

Optalis Limited

Suffolk Lodge

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service effective?	Good ●

Summary of findings

Overall summary

This inspection took place on 25 January 2016 and was announced. During our previous, comprehensive inspection of this service on 1 and 2 September 2015, a breach of legal requirements was found. The service had failed to employ an effective system to ensure all staff had received appropriate training. After that inspection, the provider wrote to us stating what actions they would take to meet legal requirements.

We carried out this focused inspection to check the service had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those areas where the provider had not met the relevant legal requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Suffolk Lodge on our website at www.cqc.org.uk.

Suffolk Lodge is a care home without nursing that provides a service to up to 40 older people, some of whom may be living with dementia. The home is divided into five smaller units, each accommodating seven or eight people.

The service had a registered manager who had been registered since 19 May 2015. 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 provider had addressed the concerns identified at the last inspection. Effective systems had been put in place to ensure all staff received appropriate training and updates in line with the provider's policy and the fundamental standards.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

Good ●

The service was effective. We found the provider had addressed the concerns we identified at the last inspection.

People were supported by staff who had access to a range of training to develop the skills and knowledge they needed to meet people's needs.

People received individualised care from staff who had the skills, knowledge and understanding needed to carry out their roles.

Suffolk Lodge

Detailed findings

Background to this inspection

This inspection was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We undertook an announced focused inspection of Suffolk Lodge on 25 January 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 1 and 2 September 2015 inspection had been made. We only inspected the service against one of the five questions we ask about services: is the service effective. This is because the service was not meeting all legal requirements.

This inspection was carried out by one inspector. We gave the registered manager 48 hours' notice as we needed to be sure that the registered manager and the required records would be available on the day.

We did not ask the provider to complete a Provider Information Return (PIR). 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. Before the inspection, we reviewed all the information held about the provider. This included previous inspection reports and the action plan sent to us by the provider after the last inspection. We also looked at the notifications the registered manager had sent us. A notification is information about important events which the service is required to tell us about by law.

We spoke with four people living at the service, although what they told us did not relate to the reason for our inspection. We also spoke with the registered manager and six care workers. We looked at the staff training log, staff training records and the provider's staff training policy.

Is the service effective?

Our findings

At the last inspection on 1 and 2 September 2015 we found a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found the provider did not have an effective system in place to ensure staff received appropriate training.

At this inspection we found the provider had addressed the regulation breach. Training had been provided and systems had been put in place. These means ensured staff received the training they required to do their job safely and effectively.

The training records showed that, since our last inspection, all staff had received the training and training updates that were due. All staff training was up to date and in line with the provider's mandatory training, as required of their training policy. The training log listed dates the training was next due for updating. As a result, the registered manager could monitor for training that was coming up for renewal.

The registered manager kept records of all staff training undertaken and had also introduced a new system for monitoring staff training was up to date. Training had been introduced as a topic to be discussed during staff supervision sessions. The manager had introduced a six monthly audit of all training to ensure it was up to date.

Staff we spoke with confirmed they had received training and that they were up to date with all mandatory training topics. They told us the training had been thorough and helped them to deliver quality care and support to people living at the service. Three members of staff made particular reference to the dementia awareness training they had attended. They stated they had found it very useful. One staff member said the provided training had been more thorough than they had received at previous jobs in care. Another member of staff described the training as: "Really good. I learnt things I didn't know before." A new member of staff commented they had found the new Care Certificate induction training: "long, but very helpful. It definitely helps me to do the job."