

# Archangel Enterprises Limited

# The Loont

## Inspection report

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## Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

# Summary of findings

## Overall summary

### About the service

The Loont is a short stay residential care home providing accommodation and personal care for up to a maximum of five people in one adapted domestic style building.

The service provides support to people with a physical or learning disability who had been identified as benefiting from a short stay at the home. At the time of our inspection three people were using the service.

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 assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

#### Right Support:

Each person's care and support had been planned to help ensure it met their needs and preferences. People and their family members were involved in planning the care needed when staying at the home. This helped ensure it met their needs and preferences.

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:

Staff treated people well and respected them. People told us they were treated well, liked the staff supporting them and had made friends with other people staying at the home.

Staff treated people with respect and actively promoted their dignity and independence.

Staff members had very positive relationships with people and it was evident that they wanted people to do well. We observed staff and people staying at the home enjoying each other's company and engaging with each other in a friendly and everyday manner.

#### Right Culture:

The provider had not always been effective in monitoring the safety and quality of the service being provided. This meant that people had been exposed to an increased risk of harm.

We made a recommendation regarding the use of risk assessments at the home.

The support people had received at the home had helped them to achieve good outcomes. Some people had been supported to access health and social care services and regain skills they may have lost during their time at The Loont. This meant that many people were able to achieve good outcomes and be in a better situation to be able to move into more independent living arrangements.

There was a positive culture at the home that people had benefited from. The home was in a domestic setting and felt relaxed and homely; the lounge area was pleasant, inviting and well decorated. People told us that they enjoyed being at the home and found it relaxing. One person told us, "I like being here."

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

This service was registered with us on 12 February 2021 and this is the first inspection.

#### Why we inspected

This is a newly registered service that had not previously been inspected.

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.

#### Enforcement and Recommendations

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and will take further action if needed.

We have identified breaches at this inspection in relation to ensuring the home had a safe environment and ongoing monitoring of the safety and quality of the service by the provider. Please see the, Is the service safe? And Is the service well-led? sections of this full report.

The provider took some immediate action to mitigate risk. However, you can see what action we have asked the provider to take at the end of this full report.

#### Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. 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?

The service was not always safe.

Details are in our safe findings below.

**Requires Improvement** ●

### Is the service effective?

The service was effective.

Details are in our effective findings below.

**Good** ●

### Is the service caring?

The service was caring.

Details are in our caring findings below.

**Good** ●

### Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

**Good** ●

### Is the service well-led?

The service was not always well-led.

Details are in our well-led findings below.

**Requires Improvement** ●

# The Loont

## 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

The inspection was carried out by one inspector.

#### Service and service type

The Loont 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. The Loont 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 service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

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

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from 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 and observed the care and support of three people who were staying at the home. We also spoke with one person's relative and a health and social care professional who was working with two people staying at the home. We spoke with three members of staff including the registered manager.

We reviewed a range of records. This included three people's care records and a sample of people's medication records. We look at a variety of 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.

This is the first inspection of this newly registered service. This key question has been rated requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed.

Assessing risk, safety monitoring and management

- The home's environment was not always safe.
- For example, upstairs windows that opened did not have any restrictors in place. Windows in care homes are required to have limiters on the amount they can open, to prevent people from falling out of them. Also, hot water for bathing and washing was too hot and considerably above the required temperature for care homes; this risked people scalding themselves and placed them at risk of serious harm.

We asked the provider for an urgent action plan telling us what they would do to ensure people were protected from these risks. These risks were quickly addressed by the provider.

- Some garden furniture was in need of repair and was unsafe. We asked staff to put this in a place where it could not be used by people until it was repaired. Staff told us that some furniture inside the home was not suitable for everybody to use.
- In other areas of the home there were long standing maintenance issues; that although steps had been taken, they had not been resolved. For example, wastewater from the kitchen was draining into the front garden as the drain was blocked. Staff told us that this had been the case for many months and was progressively getting worse.
- Some areas of the home's outside space that were accessible to people needed making safe; for example, rubbish removing and repairing a broken gate and fencing.
- Not everybody had an up to date personal emergency evacuation plan (PEEP) in place and readily available for staff members to access.

These are breaches of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider and registered manager had not ensured effective safety monitoring and management of the home's environment.

- Although risk assessments had been completed when a risk had been identified in a person's care and support; these were not always readily available or contained the most up to date information for staff members when the person was staying at the home.

We recommended that the provider review the system in place for ensuring that up to date risk assessment information was available for staff members when people are staying at The Loont.

Using medicines safely

- The management and administration of people's medicines was mostly safe.
- There was a system for safely storing and recording people's medicines. This system was not always followed effectively. Some medicine was not securely stored, although when we visited there was nobody at the home at risk of taking medicines inappropriately, this may not always be the case. Also, some records were not accurate. We checked the stocks of six medicines against the records; three of them were wrong by one or two doses of medicine.
- Each person had a medicine profile to guide staff. This included the use of as and when required (PRN) medicines. The use of PRN medication had been appropriate and as prescribed.

#### Learning lessons when things go wrong

- There was a system in place to record accidents and incidents which encouraged learning when something had gone wrong. However overall assessing and monitoring the safety and quality of the service had not always been effective; see the 'Is the service well-led?' section of our report.

#### Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse.
- People told us that they felt safe living at the home. One person told us, "I feel safe here."
- Staff had received training in safeguarding people from the risk of abuse. They were knowledgeable regarding what actions they would take if they suspected a person was at risk of abuse.

#### Staffing and recruitment

- The deployment and recruitment of staff members was safe.
- There were enough staff on duty at The Loont to meet people's needs safely. The number of staff deployed was determined by assessing the needs of people staying at the home. At times agency staff members were used; however, they worked alongside experienced staff members.
- There had been recent recruitment of new staff. These staff members had been recruited safely with checks in place to ensure they were suitable to work in social care.

#### Preventing and controlling infection

- Overall, the service had taken effective action in response to the COVID-19 pandemic.
- The provider had a COVID-19 risk assessment in place, however there was no record of this being reviewed since March 2020. There have been a lot of new knowledge and changes in practices since then. However, appropriate procedures were taking place.
- Procedures were in place to manage staffing arrangements and social isolation of people living at the home if a person became infected with COVID-19. This helped people remain as safe as possible.
- The home was clean. There was extensive night-time cleaning and cleaning of frequently used surfaces during the day. Staff were using PPE effectively in line with guidance at the time.
- We were assured that the provider was preventing visitors from catching and spreading infections and was admitting people safely to the service.



# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs and choices were effectively assessed before coming to stay at the home.
- One health and social care professional told us that they were "very impressed" by the way staff at the home quickly assessed people's needs and ensured that they were met safely when coming to stay at The Loont.
- People were encouraged to visit the home before deciding to stay for a period of time. Often this meant joining people and staff for a meal, getting to know the environment and other people staying and having an opportunity for staff to learn first-hand people's preferences. One person's family member told us that their relative found this "one hundred percent beneficial", in helping them decide to stay at The Loont.

Staff support: induction, training, skills and experience

- Staff received some support to ensure they were effective in their roles.
- Staff told us that they received training to be effective in their roles and this was periodically refreshed. This included the safe administration of medicines and followed by a check of their competency to do so safely.
- There were also periodic team meetings. However, staff told us that one to one supervision meetings with their line manager were infrequent.

Supporting people to eat and drink enough to maintain a balanced diet

- People were encouraged to eat a varied and healthy diet of their choice. The home had good stocks of a variety of different foods.
- People were encouraged to be as independent as possible, staff involved people in meal preparation and the kitchen was set out to help people make food choices, particularly for breakfast. Staff promoted people having maximum choice and control over what and when they ate. Staff consulted with people about mealtimes and encouraged them to be involved as much as possible. If needed some people had a food diary where they recorded what people ate.
- People told us that they enjoyed their meals at the home. One person told us, "The staff make good cakes." Another person told us about the meal the night before, "The curry was lovely."

Adapting service, design, decoration to meet people's needs

- The building was adapted to meet a variety of people's needs. Any adaptations were considered as part of the initial assessment process.
- The building had a lift to one upstairs bedroom and ramps giving access to the home and gardens. People told us that they liked using the garden and patio area.

- One person had a call 'buzzer' installed for their stay, so they could alert staff when they needed some help.

Supporting people to live healthier lives, access healthcare services and support; staff working with other agencies to provide consistent, effective, timely care

- Staff at the home worked effectively with other agencies to help people access and receive appropriate healthcare and achieve positive health outcomes. One person told us that when they came to the home, they were quite unwell. They were positive about the care they had received and told us, "I'm now back up on my feet."
- Health and social care professionals told us that staff at the home had worked very closely and effectively with them in helping people to achieve good outcomes with regards to their health and wellbeing. They told us of one example where staff had followed guidance and been thorough and diligent in providing a person with a daily treatment that they had really benefitted from.

Ensuring consent to care and treatment in line with law and guidance

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 MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA.

- The service was working within the principles of the MCA.
- People were consulted with and enabled to make choices for themselves. People told us that they wanted to have a stay at the home. Nobody had any restrictions in place.

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- Staff treated people well and respected them.
- People told us they were treated well, liked the staff supporting them and had made friends with other people staying at the home. One person told us, "I like it here."
- The atmosphere at the home was very relaxed. Staff members had very positive relationships with people and it was evident that they wanted people to do well. We observed staff and people staying at the home enjoying each other's company and engaging with each other in a friendly and everyday manner.
- One health and social care professional described the staff at the home as being, "Excellent with people." They added, "The staff are very accommodating, and they go out of their way for everybody." One person's family member told us, "They really look after him. Hats off to them."

Supporting people to express their views and be involved in making decisions about their care

- Staff had an enabling approach and supported people to make as many decisions for themselves as possible.
- We observed conversations in which people were supported to think about their choices and make decisions. For example, there was no planned menu and people chose on the day in discussions with staff what they would like to eat. Staff consulted with people in a friendly and engaging manner.
- Each person's stay at The Loont was reviewed with them before they left the home; focusing on people's feedback about what had worked for them and what they would like to change in future stays. Staff went through feedback forms with people; these showed people had been listened to and were reviewed by the registered manager.

Respecting and promoting people's privacy, dignity and independence

- Staff treated people with respect and actively promoted their dignity and independence.
- People's permission was sought in a meaningful way before any care or support was offered; to make sure it happened in a manner and at a time that people preferred.
- Ordinary living and people being independent and having as much control over their lives as possible was promoted. For example, one person answered the home phone when it rang and answered the front door when somebody knocked; people helped themselves to drinks in the kitchen when they wanted. People were involved as much as they wanted in the daily running of the home alongside staff members. People told us that they liked being involved at the home.
- One health and social care professional told us about the home, "People's autonomy is promoted, like being at home; the environment is less formal." Some people had been supported to regain skills they have lost and to become more confident and more independent during their stay at the home. One health and

social care professional told us about one person, "They helped [Name] get into a good routine... and get ready for more independent living again."

- People's care plans and records were written in an everyday, respectful manner and demonstrated obtaining people's consent and informed choice. People were encouraged to sign documents when they were able.

# Is the service responsive?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Each person's care and support was planned to help ensure it met their needs and preferences.
- People and their family members were involved in planning the care needed when staying at the home. This helped ensure it met their needs and preferences.
- Staff had informal meetings with people whilst having a meal to seek people's opinions and help staff understand people's preferences and start putting together people's care plans. People's family members were involved in putting together people's care plans.
- Staff completed an arrival pack, which helped ensure staff had the essential information about people's needs, choices and preferences

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 their relationships and social connections whilst staying at The Loont.
- People were supported to stay in contact with friends and family members. Some people's family members made regular visits to the home. Nobody at the home was under any legal restrictions and came and went with their family members as they chose.
- On occasions staff supported people to go out from the home for social events. However, the focus at The Loont was on people staying for a short time. The numbers of staff deployed meant that people were not usually supported by staff to go out; unless this was agreed beforehand, and additional staff numbers arranged. Some people were supported by family members when leaving the home.
- There was a very social atmosphere at the home that people told us they enjoyed. There was the entertainment options you would see in a lot of people's homes. Satellite TV, a variety of interactive games consoles a DVD library and board games. People told us they liked using these with other people staying at The Loont and some people had made friends while staying there. People had been supported to remain in contact and meet up with people they had met at the home.

Improving care quality in response to complaints or concerns

- The registered manager and staff made people feel comfortable raising a complaint or a concern and acted upon them.
- People were encouraged to give feedback regarding their stay at The Loont; when visiting before agreeing to stay, during their stay and in feedback at the end of their stay. Staff made it comfortable for people to raise any concerns that they may have.
- One person's relative told us, "I would feel confident raising any concern I had at The Loont." They said there was one time they had raised a concern and told us they felt listened to; they said, "They acted upon

what I had said."

#### Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- Each person had an assessment of their communication needs and style as part of the care planning process. Staff understood people's communication style and ensured they adapted their approach to each person.

#### End of life care and support

- Nobody was receiving end of life care and support. Typically, people came to The Loont for a short break; therefore, this is not the type of care and support that would usually be provided.

# 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.

This is the first inspection for this newly registered service. This key question has been rated requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

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

- The provider and registered manager had not always effectively monitored and assessed the safety of the accommodation and service being provided.
- In some areas the environment of the home did not meet basic standards of safety. We asked the provider for an immediate action plan and assurances following our visit to ensure these areas were quickly addressed.
- Some of the records of the checks that took place at the home should have prompted an earlier response from the registered manager and provider. The checks on the safety of the home's environment had not been sufficiently thorough and detailed in order to be effective.
- Staff members were not able to show us copies of key policies at the home. This meant that staff may not always have the appropriate information and guidance to hand that they may need.

This is a breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider and registered manager had not effectively monitored all key aspects of the safety and quality of the service being provided.

- Some checks and audits had been effective in ensuring aspects of the service provided were safe. For example, there was an effective handover system that ensured important information was passed between staff members to be acted upon.

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

- There was a positive culture at the home that people had benefited from. The home felt relaxed and homely in a domestic setting; the lounge area was pleasant, inviting and well decorated.
- People told us that they enjoyed being at the home and found it relaxing. One person told us, "I like being here." One health and social care professional told us, "People have really benefited from staying at The Loont." They told us about one person, "I saw a massive change in him; he's more happy and chatty."
- People appreciated the approach from staff and being consulted and involved in day to day decision Making. One person told us, "I get to pick what I like." Staff members told us it was important to them that people had positive outcomes from staying at the home. One staff member told us, "We are a good team; we work well together."
- Some people had been supported to access health and social care services and regain skills they may

have lost during their time at The Loont. This meant that many people were able to achieve good outcomes and be in a better situation to be able to move into move independent living arrangements.

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 their responsibilities under the duty of candour.

The provider had ensured that appropriate notifications had been submitted to the CQC as required by law.

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

- Staff at the home had effectively engaged and involved people staying at the home; their family members and other stakeholders.
- Staff at the home worked alongside people family member and other health and social care professionals to help ensure good outcomes for people. One family member told us about the staff, "They really did help me keep in touch."

Working in partnership with others

- Staff at the home had worked effectively in partnership with others to help ensure people had a positive stay at The Loont and achieved their outcomes.
- Staff had worked effectively in partnership with people staying at the home, their families, social care professionals, people GP's and other health professionals.



This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  The provider and registered manager had not ensured that the home's environment was always safe.
Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 17 HSCA RA Regulations 2014 Good governance  The provider and registered manager had not effectively monitored all key aspects of the safety and quality of the service being provided.