

# Lakeland Care & Support Services Limited

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## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Lakeland Care & Support Services Limited provides personal care to people living in their own homes in the Furness and Millom districts of Cumbria. The service also supports people living in an extra care housing complex in Millom. There were 217 people receiving support at the time of our inspection.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

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

People were protected from abuse. The staff were trained in how to identify and report concerns about people's safety. Risks to people's safety had been identified and managed. The staff had completed training in how to provide people's care in a safe way. There were enough staff to support people. The staff supported people, as they needed, to take their medicines. The staff were trained in infection control and how to use personal protective equipment. They followed infection prevention and control procedures to protect themselves and people they cared for from the risk of infection. The provider had systems in place to ensure lessons were learnt from any incidents to ensure people were safe.

People received care that met their needs and took account of their wishes. The provider listened to the views of people who used the service, their families and staff to identify how the service could be improved. People said they would recommend the service. The staff worked with other services which supported individuals, to ensure people received the care and support they needed.

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, (report published 11 April 2018).

### Why we inspected

We received concerns in relation to how the provider ensured people were protected against the risk of abuse. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service has remained good. This is based on the findings at this inspection.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see

the safe section of this full report.

#### 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.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

**Good** ●

The service was safe.

Details are in our safe findings below.

### **Is the service well-led?**

**Good** ●

The service was well-led.

Details are in our well-led findings below.

# Lakeland Care & Support Services Limited

## **Detailed findings**

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

#### Inspection team

The inspection was carried out by two inspectors and two Experts by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses, bungalows and flats. The service also provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support.

The service did not have a manager registered with the Care Quality Commission at the time of our inspection. The previous registered manager had left in February 2020. The provider had appointed a manager and they were in the process of applying for registration. This had been delayed due to events outside of the provider's control. Registered managers are 'registered persons'. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The provider and senior managers maintained oversight of the quality of the service.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because we needed to be sure that the manager would be in the office to support the inspection.

Inspection activity started on 10 March 2021 and ended on 21 April 2021. We visited the office location on 10 March 2021 and the extra care housing complex on 17 March 2021. We contacted people who used the service and staff by telephone and email after our visits.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

#### During the inspection

We spoke with three members of the management team and looked at the care records for nine people. We looked at five staff files in relation to recruitment and training. We also looked at a range of records relating to the management of the service.

#### After the inspection

We contacted four people who used the service and the relatives of 25 people who used the service to gather their views. We also contacted nine care staff to gather their views of the service. We reviewed additional evidence we had asked the provider to send us.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from abuse. Everyone we spoke with told us they were confident people were safe receiving care from the service. One person told us, "[Relative] is definitely safe." Another person said they felt "very, very safe" and told us the staff who visited them were "wonderful".
- The staff were trained in how to identify and report abuse. They said they would report any concerns to a member of the management team.
- The staff were aware of how people could be at greater risk of fraud due to their being isolated during the pandemic. They had identified concerns of financial abuse and reported these to the provider. The provider had passed the concerns to the local authority safeguarding team to ensure people were protected from financial abuse.

Assessing risk, safety monitoring and management;

- The provider had identified and managed risks to people's safety. People's care records included guidance for staff about how to provide their care in a safe way.
- The staff told us they had received training in how to provide people's care safely. They said a member of the management team also carried out 'spot checks' to ensure people received their care safely and as detailed in their support plans.

Staffing and recruitment

- There were enough staff to support people. People told us they knew the staff who provided their care. One person told us, "We get regulars [staff] and they are extremely good."
- The staff told us there were enough staff to provide people's care. They said they had time to spend with the people they supported.
- The provider followed robust recruitment procedures to check new staff were suitable to work in people's homes. All new staff had to provide evidence of their good character and were subject to a check against the records held by the Disclosure and Barring Service.

Using medicines safely

- The staff supported people, as they needed, to take their medicines. People were supported to take their medicines as their doctors had prescribed. One person told us, "They [staff] make sure [my relative] has their medicines."
- The support people needed to take their medicines was detailed in their care records. The staff completed records to show the support they had given to people. These showed people had received their medicines as they needed.

- The staff were trained in how to support people with their medicines. They knew how to support people safely.

#### Learning lessons when things go wrong

- The provider had systems to ensure lessons were learnt from any incidents or concerns to ensure the safety of the service. This included sharing information, as appropriate, with the staff team to ensure people were safe.

#### Preventing and controlling infection

- The provider and staff protected people from the risk of infection. The staff were trained in infection prevention and control.
- The provider had ensured there was appropriate personal protective equipment, (PPE), to protect staff and people using the service from the risk of infection. The staff had been trained in how to put on and remove PPE in the correct order to reduce the risk of infection.
- People told us the staff used PPE when they visited their homes and followed good infection control procedures.



# Is the service well-led?

## Our findings

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The staff involved people in decisions about their care and gave people choices about their support. They provided care which centred on the individual, their wishes and preferences. One person told us, "They [staff] always ask me what I want. They do what I ask them to." Another person said, "They [staff] check that what they are doing, is what I want them to do."
- People were asked about their preferences about how they were supported. This was detailed in their care records to guide the staff. One relative told us, "The care plan is fantastic; I couldn't fault it. It is very personalised about her routines, likes and dislikes." The staff told us they had the information they needed to ensure people received care which took account of their wishes.
- People told us they would recommend the service. One person said, "I have already recommended them ... I can't think of anything they could improve on. They fulfilled every promise. They have been absolutely wonderful to me."
- Healthcare professionals we contacted told us the service provided people with "high quality, person-centred care".

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider and managers of the service understood their responsibilities under the duty of candour. They were aware of the need to be open and transparent with people if incidents occurred where the duty of candour applied.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The provider, managers and staff were clear about their roles and responsibilities. Most of the staff told us they felt well supported by the managers in the organisation. One staff member said, "This is the best place I have worked." Two staff said they did not always feel well supported. We passed this to the provider for them to address.
- Where staff had raised concerns with the provider, we saw these were investigated and action taken as appropriate to further improve the service.
- The manager of the service was in the process of applying for registration. This had been delayed due to circumstances outside of the provider's control. The provider and senior managers had maintained oversight of the service while there was no registered manager employed.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The provider asked for people's views about the service and made changes, as required, in response to the feedback received.
- People had been asked to complete quality surveys to share their views and were also asked at meetings to review the care provided.
- Most people told us any changes they requested, such as the times of calls, were agreed. One person told us they had experienced difficulties when contacting the service. We shared this with the provider for them to address.

Working in partnership with others

- The staff and managers worked with other services to ensure people received the support they needed. The staff knew the health services that supported people and liaised with them to ensure people received the care they required.
- Healthcare professionals who supported people told us the service worked cooperatively with them to achieve positive outcomes for people.