Lonnen Health Care Limited

Lonnen Grove

Inspection report

Kimberworth Road
Rotherham
South Yorkshire
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Tel: 01709565828

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27 May 2021

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Ratings

Overall rating for this service	Good

Is the service safe?	Good
Is the service well-led?	Good

Summary of findings

Overall summary

About the service
Lonnen Grove is an eight-bed nursing home, providing care to adults with learning disabilities and other support needs. There is a core home that accommodates six people and a separate house that accommodates two people. The home is in Rotherham, South Yorkshire. It is in its own grounds in a quiet, residential area, but close to public transport links and the town centre. At the time of the inspection there were six people living at the home.

People's experience of using this service and what we found
We were assured people were being cared for safely. The provider had demonstrated a high regard to the risks presented by the ongoing COVID-19 pandemic. Risk assessments had been undertaken, and there was a testing programme in place for staff and people using the service.

Medicines were managed safely, and the provider had an effective system in place for auditing medicines and ensuring they were administered safely.

The provider had taken appropriate action in relation to safeguarding, and most people using the service and their relatives told us they felt safe when receiving care. One person told us another person's actions made them feel unsafe, although was saw the provider was taking actions to address this.
Staff we spoke with told us they felt supported by management within the home, although some staff had contacted CQC anonymously prior to the inspection to raise concerns about how incidents were managed.

Recruitment was undertaken safely, with appropriate background checks before staff started work.

Governance arrangements were robust, and identified and addressed any areas for improvement or shortfalls. There were clear, accurate audit trails of this process.

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 service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. People's choice and independence were upheld; care was person-centred and the culture of the home was empowering and inclusive.

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 March 2020)

Why we inspected
The inspection was prompted due to concerns received about how the provider was ensuring incidents were managed safely within the home. A decision was made for us to inspect and examine those risks. As this was a focussed inspection, we reviewed the key questions of safe and well led only. Ratings from previous comprehensive inspections for other key questions were used in calculating the overall rating at this inspection. The overall rating for the service remains good.

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.

Lonnen Grove

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.

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
This inspection was conducted by one inspector.

Service and service type
Lonnen Grove 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
We gave the service short notice of the inspection. This was because we needed to be sure the inspection could be inspected safely during the ongoing COVID-19 pandemic.

What we did before the inspection
Before the inspection, we reviewed all the information we held about the service including information about important events which the service is required to tell us about by law. We also looked at any concerns people using the service or staff had raised with CQC prior to the inspection. 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 used all of this information to plan our inspection.

During the inspection
Inspection activity commenced on 26 May and finished on 4 June. We visited the service on 27 May 2021.

We spoke with two people using the service and one person's relative. We also spoke with four members of staff.

We observed infection control arrangements within the home, and conducted an inspection of the premises.

We looked at care records for three people using the service We looked at training and recruitment records for staff. We also reviewed various policies and procedures and the quality assurance and monitoring systems of the service.

After the inspection
We continued to seek clarification from the provider to validate evidence found.

Good

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. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse
- There were systems in place to monitor and act upon any suspected abuse.
- The provider had taken the correct action when incidents of suspected abuse occurred, ensuring notifications were made to CQC and taking steps to prevent any recurrence.
- One person using the service told us about incidents that had occurred which made them feel unsafe, but records we checked showed the provider was managing these incidents as effectively as possible.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong.
- There were risk management plans in each person's care record, reflecting all the risks that a person may present or be vulnerable to. These were detailed and regularly reviewed.
- Where risks were identified, the provider implemented actions to minimise risks and make improvements to safety; for example, by making changes to the way people were cared for, or involving external professionals.
- When people's needs changed, risk assessments were updated to reflect this.

Staffing and recruitment
- There were enough staff deployed to ensure people's needs were met.
- When people requested assistance staff were on hand to provide it, and where people needed one to one support we saw this was being provided.
- Staff were recruited safely, with the appropriate background checks being carried out before staff started work.

Using medicines safely
- There were secure systems in place to support people in managing their medicines safely.
- Medicines, and records of medicines, were audited frequently to ensure any shortfalls were identified.
- Staff handling medicines exhibited good knowledge about the medication systems, including how medication should be recorded, audited and stored.
- Where people required medication on an "as required" basis, often referred to as PRN, there were protocols in place to guide staff when these medicines should be used.

Preventing and controlling infection
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.

● We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
● We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
● We were assured that the provider's infection prevention and control policy was up to date.

Good

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 good. At this inspection it has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted 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

- Governance arrangements within the service were robust and effective.
- There was a system of regular audits, both of individual aspects of the service as well as an overall quality audit; action plans were developed from these which contributed to continuous learning and improvement.
- The management team had a good understanding of the regulatory requirements placed upon them, and staff were clear about their roles and responsibilities.

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

- People's relatives told us they were happy with the home, with one describing it as "the best place [my relative] could be." They described the staff as being effective at facilitating communication, and said they felt included in decision-making.
- Staff told us management were supportive and accessible, and there was a person-centred and open culture within the home. Some staff had contacted CQC prior to the inspection raising concerns about how the management team had managed some incidents within the home, but we saw managers were trying to manage these incidents in an open and inclusive manner.

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

- The provider had various systems in place to obtain feedback from people using the service, their relatives, and care staff. This included an open door approach for staff, and people being encouraged to give feedback during the quality audit process.
- People's feedback was sought daily as part of the manager's daily audit, and records showed this was then discussed with staff on duty and actions agreed.
- The provider worked in conjunction with other agencies when providing care and support, making referrals as required and liaising with external professionals