

Care Worldwide (Staffordshire) Limited

Hill Lodge 1

Inspection report

358 Rosliston Road
Stapenhill
Burton On Trent
Staffordshire
DE15 9RJ

Tel: 01283542443

Website: www.bondcare.co.uk/care-homes/hill-lodge-care-home/

Date of inspection visit:
29 September 2021

Date of publication:
21 October 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Hill Lodge 1 is a residential care home providing accommodation and personal care to nine people with a learning disability and or autism at the time of the inspection.

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

There were safeguarding policies and procedures in place and people and staff were encouraged and empowered to raise concerns. People were supported by staff who were trained to protect people from harm and abuse.

People's risks were assessed and planned for and records were in place to ensure staff knew how to support people safely and appropriately. The management team carried out the necessary health and safety checks of the premises.

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.

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.

This was a targeted inspection that considered safeguarding and risk management. Based on our inspection of these areas, the service was able to demonstrate how they were meeting the underpinning principles of right support, right care, right culture. The model of care and the setting maximised people's choice, control and independence. Care was person-centred and promoted people's dignity, privacy and human rights and the ethos, values, attitudes and behaviours of leaders and care staff ensured people using the services lead confident, inclusive and empowered lives.

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 28 February 2020).

Why we inspected

We undertook this targeted inspection to check the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met around specific safeguarding concerns, and concerns we had about risk monitoring and management. The overall rating for the service has not changed following this targeted

inspection and remains good.

CQC have introduced targeted inspections to follow up on warning notices or to check specific 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.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Hill Lodge 1

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 around specific safeguarding concerns, and concerns we had about risk monitoring and management.

Inspection team

The inspection was undertaken by one inspector 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

Hill Lodge 1 is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 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 contacted Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. 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.

During the inspection

We spoke with three people who used the service and four relatives about their experience of the care provided. We spoke with four members of staff including the registered manager, deputy manager, a senior care worker and a care worker.

We reviewed a range of records. This included two people's care records. A variety of records relating to the management and safety 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 the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of a specific concern we had about safeguarding processes and risk monitoring and management. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were supported to understand how to keep safe and raise concerns as required. One person said, "I feel safe here. I would speak to [name of staff member] if I was worried or concerned."
- Effective systems were in place to protect people from the risk of harm and abuse.
- Staff had received safeguarding training and staff knew how to recognise and respond to safeguarding concerns.

Assessing risk, safety monitoring and management

- People's risks were assessed and managed well.
- Staff knew people's needs well and could describe the actions they would take to keep people safe and to mitigate risk.
- People's records were detailed and gave staff guidance about how to care for people appropriately. For example, people had positive behaviour support plans in place to help staff support people with changed behaviours. These records were reviewed regularly.
- Environmental risk assessments were completed.