

UK Care Service Limited

Princes Lodge

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

Princes Lodge is a residential care home providing personal care and accommodation to up to 5 people. The service provides support to people with mental health needs. At the time of our inspection there were 4 people using the service.

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

People were safe. People's risks were assessed, and staff followed guidance to ensure they were managed and reduced. The registered manager ensured there were always enough staff available to provide care and support. People's medicines were administered safely by trained staff. The environment of the home was clean, and staff followed good practice around food hygiene and infection prevention and control.

People's needs were assessed and information gathered during the assessments formed part of people's care plan. Staff were supported to gain the appropriate skill and knowledge to support people effectively. Where required people received the required support to maintain a healthy and nutritious diet. People lived in a nicely decorated and well-maintained home. The service positively engaged with external health and social care services to support people to get well and gain greater independence. 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.

Quality assurance processes were in place to monitor and drive improvement. The provider gathered feedback from people and acted upon it, and the staff team felt supported and able to contribute their views. The service consistently worked collaboratively with external organisations to meet people's needs.

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 12 January 2018)

Why we inspected

This inspection was prompted by a review of the information we held about this service. We undertook a focused inspection. This report only covers our findings in relation to the Key Questions Good, Effective and Well-led.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Princes Lodge 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.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Princes 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

Princes 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. Princes 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. However, the registered manager was unavailable for this inspection and we were supported by 2 senior support workers.

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 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 2 people who used the service about their experience of the care provided. We also spoke with 2 senior support workers who provided care to people. We spoke with 1 visiting health care professional.

We reviewed a range of records. This included 2 care plans and risk assessments, medicines management procedures and training data. A variety of records relating to the management of the service, including audits and policies were also 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 good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People who used the service were protected from harm and abuse.
- Staff told us that they reported any issues of concerns to the registered manager and were confident these were addressed and resolved. One member of staff told us, "It is important for people to be safe. If there were any issues, I would report it to [name], record everything and support the person."
- Staff had received safeguarding training as part of their induction and during annual refreshers to ensure their knowledge is up to date.
- People who used the service told us they were safe at Princes Lodge. One person said, "Staff are very good here, they make sure I am safe, and I can always ask them for help and advice."

Assessing risk, safety monitoring and management

- Risks in relation to people receiving care and support were assessed and managed well.
- People who used the service had robust and detailed risk management plans which were regularly reviewed and updated to ensure they were relevant and current.
- People who used the service were involved in developing their risk management plans and signed documents to show they were aware of them and agreed with them.

Staffing and recruitment

- The service ensured staff were recruited safely and sufficient staff were deployed to meet people's needs.
- The provider followed robust procedures when recruiting new staff. This included reviewing applications, interviewing applicants, and confirming they were of good character. This was done by carrying out criminal records checks and checking employment histories. This meant staff were safe and suitable to provide care and support.
- Staff and people who use the service told us there were enough staff available, which ensured the service was safe and people's needs were met. One person told us, "There is always staff around when I need them. The manager is also very visible and hands on and is very easy to talk to."

Using medicines safely

- People's medicines were managed safely.
- Medicines administration records (MARs) we viewed were completed correctly and staff spoken with showed a good understanding of the process to follow when supporting people with their medicines.
- Staff received training in the safe administration of medicines and their competency was assessed to ensure people received their medicines safely.
- People told us they had no concerns about how they were supported with their medicines.

Preventing and controlling infection

- We were assured 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 the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was responding effectively to risks and signs of infection.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.
- People could be visited, and the service was following current national guidance on visiting people in care homes.

Learning lessons when things go wrong

- The service had systems and procedures to record accidents and incidents and take action to minimise them happening again.
- Staff confirmed accidents and incidents were discussed during meetings and they would record and report them to the management team.

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.

At our last inspection we rated this key question good. The rating for this key question has remained 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 were assessed and integrated in their person-centred care plan.
- People who used the service were fully involved in the assessment process. This ensured the care provided met their needs and staff had clear information of how to support people effectively.
- During the initial assessment process, people were encouraged to undertake trial visits to the service, this included overnight stays. This allowed people to understand what Princess Lodge was all about and were able to make an informed decision if they wanted to live at Princess Lodge.

Staff support: induction, training, skills and experience

- Staff were provided with a wide range of training including access to courses for further professional development.
- Staff told us they had found the training beneficial and it helped them understand the needs of people they support better.
- Staff had completed an induction programme based on the Care Certificate. The Care Certificate is the benchmark that has been set for the induction standard for people working in care. Records showed staff had completed training the provider considered mandatory, such as safeguarding, infection control and food hygiene.
- In addition to mandatory training, staff also received training specific to people's needs. For example, mental health training and how to analyse urine samples.
- Staff received formal supervision and appraisals to monitor and review staff performance and development.

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

- People who used the service were encouraged to take responsibility for what they wanted to eat and drink.
- All people did their own shopping, menu planning and cooking individually. If people required help and this was highlighted in their care plans, staff would provide support. However, none of the people currently living at Princes Lodge required such support. One person said, "I have a food allowance of £27.50 per week, which is enough, and I go to the supermarket around the corner and buy my food. This is good and does help me to become more independent."

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

- The service worked closely with external health care professionals such as psychiatrists, social workers, and various mental healthcare professionals to ensure people's health and social care needs were fully met.

- Any contact or engagement with external professionals was documented and action taken was included in people's care records. Health care professionals spoke highly about the service. One health care professional said, "Princes Lodge is a very good service, staff have the right skill and knowledge and listen to any recommendations I make. I am confident my client gets the best care available."

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

- Princes Lodge is a well maintained and nicely decorated family home.
- People who used the service told us they liked living at Princes Lodge. One person said, "I like living here, it's clean and close to shops, trains and buses."
- Since our last inspection the provider had updated and redecorated the property. Staff told us, "It's good to have [name] working at the home, if there are any maintenance issues or repairs, they are addressed without delay, it's a nice working environment."

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.
- All people who used the service had capacity to make their own decisions and had no restrictions on their liberty.
- However, people were placed at Princes Lodge under a community treatment order (CTO). A CTO is an order made by a responsible clinician to give supervised treatment in the community. A CTO may have certain restrictions but people who used the service were aware of these and agreed to them as part of their discharge from hospital into the community.

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 good. The rating for this key question has remained 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

- The service had a culture of promoting person-centred care with the goal of people developing the skills to move into more independent accommodation.
- People who used the service told us they felt engaged with the service, and management, as well as staff, provided the support they required and asked for.
- For example, one person said, "I wanted to learn a particular profession to have a job when I move out. They [staff] helped me to find and enrol on a college course, helped me to update my CV and we are currently looking to find employers who would offer me an apprenticeship. This wouldn't have happened on my own."

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 responsibility around the duty of candour. They were aware when they needed to share information with other agencies including the local authority and CQC.
- People and staff felt they could raise concerns. One person said, "If there was anything to worry about, I can go to [registered manager] or the staff. I am comfortable that they would help me to resolve it."

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

- The service had processes to monitor the quality of services provided and make improvements as required. They used things going wrong as a learning opportunity and shared the learning with the staff team to improve care.
- The registered manager and staff were clear about their roles and kept themselves up to date with relevant guidance and legislation. The registered manager and deputy manager were appropriately qualified and worked well together to support people using the service and staff.
- Staff felt supported by the registered manager and deputy manager. They told us, "[Name] is a great manager, he is always available to support and listens to any suggestions I or the team make. It is a great place to work, together with a great team."

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

- People were involved in deciding how they received their care and support. For example, people took an

active part, with the support of staff, in employment or college courses.

- People were supported by the service's key working system. A key worker is a member of staff with specific responsibilities such as liaising with relatives, monitoring changes in needs and planning activities. Key workers met with people regularly and recorded their views. This meant people were supported to make decisions regarding how they received their care and support.
- Staff supported people to meet together to share their views. Resident's meetings took place each month where people discussed issues related to the care home and their support. Records of resident's meetings showed people discussed food, staffing, potential new admissions, and cleaning.
- The registered manager ensured equality and diversity matters were explored. People's care records noted their responses to questions regarding their gender, sexual orientation, religion, ethnicity and nationality and any needs arising from people's responses.

Continuous learning and improving care; Working in partnership with others

- The registered manager and staff worked collaboratively with a range of health and social care professionals including psychiatrists, mental health forensic teams, GPs and social workers.
- Staff told us the registered manager supported them to develop their skills and knowledge through accessing courses and qualifications within the health and social care field. One member of staff said, "[Name] helps me to develop my career and I currently do a Level 4 qualification in care. This helps me to understand my role better and provide better support to people."