

Bowmans Lodge Limited

Palm Lodge

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We carried out an unannounced inspection at Palm Lodge Residential Care Home on 22 March 2017. The home provides accommodation and personal care for up to five people with mental health needs. At the time of our inspection there were five people living in the home.

At the last inspection on 02 June 2015 we rated the service Good. At this inspection we found the service remained Good.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. The registered manager was also the provider.

People told us they were safe and their needs were met by staff employed at the service. Staff were knowledgeable of people's needs. People and staff were aware of safeguarding processes and how to report any concerns to the registered manager or local safeguarding authorities.

Staff and the registered manager were aware of people's choices and provided people with support in a person centred way.

The provider had a robust recruitment process in place which ensured that qualified and experience staff were employed at the home. Staff received training and support and were aware of their responsibilities when providing care and support to people at the service.

People were involved in the development and the review of their care and support plans. Support plans were detailed and descriptive of how people wished to be supported. People were supported to take decisions about their care and be independent.

People were supported to eat and drink well. People told us they were supported, to access healthcare professionals such as their GP as and when required. Staff responded appropriately to people's changing needs by accessing support as required.

People received appropriate support from staff to take their medicines safely.

The registered manager carried out regular audits and surveys to ensure they kept a close monitoring on the quality of the services they provided.

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 remained Good.

Is the service effective?

Good ●

The service remained Good.

Is the service caring?

Good ●

The service remained Good.

Is the service responsive?

Good ●

The service remained Good.

Is the service well-led?

Good ●

The service remained Good.

Palm Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 22 March 2017 and was unannounced. The inspection team consisted of one inspector.

We had not asked the provider to complete a Provider Information Return (PIR) on this occasion. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed other information we held about the service this included information we had received from the local authority and the provider since the last inspection, including notifications of incidents and action plans. A notification is information about important events which the provider is required to send us.

During our inspection we spoke with three people who used the service, the registered manager of the home, the provider and four support staff. We reviewed the care records of two people that used the service, reviewed the records for three staff and records relating to the management of the service.

We also reviewed the latest contract monitoring report carried out by the local authority.

Is the service safe?

Our findings

People told us they felt safe. One person said, "I do like it here and I feel really safe. I know how to keep safe when I go out." Another person said, "I get on well with staff and others living here. I feel safe."

People and staff were knowledgeable about what constituted abuse. People told us they discussed this in regular meetings held by the registered manager and they knew who to talk to in case they had concerns. One person told us, "I would discuss with my care coordinator or the manager." One staff member said, "We talk about abuse and the forms it can take with service users as well as we have training. We know to report to the registered manager, police and local authority if it is a need for it."

People were aware of the risks involved in their daily living. They told us they knew how to minimise the risks and stay safe. For example a person told us they let staff know if they left the home and when to expect them back. People`s support plans were comprehensive and had risk assessments with measures for staff to follow to mitigate the risks. Staff told us they knew people well and they were knowledgeable about what risks were involved when supporting each person using the service.

People told us there were enough staff at all times to meet their needs. One person said, "We [people living in the home] are quite independent, but there is always staff around if we need something day and night." There were long standing staff working for the provider; however they had a robust employment procedure for when they needed to employ more staff.

People received support from staff to take their medicines safely. Staff tailored this support to the needs and abilities of each person. Staff only prompted people by reminding them to take their medicines if they were able to or administered people`s medicines safely if they were not able to do so.

Is the service effective?

Our findings

People told us staff were very good in supporting them if and when they needed help and support. One person said, "Staff is very good and they do things for me what I cannot do. They help me to be independent." Another person said, "Staff is really good and we get along very well."

Staff told us they had regular training and they were happy with the support they received from the provider and the registered manager. One staff member told us, "We have regular training and regular supervisions. I really feel supported by the manager and I really like working here." Another staff member said, "We have training on various subjects and it is really helpful. I have regular supervision with the manager and I found them to be very supportive and approachable."

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). People who were currently using the service had capacity to make decisions and consent to the care they received. DoLS applications were not required as people had no restrictions applied to their freedom.

Staff demonstrated they understood MCA and DoLS and how these applied to the people they supported. Staff encouraged people to make decisions independently based on their ability. This was evidenced by the care and support plans which were signed and reviewed by people together with staff.

People told us they liked the food in Palm Lodge. One person said, "Oh, the food [name of the provider] cooks is beautiful. It is very good." Another person said, "I do like the food and it is home made. There is plenty to eat and we ask for what we want." People had their weight monitored and they were encouraged in regular meetings to eat healthy food.

People told us they had access to other professionals and where needed staff accompanied them to appointments. For example people were helped to see a dentist, chiropodist, optician on a regular basis. They also attended a yearly review with a specialist consultant for their mental health.

Is the service caring?

Our findings

People told us that they developed a good relationship with staff and that staff were understanding and kind. One person said, "I know staff for a long time. I do like them [staff] they are nice and kind. They do understand me." Another person said, "Staff is very nice. We have a chat and a laugh."

People told us that staff respected their privacy and dignity. One person said, "I do have my own room and they [staff] knock and wait until I say `yes`." Staff spoke about people in a respectful way and told us they had a good relationship. One staff member said, "We have a good chat and we respect them [people]."

People told us they were encouraged to be independent and work towards their goals. One person told us, "I talk to staff about independence and what I need help with. I want to be able to move out and be independent." Staff were aware of people's preferences and interests, as well as their health and support needs. They told us they knew each person's personality and they provided care and support as people wanted. This showed that staff knew people well and were aware of the importance to value each individual.

Care plans contained detailed information about how people should be supported. The registered manager told us they were very aware of people's changing care needs and also how best to identify changes to people's care and support. This included observations around people's behaviours and interactions within the home.

Care plans showed that staff responsible for care planning had obtained people's views, and this was confirmed by people who used the service. People told us that they had been asked to read their care plan and if they were in agreement they were asked to sign it, if they did not agree they could request an amendment.

People could access advocacy services, although people told us that they had not required an advocate because staff had always supported them appropriately. We saw records of residents meetings where all aspects of the running of the home were discussed with people.

Is the service responsive?

Our findings

People told us that staff knew them well and they received the care they needed and wanted. One person said, "I talk to staff about everything. They do know me well." Another person told us, "We do all kind of activities together with the other guys [people living in the home] and staff. Staff know what we like." This was confirmed by staff who were able to detail people's interests and hobbies, strengths and weaknesses.

People told us they liked to go out, write poetry, visit their family and do various activities in the home. They told us staff helped them when they needed to pursue their hobbies and interests. People's care records contained personalised information about them, such as their hobbies, interests, preferences and life history. This information enabled staff to support people to live the life they wanted and help people achieve their goals.

We saw that people's needs had been assessed and the assessments were used to inform care plans. The registered manager told us they knew the people who lived at Palm Lodge very well and knew their every need. Care and support was planned and delivered in accordance with people's personalised care needs. The provider and the registered manager demonstrated a person-centred strategy, which was intended to ensure that people who used the service received care and support that met their individual needs and enabled them to live their life in a non-restrictive way.

People told us they felt able to feedback their views on the service and were encouraged to do so. One person said, "I can talk to the manager and the staff any time. We also have regular meetings where we discuss anything we want." People we spoke with told us that they had not had cause to complain but knew they could raise any concerns with the registered manager of the home and were confident that their concerns would be addressed quickly. People using the service were aware of the complaints procedure within the home. This was provided to them in the resident's information packs, when people came to live at the service.

Is the service well-led?

Our findings

The registered manager and the provider promoted a positive, transparent and inclusive culture within the service. They actively sought the feedback of people using the service, staff and external social and health professionals. This information was used to directly shape the future of the service. For example, we saw that the recent visit carried out by the local authority recommended that people should be provided with more information about a healthy lifestyle to enable them to make the right food choices. The registered manager discussed this with people in regular meetings

The registered manager carried out a regular programme of audits to assess the quality of the service, and we saw that these were capable of identifying shortfalls which needed to be addressed. Where shortfalls were identified, records demonstrated that these were acted upon promptly.

People told us that the provider and the registered manager were approachable. One person said, "The manager always has time to listen." Staff told us that the service was, "Well led and well managed." There were regular meetings for people who used the service and staff to attend to discuss anything they wanted to. This demonstrated a willingness by the provider and the registered manager to involve staff and people to have their say and influence in how the service was delivered.

Staff told us they enjoyed working for the provider because it was a small family type home and management were very supportive. The registered manager was able to demonstrate how they had embedded a positive culture within the home, which was clearly visible during this inspection and from feedback received from people who lived at Palm Lodge.