

Mountlands Trust Limited

# Lime Tree House

## Inspection summary

CQC carried out an inspection of this care service on 16 August 2023 and 23 August 2023. This is a summary of what we found.

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

### About the service

Lime Tree House is a residential care home providing personal care to up to 6 people. Lime Tree House provides both short and long-term residential accommodation for people (who prefer to be referred to as patients) who follow the Christian Science faith. People are supported by Christian Science Nurses (CSNs), who are non-medical nurses trained in spiritual healing through Christian Science practices. At the time of the inspection the service supported 4 people.

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

People's faith and individual wishes were at the heart of the service. The ethos of the home was founded on the values of Christian Science, and this was evident throughout the inspection. One patient said, "The staff live their Christian Science values, and these align with my own beliefs." Without exception, people and relatives were full of praise about Lime Tree House; the staff team, registered manager, and atmosphere at the home.

The home was exceptionally well led by a registered manager who was valued and respected by all the staff, people living at the home, relatives, and the wider Christian Science community. The home had become the only training provider for CSNs in the UK and had regular links with other Christian Science homes throughout the world.

There was an open and transparent culture at the home, with the involvement of people and staff

in agreeing the care and support people wanted. A robust quality assurance system was in place to drive standards. People were supported to ensure their care and faith needs were met when they moved on from the home, either returning to their own home or to another care home.

Morale at the home was extremely high, with staff being proud and motivated to work at Lime Tree House. Staff demonstrated extremely compassionate, kind, and caring approaches, consistently encouraging people's independence. People were treated with the utmost dignity and respect.

Lime Tree House provided a safe service for the people. Effective systems were in place to minimise risks, with the home being fully adapted to meet people's needs. There was a high number of staff on duty. Staff were safely recruited and received the training for their roles. All CSNs had completed additional training to become mentors for trainee CSNs being trained at Lime Tree House.

People's nutritional needs were met, with any dietary requirements being catered for on an individual basis. People's health needs were met within the ethos of the Christian Science faith.

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. People's wishes to be supported in line with their faith were fully discussed and recorded.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Rating at last inspection

The last rating for this service was good (published 7 October 2017).

#### Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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