

Coventry City Council

Knightlow Lodge

Inspection report

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Date of inspection visit:
22 June 2017

Date of publication:
02 August 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

Knightlow Lodge provides personal care for people, living in a purpose built scheme where there are 30 individual flats with shared facilities, such as a dining area and lounge areas. Staff provide personal care and support to people at pre-arranged times and in emergencies. Some people live at the scheme permanently whilst others live at the scheme on short term basis, whilst receiving care and support. There were 27 people receiving personal care when we inspected.

At the last inspection in April 2015, the service was rated as Good. At this inspection we found the service remained Good.

People continued to receive safe care as they were supported by staff who knew how to protect them from harm. Staff were aware of people's individual risks and plans were in place to minimise these while promoting the person's independence. People who had support with their medicines had them administered when needed, with and by staff who were trained and competent to do so. People told us there were enough staff to support them and staff arrived on time for pre-arranged calls and responded to emergencies when required.

The service continued to be effective. Staff had received training to ensure their skills and knowledge reflected the needs of people they cared for. Staff were supported with regular supervisions and the management team checked that staff were working as expected.

Where people needed support with their meals they told us they were happy that staff ensured they received a choice. People received care and support that was in line with their consent and staff ensured they sought people's permission before providing care and support. People were supported to access healthcare appointments as required, with staff helping with telephone calls and reminders if needed.

The service remained caring towards people. People said staff were caring and respectful and care and support provided had a positive impact on their well-being. Staff helped people to make choices about their care and felt the views and decisions they had made about their care were listened to and acted upon.

The service remained responsive to people's needs. People told us staff respected and supported their individual needs and provided care that took account of their preferences and choices. Staff had sought new ways to provide support to people from other external services. People, relatives and health professionals spoke positively about the responsiveness of the service.

People in receipt of care had regular opportunities to feedback about the service. All people we spoke with were happy to raise concerns with staff and were confident action would be taken as a result.

The service remained well-led. The management team demonstrated clear leadership. Staff were supported to carry out their roles and responsibilities effectively, so that people received care and support in-line with

their needs and wishes. The management team completed regular checks and audits of the service provided and where areas for improvement were identified, systems were in place to ensure lessons were learnt and used to improve the service delivery.

Further information is in the detailed findings below.

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 remains safe.

Is the service effective?

Good ●

The service remains effective

Is the service caring?

Good ●

The service remains caring.

Is the service responsive?

Good ●

The service remains responsive.

Is the service well-led?

Good ●

The service remains well-led.

Knightlow Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At the last inspection on 11 March 2015 the service was rated as good. This was a comprehensive inspection and took place on 22 June 2017 and was announced. The provider was given 48 hours' notice because the location provides care to people in their own homes; we needed to be sure that someone was available in the office and that time could be given for arrangements to be made so we could talk with people and staff. This inspection was completed by one inspector.

As part of the inspection we reviewed information we held about the service including statutory notifications that had been submitted. Statutory notifications include information about important events which the provider is required to send us by law. We also spoke with Healthwatch about information they held about the provider. Healthwatch is an independent consumer champion, which promotes the views and experiences of people who use health and social care services.

We spoke with six people who used the service and two relatives during the inspection. Following the inspection two more relatives contacted us as they wanted to provide feedback. We spoke with the assistant manager, a senior support assistant, three support assistants and one night support assistant. We also spoke to a registered manager who was visiting the scheme and the general manager. Furthermore we had the opportunity to speak to a Healthcare professional who was visiting the scheme on the day of our inspection. We spoke with an occupational therapist employed by the provider by telephone following the inspection.

We looked at the care records of three people who received support from the service, one staff recruitment files, complaints and compliment records, 'running records' which recorded information on people's daily care, medication records and meeting records. We looked at checks made by the management team to monitor the quality of the service provided and the actions they took to develop the service further.

Is the service safe?

Our findings

All people we spoke with felt safe with staff supporting them. One person told us, "They've [staff] advised me on health and safety, to keep me safe." Another person commented, "Staff make sure I'm safe whilst in my flat and that I tuck my walking stick away when I'm in the lounge so other people don't fall over." Three people told us they felt safe as they were reassured by the availability of staff throughout the day and night.

Staff understood how to protect people from harm and how to report any concerns. All staff confirmed the provider had a whistleblowing policy in place for staff to report any concerns. One member of staff told us, "People's safety is a priority and we (staff) all know what we need to do to support people safely."

Care records included information on how to support people and any associated risks, for example, where people required the support of two staff to aid their mobility. One person confirmed this and told us, "There is always two staff to help me." Two staff told us how the training around maintaining people's safety helped them to support people in a way which kept them safe. One member of staff said, "Manual handling training is very good and is put into practice every day to keep people safe."

People felt there were enough staff to support them safely and they had the help and support they required when they needed it. Staff too confirmed they felt there were enough staff to provide care to people and told us any staff absences for example, leave or sickness, were covered from within the team. When new staff started working in the service recruitment checks had been carried out. These checks included requesting and checking references and their suitability to work with the people who used the service.

Some people received support with their medicines. People told us they received their medicines when they needed them. One person told us, "They keep my tablets safe and I get my medicines on time each day. It works well." Where people needed medicines 'as required' to manage pain, people told us they received them promptly. Records of medicines administered and staff knowledge were checked by the management team to ensure people received their medicines as required. Where there were any areas that needed addressing, actions were put into place.

Is the service effective?

Our findings

People told us they were supported by staff who knew how to care for them in the right way. One person said, "Staff know me well, they have the skills required and know what they are doing." Staff said the training they had received was related to the people they cared for. For example, one member of staff explained how mental health awareness training ensured they were confident in providing the right support to people.

One new member of staff told us the induction training they received had prepared them for their role. They continued to say they were supported by a good staff team who, "Are all willing to support you and give you advice when you ask." The management team assessed and monitored the staff learning and development needs through regular supervision meetings.

People felt their views and wishes were respected and that staff sought their consent first. Staff we spoke with had a good understanding of peoples' rights regarding choice and understood their responsibility to gain consent before providing care. People were encouraged to make decisions about their care and express their preferences.

Some people were being supported by staff to eat and drink enough to keep them well. For example, one person told us how they had been supported by staff with softened food following a course of dental treatment. People told us staff ensured they left a drink to hand at the end of a call. One person said, "Staff leave me with a drink, they often pop in as they pass and ask if I want a drink made." Other people told us they chose to have meals together with other people living in the scheme in the communal dining room.

People told us where possible they would make their own health appointments but staff would support them if needed or requested. One person told us, "If I need the doctor they (staff) will call for me." We saw that staff had liaised with health and social care professionals to arrange appointments or seek advice when required.

Is the service caring?

Our findings

All people we spoke with told us they enjoyed living in the scheme and they felt staff were kind and caring towards them. One person said, "The carers [staff] are the best". Another person told us about the caring approach of staff. They said, "They are so gentle when they come in the morning and wake me up." We saw how people and staff interacted with each other and saw how people were relaxed around staff enjoying conversations and joking together.

People had built positive and caring relationships with staff. One person told us, "I wouldn't change anything, every one of them (staff) are great, I get along with them all." One relative told us, "[Family member's name] has a really good relationship with [member of staff]. We see them dancing together. They know [family member] very well and give her time." Another person told us how pleased they were to receive a birthday card from staff. They said, "It was so lovely, it was signed by every carer. I was so happy (to receive it)." Staff also spoke warmly about people they cared for. One member of staff said, "The people living here are great, I love working here and helping them in any way I can." Another member of staff told us they felt, "Really privileged," to have the relationships they had with people they supported. They told us, "They are like family."

The management team had received written compliments about care provided, which had been logged and shared with staff. For example, one person had written, 'Thank you to all the staff for everything you have done for me.' Another person had written to thank, 'The very good staff,' and added they were, 'Very well looked after.'

People felt involved in their care and their wishes were listened to and respected. One person told us, "Anything you need you only have to ask and they (staff) will do it. They listen too, if you say no they understand." Staff encouraged people to maintain their independence. One person told us although they prepared their food themselves staff helped them by opening tins for them. They appreciated that this enabled them to maintain their independence and told us, "It's good to keep doing things yourself, where you can, it's important." We spoke to an occupational therapist employed by the provider to visit several schemes across the city providing support to people. They told us staff were good at following the support plans they gave to people and in promoting people's independence.

People we spoke with felt staff supported them in a way which promoted their dignity and privacy. One person told us, "Staff always knock the door before they come in, they never come in without checking first." Another person told us how staff respected their flat and their belongings. They said, "They always leave things nice and tidy and also prompt me to tidy things too." All staff spoke respectfully about people when they were talking to us or having discussions with other staff members about people's care needs.

Is the service responsive?

Our findings

People told us staff respected and supported their individual needs. They said, "When I needed it staff gave extra help. They (staff) are worth their weight in gold." People told us about the staff were responsive to changes in their health. One person commented that staff recognised that their health fluctuated and provided support accordingly. They told us, "My health is variable and staff respond without me needing to prompt them."

The assistant manager had worked with the local GP practice to secure a dedicated GP to support people on short term placements. The provider confirmed Knightlow Lodge was the first scheme to secure this level of support and it enabled a seamless transition into the service and individual support for each person. The GP was visiting on the day of our inspection and told us how passionate the assistant manager was about the service and how well it worked. They told us staff were proactive in responding to changes in people's health needs and responsive to any instructions given in support of people's healthcare. They said, "I am confident if I ask for something it will get done."

People spoke positively about being involved in the care they received. Three people confirmed that regular review meetings took place and any changes were recorded and signed to show their inclusion and agreement. One person said, "For the first time I feel like I'm in charge of things, I don't have to wait until the review I can speak to staff at any time."

We saw staff shared information with each other as people's needs changed, so people would continue to receive the right care. For example, staff made sure their colleagues were aware if a person's medicines had changed. One member of staff said, "There is a good communication flow at all times. Good communication is strength of the service."

People told us staff encouraged them to participate in events with other people on site and to go into the community to organised events to reduce their risk of isolation. One person told us how they enjoyed the 'Bacon bap mornings' and 'tea parties' that were organised to get people together.

People and relatives told us they were very satisfied with the service and had not had reason to complain. All the people we spoke with said they felt comfortable to raise any concerns, and knew who to speak to, either staff or the management team. They told us where they had asked for changes these had been supported and actioned. For example, one person told us that when the time of their care call no longer suited them, they asked for it to be changed and it was actioned by staff, "Straight away and without any fuss."

Information on how to complain was made available to people individually and throughout the scheme. No written complaints had been received in the past 12 months, however the provider had a process in place to investigate, respond to and take learning from any complaints received. The general manager received information on complaints received across all schemes and held separate registered manager and assistant managers meetings to share learning and good practice across all of their schemes.

Is the service well-led?

Our findings

There was a registered manager for the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The registered manager was responsible for managing two different schemes, to support this arrangement there was an assistant manager in place at each scheme. The registered manager was not at the scheme on the day of our inspection therefore we spoke with the assistant manager.

All people we spoke with told us they were happy with the service provided at Knightlow Lodge and felt it was well managed. One person said, "I'd give it 10 out of 10!" Another person said, "It's great here, I never want to leave."

People told us they knew who the registered manager and assistant manager were and found them both to be approachable. The staff told us both the registered and assistant manager were approachable and provided leadership, guidance and the support they needed to provide good care to people who used the service. One member of staff said, "Both the managers are great, I feel I can approach them with any problems big or small and they will always have time to help me".

Spot checks had been developed and completed to ensure staff were providing care and support effectively and in the way the person preferred. We saw that where areas for improvement were identified this had been fed back to the member of staff.

The provider and management team carried out quality checks on how the service people received was managed. These included checks on medicines management, health and safety and care records. Where concerns with quality were identified the assistant manager recorded how improvements were to be made. The assistant manager told us they were keen to develop the service further still and was looking at ways for continuous improvement. They kept their knowledge up to date by attending on-going training. They were also a dignity champion and dementia champion lead and provided training to staff across different schemes.

The assistant manager told us they felt supported by the provider and felt valued in their role. They attended assistant managers meetings to share good practice and discuss learning across all the providers' schemes. The assistant manager had been nominated for a Coventry city council staff award and the wider staffing team had been nominated for a team staff award in recognition of the care and support provided. All staff we spoke with told us they were clear on their roles and responsibilities and were happy working at the scheme and it was a well-managed service.