

# Lifeways Community Care Limited

# River Lodge

## Inspection report

35 Stapenhill Road  
Burton On Trent  
Staffordshire  
DE15 9AE

Tel: 01283533759

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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

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting underpinning principles of Right support, right care, right culture.

### About the service

River Lodge is a residential care home providing personal care. At the time of our inspection the home was providing personal care to 8 people who have a learning disability and or autistic spectrum disorder. The service can support up to 8 people in an adapted building.

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

#### Right Support:

People were at the heart of their own care and support. Staff supported people in a way which safely managed risk, but ensured people were able to live as independently as possible to enhance people's quality of life. Staff provided effective support to help people live their life as they wished. People, where possible were supported to have ownership over their medicines, and practices had been improved to ensure medicines were managed safely. 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.

#### Right Care:

People were supported by staff who were caring and knew people's needs well. Care plans were detailed and individualised and helped staff acknowledge what was important to people. Staff supported people in a way which was person-centred and focused on people's strengths and abilities. Staff were trained and knew how to keep people safe. Staffing levels had been tailored to ensure people received personalised and effective support.

#### Right Culture:

There was a positive culture in the home which focused on people receiving a high standard of care to enable them to live fulfilled lives. People were involved in their care and treated as individuals with respect and dignity. The registered manager and management team were committed to making River Lodge a nice place to live and were passionate about ensuring people received tailored and compassionate care. 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 and update

The last rating for this service was requires improvement (published 5 July 2021). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

### Why we inspected

This inspection was prompted by a review of the information we held about this service. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

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.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for River Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

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

## 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.

# River Lodge

## 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 Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by 1 inspector.

#### Service and service type

River Lodge is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. River Lodge is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

### What we did before 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. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

### During the inspection

We spoke with 1 person who used the service and 3 relatives about their experience of the care provided. We spoke with 6 members of staff including the registered manager, the area manager, the deputy manager and care support workers.

We reviewed a range of records. This included 4 people's care records and medication records. We looked at 4 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. 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 the risk of harm and abuse.
- People were supported by a staff team who were experienced, and well trained to recognise and respond to concerns of abuse.
- Relatives we spoke with all told us their relatives felt safe living at River Lodge.

Assessing risk, safety monitoring and management

- Risks were assessed and managed effectively.
- People's care plans contained detailed risk assessments. People had positive behaviour support plans in place to help staff support people in the most effective way. These records were reviewed and updated frequently.
- Specific health conditions were managed well. For example, people who had a diagnosis of epilepsy had risk management plans in place and records gave staff the information they needed to support people to prevent a deterioration in their condition.
- Environmental risk assessments were in place to ensure River Lodge was a safe place to live.

Staffing and recruitment

- There were sufficient numbers of staff deployed across the home to meet people's needs.
- People's relatives told us they felt staffing levels had improved and were appropriate to ensure people received the right level of care and our observations on the day of the inspection confirmed this. One relative said, "[Person] always has someone there with them as that is what they need. There is always staff around and [person] is more than looked after."
- Staff were recruited in a safe way and were subject to pre-employment checks such as the Disclosure and Barring Service (DBS) before commencing work at the service. Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Staff completed an induction process before they were able to independently work with people. This ensured all staff were safe and competent to work with people living River Lodge.

Using medicines safely

- People were supported to receive their medicines safely and as prescribed.
- Since our last inspection, improvements had been made to how medicines were managed.
- People were supported to understand why they needed medicines and why this was important for them. This approach had meant some people knew at which times their medicine should be administered and

would often prompt staff at the time it was due.

- Medicine stock checks were accurate and corresponded with medicine administration records. There were medicine protocols in place.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Where authorisations had expired, the registered manager had alerted the relevant authorities to make them aware and had requested reassessments.
- Staff received relevant and appropriate training for their roles and had knowledge and understanding about the MCA and what it meant for them, and the people who they were supporting.

#### Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

#### Visiting in care homes

People had access to visitors who were allowed to visit River Lodge as they desired without restriction. Staff ensured visitors took appropriate precautions to minimise the risk of the spread of infection.

#### Learning lessons when things go wrong

- There had been improvements since the last inspection.
- There were systems in place to measure the effectiveness, quality and safety of the home. When shortfalls were identified, actions were taken to improve practices and prevent the chance of reoccurrence.



# 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 our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

At our last inspection the systems in place were not robust enough to effectively monitor the quality of the service. This placed people at risk of harm. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- The governance systems in place had improved and were effective in assessing the quality and safety of the service. Audits were completed frequently, and actions taken as a result of shortfalls identified.
- Staff were clear about their caring roles and duties. A scheme of staff delegation meant staff shared accountability and responsibility amongst themselves and were clear about who to go to for further support.
- The registered manager understood their registration and regulatory responsibilities. For example, CQC had been notified of key events at the service, such as deaths and safeguarding concerns. The previous inspection rating was displayed on the provider's website and in the home.
- The registered manager was keen to develop the service further and had explored new initiatives to provide quality outcomes for people. For example, a new system was being introduced to ensure people were able to have a stronger voice about their care and how they wished to live their lives.
- The registered manager was supported by the senior management team and was encouraged to develop the service. They said, "One of the big things about Lifeways there is always a person or someone in a role who will be able to help you."
- Both the registered manager and the deputy manager had worked with the Local Authority to improve the quality and safety of care at the home following a recent quality assurance visit.

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

- The registered manager led by example to create a positive person-centred culture and was committed to leading a staff team who were dedicated to improving the quality of care. The registered manager said, "It is all about the people who live here and what they want and need. We can ensure people are happy here, living their best lives in an environment where they want to be surrounded by the right people."

- Relatives told us the registered manager and the deputy manager were approachable and were visible within the home. A relative said, "Everyone is friendly, always contactable and always very helpful. I am never worried about picking the phone up and vice versa. It is a good place for [person] to live and I have no concerns at all."
- Staff concurred with what people and relatives had told us saying, "The managers are both very approachable; they always on the floor and supporting us to ensure we deliver the right 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 registered manager understood the need to respond under the duty of candour if something had gone wrong and gave us an example of how they had responded following an investigation which took place at River Lodge.

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

- People were engaged on a daily basis about their needs and wants. People were actively encouraged to be independent around the home and engage with others about the day to day activities of the home.
- People's relatives said they had not received formal questionnaires or surveys to feedback their thoughts and views but were consulted regularly. The registered manager told us they would look at implementing a mechanism to obtain written feedback. The deputy manager told us, "We speak to families regularly as they visit or on the telephone."
- Staff received supervisions and team meetings were held as a mechanism for staff to share ideas and thoughts and have an opportunity to discuss personal and professional development.

Working in partnership with others

- The management team liaised with various organisations and professionals to ensure people received good care which was relevant and appropriate for them. Professionals involved in people's care included social workers, nurses and psychologists.
- People were active members of the community, accessing social opportunities.