

Caireach Limited

Kirkside Lodge

Inspection report

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Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service

Kirkside Lodge is a service for eight people, divided over four apartments and providing support to adults with a learning disability and/ or autism spectrum disorder. The service supports people between the ages of 18 and 65. At the time of the inspection there were eight people using the service.

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

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence.

People using the service received planned and co-ordinated person-centred support that was appropriate and inclusive for them. 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.

People were happy at the service; they said they enjoyed life and the support they received was good. Staff were kind and caring and had developed positive relationships with people. The service delivered safe care and made sure risks to people's health and safety were managed well. Systems were in place to ensure people were protected from harm. Staff showed a good understanding of how to protect people from harm. Staffing numbers were sufficient to keep people safe. The provider followed safe recruitment procedures to ensure staff employed were suitable for their role. Medicines were managed safely.

The service delivered effective care, and ensured staff had the skills and knowledge to meet the people's needs. Staff felt supported and received supervision and appraisals of their performance. The service was well-led. We received positive feedback about the registered manager and management team from people, staff, relatives, representatives and health professionals. Effective quality audit systems were in place. This ensured the care provided was checked and continually improving. The registered manager was aware of their responsibility to report events that occurred within the service to the Care Quality Commission and external agencies.

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. (report published 24 August 2018).

Why we inspected

The inspection was prompted in part due to concerns received about the management of physical

interventions such as restraint. 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.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe and Well-led sections of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kirkside Lodge on our website at www.cqc.org.uk.

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.

Kirkside 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 Care Act 2014.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Kirkside Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed the information we received about the service. This included details about incidents the provider must notify us about, such as allegations of abuse or serious injuries. 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 contacted relevant agencies such as the local authority, safeguarding and local Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager, unit manager, deputy manager, regional manager and five staff. We spoke or spent time with seven people who used the service. We also spoke with a person's advocate and a visiting health professional.

We reviewed three people's care records, policies and procedures, records relating to the management of the service, incident records, training records and the recruitment records of staff.

After the inspection

We spoke by telephone with one relative. We also obtained feedback from a health professional who regularly visits 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 the last inspection this key question was rated as Good. At this inspection this key question has remained the same; Good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Staff were trained in managing actual and potential aggression (MAPA). This training was accredited by the British Institute of Learning Disability. Any physical interventions were only used as a last resort. Records of any physical interventions were maintained and analysed to ensure safe practice. We found no evidence of inappropriate restraint.
- Staff said they were well trained in MAPA and received the support they needed to ensure their practice remained safe and up to date. Staff were given de-brief opportunities after any physical interventions were carried out with people.
- Person-centred care and risk assessments plans were in place. These included clear guidance for staff to follow on how to respond in the most effective way to manage risks. A health professional spoke of the positive ways staff managed risk in difficult and challenging situations.
- People were supervised safely to ensure changes in behaviour were responded to effectively. Staff responded to any potentially heightened or distressed behaviour in a caring and safe manner.
- Risk assessments were reviewed regularly, through a multi-disciplinary team approach. Professionals such as community nurses and social workers were involved in this. Potential risks were anticipated both within and outside of the service.
- Environmental risks such as fire and personal safety were assessed. Personal Emergency Evacuation Plans (PEEPS) were up to date detailing ways in which people could leave the building safely.

Staffing and recruitment

- Staffing levels were consistent with people's dependency needs to ensure that they were supported safely.
- We received mixed views from staff regarding the deployment of staff during periods of staff sickness. The registered manager agreed to review this with the staff team to ensure equity of support for people.
- Staff had been recruited safely to ensure they were suitable to work with vulnerable people. Disclosure and Barring Service checks (DBS) were completed. DBS checks helps providers reduce the risk of employing unsuitable staff.

Using medicines safely

- People received their medicines at times that they needed them and in a safe way.
- Medicines were stored securely, and stock balance checks were completed to ensure medicine quantities were accurate.
- Staff knew how to ensure people received their 'as required' medicines when they needed them. However, the instructions recorded for some of these medicines needed to be clearer. Arrangements were made at the time of the inspection to review the instructions with the person's GP.

Systems and processes to safeguard people from the risk of abuse

- The provider had a robust safeguarding policy and staff were suitably trained to identify and respond to any safeguarding concerns. Staff were confident any concerns reported would be acted upon by the management team.
- People felt safe and told us they were happy living at the service. One person said, "I love it here." People's relatives or representatives also said they were confident people were safe. One said, "Care here is spot on. Staff are on the ball and manage all situations with safety and respect." Another said, "They are so well trained to use techniques such as distraction to prevent incidents."
- People were comfortable and felt able to raise concerns. One person reported some concerns to us and was happy for us to share those with the management team. The management team made arrangements to investigate the issues raised.
- The provider had an effective system in place to monitor and manage allegations of abuse. Any concerns had been reported to the local authority safeguarding team and appropriate action had been taken.

Preventing and controlling infection; Learning lessons when things go wrong

- The environment was clean, and staff had access to personal protective equipment when required.
- Staff were aware of the reporting procedures for accidents and incidents. Information was analysed by the management team and used to identify any patterns or trends.
- Action was taken to reduce the risks of incidents re-occurring and were used as a learning opportunity for staff. Staff told us they were kept well informed of any changes to practice that may be needed after incidents or accidents.

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; Good. 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; 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 and the management team had a visible presence in the service. They knew people and their needs well.
- People who used the service and their relatives or representatives told us the service was well led. They said the registered manager and management team were open and approachable. Comments we received included; "They are all good managers that you can talk to" and "It's a great management team. Good communication and I can rely on them."
- Staff told us the registered manager and management team were supportive and led by example. One member of staff said, "We are encouraged to speak up if we have any concerns."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager and staff understood their roles. There was an open and transparent culture.
- The provider had a robust quality assurance system in place to monitor the quality of the service and ensure on-going improvements. Checks and audits were completed regularly in all aspects of service delivery.
- The provider, senior managers, registered manager and management team had good oversight of the service. There were systems in place to identify and manage risks to the quality of the care provided. For example, monitoring of accidents and incidents to identify safe practice and any patterns or trends.
- Staff were supported to understand their roles through regular supervision and meetings.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The provider had established forums in place to communicate with people, their relatives and staff. These included meetings, surveys and reviews. Feedback was used to make improvements within the service and care provision. For example, a welcome party for a new person moving in to the service had been requested and acted upon.
- The service worked in partnership with people, relatives and health professionals to seek good outcomes for people.
- Health professionals provided consistently positive feedback about the service. One told us, "This is a really good service; friendly, person-centred, well organised and people are treated well. They do a

tremendous job in managing high levels of risk to give people a good quality of life."

- People were treated equally with no discrimination. Staff and the management team spoke of the importance of equality and treating people fairly.

Continuous learning and improving care

- The provider and registered manager ensured staff had the skills and knowledge to support people's care and social needs by ensuring regular training and checks were completed.
- The service involved people in day to day discussions about their care in a meaningful way.