the families remained in contact with the home, they feedback how grateful there were for the advice and how compassionately the team had dealt with their circumstances.

[↑ Back to top](#)

Caring

## Workforce wellbeing and enablement

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider always cared about and promoted the well being of their staff and was exceptional at supporting and enabling staff to always deliver person-centred care. Staff told us they enjoyed working at the home. Staff retention was high; staff worked in the home for a long time. Staff spoke very highly of the registered manager. Staff said they were encouraged to speak up and had time to off load their concerns through their regular 1:1 meetings and team meetings. The registered manager had an open-door policy and found time to listen to staff. They focused on staff well being. For example, staff could work flexible shifts to ensure they had good rest periods and a good work-life balance. There was a staff welfare champion. Staff had access to counselling if required, and the managers promoted healthy eating and exercise. The organisation awarded staff for their hard work at an awards ceremony which was very much appreciated by the team. People were given the opportunity to nominate staff based on their qualities and skills. There were several awards for example, making a difference, or carer of the year. Staff were given the option of having acupuncture as part of their overall well being. Staff who needed or wanted one, had a well being plan including a mental health plan. Following some feedback from the team the registered manager changed the staff room to be more relaxing place to unwind when staff had their breaks. The home also supports student nurses on 6-week placement.

# Responsive

**Rating: Good**

**Percentage Score: 75.00 %**

▶ [How do we score this?](#)

## Summary

This service is responsive

## Commentary

Responsive – this means we looked for evidence that the provider met people’s needs. At our last assessment we rated this key question good. At this assessment the rating has remained good. This meant people’s needs were met through good organisation and delivery.

↑ [Back to top](#)

Responsive

# Person-centred Care

**Overall Score**

1 2 3 4

▶ [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## People's Experience

The provider made sure people were at the centre of their care and treatment choices and they decided, in partnership with people, how to respond to any relevant changes in people's needs.

Care plans reviewed showed that people and relatives were involved in the process. Care records contained a significant amount of information about people's background, likes, preferences and how they wanted to be supported. People were placed at the heart of the service. The provider focused on a 'resident of the day' this meant they received a very comprehensive review of their care plans. Care notes showed that staff delivered care according to the care plan.

[↑ Back to top](#)

Responsive

## Care provision, Integration and continuity

### Overall Score

1 2 3 4

► [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider understood the diverse health and care needs of people and their local communities, so care was joined-up, flexible and supported choice and continuity. People and relatives told us they very happy with the care they received. People and relatives told us staff knew people well and could meet their needs. The registered manager told us that there was very good retention of staff over long periods of time, and this meant people had built up good trusting relationships with staff.

[↑ Back to top](#)

Responsive

## Providing Information

### Overall Score

1 2 3 4

[▶ How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider supplied appropriate, accurate and up-to-date information in formats that were tailored to individual needs. People and relatives told us they were given information in a way which suited them. People had their communication needs assessed as part of their overall care needs. If a person needed a different format this could be obtained by the team. One relative said, “They keep us informed in a number of ways, they are excellent at communicating”. Another relative said, “They send e-mails, phone, display notices and of course face to face.”

[↑ Back to top](#)

Responsive

## Listening to and involving people

### Overall Score

1 2 3 4

[▶ How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider made it easy for people to share feedback and ideas, or raise complaints about their care, treatment and support. Staff involved people in decisions about their care and told them what had changed as a result. Throughout the home there were suggestions boxes, these were checked regularly and acted upon. People and families told us they thought the communication was excellent and felt listened to by the team. Families could access the care system with permission or in a person’s best interest and review their relatives care records when they needed to. People and families had regular meetings to discuss the home and any concerns. An annual survey was sent out to people/families, and the results were communicated to everyone. The registered manager made sure people stayed connected to their families. For example, a family who live overseas were supported to speak to their relative using iPads and tablets. Families can stay in the home with people when they are end of life.

[↑ Back to top](#)

Responsive

## Equity in access

### Overall Score

1 2 3 4

► [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider made sure that people could access the care, support and treatment they needed when they needed it. People have access to health care professionals when needed. Care records reviewed showed a range of professionals had input in peoples care and support.

↑ [Back to top](#)

Responsive

## Equity in experiences and outcomes

### Overall Score

1 2 3 4

▶ [How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

Staff and leaders actively listened to information about people who are most likely to experience inequality in experience or outcomes and tailored their care, support and treatment in response to this. Care records reviewed showed people’s outcomes were regularly monitored and any changes were recorded and communicated to the team.

↑ [Back to top](#)

Responsive

# Planning for the future

## Overall Score

1 2 3 4

► [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

People were supported to plan for important life changes, so they could have enough time to make informed decisions about their future, including at the end of their life. Care plans reviewed showed that people had the opportunity to plan for their future and record their wishes. Staff wererespectful of peoples wishes. End of life care was approached with sensitivity and peoples last wishes were adhered to. Families had thanked the care home for the way in which they had supported their relatives at the end of their life.

# Well-led

## Rating: Outstanding

Percentage Score: 93.00 %

► [How do we score this?](#)

## Summary

This service is exceptionally well-led

## Commentary

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. At our last assessment we rated this key question good. At this assessment the rating

has changed to outstanding. This meant service leadership was exceptional and distinctive. Leaders and the culture they created drove and improved high-quality, person-centred care.

[↑ Back to top](#)

Well-led

## Shared direction and culture

### Overall Score

1 2 3 4

► [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider had a very clear shared vision, strategy and culture. This was based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and an exceptional understanding of the challenges and the needs of people and their communities. The home was warm and welcoming to everyone. Everyone we spoke with without exception told us the home was excellent and people were treated very well. People and relatives remarked on how lovely and caring the staff were. Staff went above and beyond to ensure people lived a full and happy life. The management team fostered an open and transparent service where people were able to live the life they wanted, and staff were committed to providing opportunities for people to do the things they enjoyed. For example, one person who liked to be in the garden and grow vegetables was able to do this with some support from staff. This helped the person feel good and have some purpose. The culture in the service aimed to support people in the way they wanted, and nothing was too much trouble for staff.

[↑ Back to top](#)

Well-led

## Capable, compassionate and inclusive leaders

### Overall Score

1 2 3 4

#### ► [How do we score this?](#)

### Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider had exceptionally inclusive leaders at all levels who understood the context in which they delivered care, treatment and support and embodied the culture and values of their workforce and organisation. Leaders had the skills, knowledge, experience and credibility to lead effectively. They always did so with integrity, openness and honesty. One staff member said, "Yes I would raise concerns if I had any." Notice boards in the home had lots of thank you messages from families, people and professionals. Online feedback was consistently positive about the home and management team. Feedback from professionals was very positive about how the team and management team ran the home. The managers and leads were very passionate about the home and demonstrated the organisational values. Staff told us they had opportunities for training and development at all levels. Staff told us they loved their jobs and enjoyed working at the home. Leaders led by example, they were visible in the home and had the right level of experience and knowledge to be effective in their roles. The registered manager told us they had excellent support from senior managers and quality leads. Quality systems were effective and robust. Where issues were highlighted actions were put in place to ensure people were safe.

↑ [Back to top](#)

Well-led

# Freedom to speak up

## Overall Score

1 2 3 4

### ► [How do we score this?](#)

## Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider was exceptional at fostering a positive culture where people knew they could speak up and their voice would be heard.

The provider fostered a positive culture where people felt they could speak up and their voice would be heard. Everyone we spoke with without exception told us they had no concerns about the service but if they did, they felt assured it would be addressed swiftly. The registered manager fostered a culture of openness and transparency. People, staff and relatives were given information and opportunities to raise any concerns. Resident's meetings were held regularly, and people were reminded to come forward with any concerns. Safeguarding was a regular agenda item at meetings. The registered manager is the safeguarding lead for the home. The provider had a 'Speak up champion' and a confidential call line. This can be accessed by staff.

Staff had several avenues to raise concerns for example, through 1:1 meetings, whistle blowing procedures, and team meetings. Posters were in the home to remind staff about being able to speak up. Staff surveys were sent out to ask staff for feedback and to suggest ways of improving the service.

The registered manager had raised a safeguarding alert following some concerns raised by a family member. This was done correctly using the organisational policy on safeguarding. This demonstrates how open and transparent the home is when dealing with concerns. Staff and people told us they had no concerns about speaking up if needed.

↑ [Back to top](#)

Well-led

# Workforce equality, diversity and inclusion

## Overall Score

1 2 3 4

► [How do we score this?](#)

## Summary

Good – This service maximises the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider valued diversity in their workforce. They worked towards an inclusive and fair culture by improving equality and equity for people who worked for them. For example, the rota plan was adjusted to consider religious festivals for staff who wanted to observe their religion.

↑ [Back to top](#)

Well-led

# Governance, management and sustainability

## Overall Score

1 2 3 4

► [How do we score this?](#)

## Summary

Outstanding – This service is exceptional at maximising the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider had clear responsibilities, roles, systems of accountability and good governance. They used these to manage and deliver high-quality, sustainable care, treatment and support. They always acted on the best information about risk, performance and outcomes, and shared this securely with others when appropriate.

Effective governance systems were in place to ensure all aspects of the service were examined and actions put in place where issues were identified. For example, following a review of 1 care plan a referral for rehab was made by the team. Audits were in good detail and focused on making improvements. The registered manager held meetings with all departments regularly. Actions from these meetings were followed up and recorded. For example, it was noted by the team that there were some maintenance issues to be reported. This was done in a timely manner. Daily in-depth discussions of people's needs were completed by the team. Any identified changes were addressed immediately and communicated to the team. Handovers took place at the end of each shift; these were an effective way to keep the team up to date with information. The registered manager had excellent oversight of the home and led by example. In the manager's office there was a visual board, the board showed any high-level issues that needed attention, it was a quick way of identifying concerns and actions taken for all staff. The quality of care was checked regularly and actions put in place when needed. People and staff surveys were carried out yearly; suggestion boxes were available throughout the home. People had regular meetings and relatives had the opportunity to offer ideas and suggestions. Results from surveys were communicated to the team/people and actions were followed up. For example, in the suggestion box a person had wanted to have more exercise, this was then added to the activities calendar. The provider shared many examples of how feedback from people and staff helped to improve the service. Robust auditing systems were in place and action plans were clear and focused.

Key staff members had taken on additional responsibilities, for example, 1 senior had taken on capacity assessments and best interests decision meetings. Another staff member was responsible for advance care plans. The provider gave them protected time to staff so they could take on these responsibilities. The provider invested time and resources into making improvements in the home to the benefit of the people living at the home. The provider celebrated staff success for example, staff were nominated for employee of the month, and staff were also part of the care awards in Somerset.

Policies and procedures were in place for staff if guidance was needed. The registered manager told us they were taking part in the 'Gloves off' campaign, this was to ensure gloves were only worn when necessary. Staff told us the managers were very supportive and approachable.

[↑ Back to top](#)

Well-led

## Partnerships and communities

### Overall Score

1 2 3 4

[▶ How do we score this?](#)

### Summary

Good – This service maximises the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

### Processes

The provider understood their duty to collaborate and work in partnership, so services worked seamlessly for people. They shared information and learning with partners and collaborated for improvement. The provider had established good working relationships with other teams. For example, they had provided specialist training for their team using a free external resource which enabled the team to be more competent in end-of-life care. In addition, they worked well with health care professionals such as the speech and language team. Community links were developed for example, the local library, café and primary schools. All of these links and relationships had benefits for the people using the service.

[↑ Back to top](#)

Well-led

## Learning, improvement and innovation

## Overall Score

1 2 3 4

### ► [How do we score this?](#)

## Summary

Outstanding – This service is exceptional at maximising the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## Processes

The provider had a strong focus on continuous learning, innovation and improvement across the organisation and local system. They always encouraged creative ways of delivering equality of experience, outcome and quality of life for people. They actively contributed to safe, effective practice and research.

The provider had a clear culture of learning and developing the service. We had many examples of how learning had occurred within the service. For example, the clinical lead works alongside the head of governance improving systems for other homes. The chef teaches other homes good practices. Opportunities to learn and share learning is evident within the home. All staff are encouraged to reflect on practices and make improvements.

The management team had excellent oversight of the service, they had a hands-on approach and were visible in the home. All aspects of care delivery were scrutinised to ensure standards were met. All incidents/accidents and complaints were investigated, analysed and actions taken. For example, if a person had a fall, measures were taken to mitigate the risk of re-occurrence. Following an audit of records, training was put in place to support staff in understanding the importance of completing records accurately. The registered manager said records had significantly improved because of the training. The management team listen to staff, people and their relatives. Feedback is actively sought and actions taken for example, a bike rack was requested by a visitor, and this was added to the car park. Staff could learn new skills and take on additional responsibilities. Additional training for staff is provided to enhance their skills. Staff could be promoted and move into managerial positions. The culture in the home is to learn and improve the service for the benefit of people living at Cookson Court.

At all levels they used feedback and quality checks to improve the service. Everyone we spoke with told us there was nothing they would change in the service; they told us they would highly recommend it to family or friends. One relative said, "Stay as good as they are." Another relative said, "Nothing needs changing."

