

Domain Care North West Ltd

Eden House

Inspection report

2 Lawton Street

Droylsden

Manchester

Lancashire

M43 7XD

Tel: 01613717841

Date of inspection visit:

13 December 2023

19 December 2023

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08 January 2024

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service responsive?

Inspected but not rated

Summary of findings

Overall summary

About the service

Eden House is a care home providing personal care to people with a learning disability and autistic people. The service accommodates 3 people on a permanent basis and has 2 respite beds. At the time of the inspection 5 people were using the service.

People's experience of the service and what we found:

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessment and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

People stated they felt safe living at Eden House and we received positive feedback from people and the majority of their relatives about the care provided.

Risk assessments and care plans contained sufficient detail and guidance for staff to respond to risk effectively.

People were safeguarded from abuse and avoidable harm. There were sufficient numbers of staff and staff supported people in line with their individual preferences and agreed care plans.

The provider supported people to engage in community-based activities and other activities at home. However, 2 people's relatives felt activities could be improved further. The provider was working in this area to enhance people's social stimulation, people now had their own activities planner that matched the person's interests.

Accidents and incidents were recorded and analysed to ensure risks were identified and mitigated and lessons were learnt. The management team operated an open and honest working environment and looked to improve the service and learn from mistakes.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 24 November 2023).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about staffing culture and a lack of social stimulation. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Eden House on our website at 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.

| | |
|--|---------------------------------------|
| <p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p> | <p>Inspected but not rated</p> |
| <p>Is the service responsive?</p> <p>The service was responsive.</p> <p>Details are in our responsive findings below.</p> | <p>Inspected but not rated</p> |

Eden House

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.

Inspection team

This inspection was carried out by 2 inspectors and an Expert 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

Eden House is a 'care home'. People in care homes receive accommodation and personal care and/or nursing as a single package under one contractual agreement dependent on their registration with us. Eden House 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.

Inspection activity started on 13 December 2023 and ended on 19 December 2023. We visited the service unannounced on the evening of 19 December 2023.

What we did before the 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 the registered manager, the director, 4 support workers and 1 team leader. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We received feedback from 2 people who used the service and spoke to 4 relatives about their experience of the care provided. Some people were not always able to communicate verbally with people effectively; we tailored our communication to suit people's preferences. We also observed people's care and their interactions with staff to understand their experience, for example, through observing people's body language.

We reviewed 1 person's care records. We looked at staffing rotas and records relating to the management of the service.

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 this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check concerns we had about staffing culture, safeguarding processes and the service approach to risk management. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- The provider ensured there were sufficient numbers of staff to provide safe care and support.
- The provider and registered manager were transparent throughout the inspection and explained there had been recent challenges at the service in regard to a small number of staff not being available for work, which meant the service needed to actively recruit to ensure staffing levels remained safe.
- We observed staff had a visible presence in the home. People were supported to regularly access the community as there were enough staff to enable this. One person's relative commented, "Staff all seem friendly, nice rapport with [person's name] which is most important."
- During the inspection we observed a person have a near miss incident, staff were immediately on hand to prevent this person from falling and safely provided care.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- People were safeguarded from abuse and avoidable harm. One person told us, "I am happy, I like it here."
- Three people's relatives felt their family members received safe service, however 1 person's relative was not happy with the support their family member received. Comments from relatives included, "Yes [person's name] is safe", "I do believe [person's name] is safe" and "Not sure anymore, I have my doubts."
- Staff received training and understood individual safeguarding responsibilities. One staff member told us, "I don't believe we have any safeguarding concerns here."

Assessing risk, safety monitoring and management

- Risks to people's safety and welfare were assessed appropriately.
- Risk assessments gave staff clear guidance on how best to support people in different situations, for example, the management of seizures. This helped ensure care and support was delivered in a safe way.
- The registered manager reviewed the risk assessments regularly to reflect any changes in people's care and support needs. Staff told us they contained enough information to support them to care for someone safely.
- Where people had long term health conditions, risk assessments and management plans were in place that provided staff with the information they required to keep people safe.
- Environmental and equipment checks were regularly completed to ensure the premises and equipment were safe.

Learning lessons when things go wrong

- The provider learned lessons when things had gone wrong.
- The registered manager had a system in place to monitor and review accidents and incidents. This helped identify trends and patterns to mitigate future risks.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check concerns we had about whether people received the appropriate social stimulation and the service approach to complaints.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported to maintain relationships, follow their interests and take part in activities that were relevant to them. The service involved the person and their families when providing care and built strong relationships with them.
- We saw pictures of people participating in activities such as arts, visiting Christmas markets, and celebrating birthdays and significant events. Staff also recorded people's feedback on the activities they took part in.
- We received mixed feedback from relatives in relation to activities. One relative said, "[Person's name] seems happy there and does activities [person name] likes to do." Another relative said, "[Person's name] does go out, but he did much more in the past."
- Following the feedback at our last inspection in November 2023 the service implemented an activities timetable for each person, this gave people structure to know what they were doing each day and plan trips in advance.

Improving care quality in response to complaints or concerns

- People's concerns and complaints were listened to, responded to and used to improve the quality of care. However, 1 person's relative felt their concerns had not been acted upon by the provider. During the inspection the provider contacted social services to arrange a meeting with the relative to improve relations.
- People said they felt able to speak to the registered manager at any time and this was observed in practice during the inspection. Staff were reminded through supervisions and team meetings of the need to raise any concerns so they could be dealt with promptly.
- Evidence observed confirmed the registered manager took any issues raised with them seriously to improve the service where possible and to ensure appropriate actions with records were in place.