

Advinia Care Homes Limited

Stonedale Lodge Care Home

Inspection report

200 Stonedale Crescent
Liverpool
Merseyside
L11 9DJ

Tel: 01515492020

Date of inspection visit:
31 October 2019

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04 December 2019

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

About the service:

Stonedale Lodge is a purpose-built 'care home', situated within a residential area of Croxteth in Liverpool.

Stonedale Lodge has six separate 'units'; it has two residential units and one nursing unit dedicated to people living with advanced dementia. There are two further units for people with general nursing needs, as well as a residential unit. The service can accommodate up to 180 people. At the time of the inspection, there were 159 people living at the home.

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

At this targeted inspection safe systems and processes were in place to ensure people received a safe level of care. Chef manager, domestic staff and laundry assistants told us that stock levels were well managed and there was a clear ordering and supply system in place.

Environmental risk assessments and management procedures ensured that people were living in a safe, comfortable and well-maintained home. People told us there was 'plenty of food' and the temperature of the home was appropriately monitored.

Staffing levels were safely managed. A recent recruitment drive meant that the use of agency staff had reduced, and people were receiving support by a regular and consistent staff team.

Infection prevention control procedures were in place. Staff were provided with personal protective equipment (PPE) and there were adequate cleaning products available throughout the home. We did note a distinct mal-odour on one unit which the managers were aware of.

An on-line digital platform ensured that all accident, incidents and significant events were recorded, monitored and analysed. This helped to establish trends and identify if lessons could be learnt to mitigate risk.

Rating at last inspection:

The service was rated 'requires improvement' at the last inspection (report published 25 June 2019). We identified a breach of regulation in relation to 'good governance'. The provider submitted an action plan following the last inspection explaining how they would follow up on the concerns we identified.

Why we inspected:

The inspection was prompted due to concerns received about the provision of care people received. We undertook this targeted inspection to ensure the service was meeting legal requirements. To do this we examined risks relating to systems and processes, areas of risk management and safety monitoring and provisions that were in place to ensure people were living in a safe and well-maintained environment. This targeted inspection only focused on specific concerns and did not cover all key lines of enquiry, as a result

the ratings for this service have not been changed. The ratings for this service will be reviewed as part of our next comprehensive inspection.

We found no evidence during this targeted inspection that people were at risk of additional harm from the concerns we had received since we last inspected.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Stonedale Lodge on our website at www.cqc.org.uk.

Follow up:

We will continue to monitor intelligence we receive about the service until we return as per inspection programme. If any concerning information is received, 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?

The service was not always safe

Details are in our 'Safe' findings below

Requires Improvement ●

Stonedale Lodge Care Home

Detailed findings

Background to this inspection

The 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 registered 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.

This was a targeted inspection. CQC are conducting trials of this type of inspection to follow up services where CQC have received information of concern.

Inspection team:

The inspection was carried out by two Inspectors.

Service and service type:

Stonedale Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care. The Care Quality Commission regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with CQC at the time of the inspection. A 'registered manager' and provider are legally responsible for how the service is run and for the quality and safety of the care provided. We were informed that the home was supported by an interim and regional managers and were in the process of recruiting a registered manager.

Notice of inspection:

The inspection was unannounced.

What we did:

Before the inspection we reviewed the information we held about the service. This included any statutory notifications sent to us by the registered provider about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send to us by law. We also reviewed the most recent 'Provider Information Return' (PIR). This is a form that asks the registered provider to give some key information about the service, what the service does well and any improvements they plan to make. We took this into account when we planned the inspection and made the judgements in this report

During the inspection we spoke with the deputy manager, interim manager, one regional and two area managers, one chef manager, head of house-keeping, one laundry assistant, one registered nurse, two unit managers, four care staff, four people who lived at Stonedale Lodge and one visiting relative.

We also looked at records and documentation relating to the safety management and quality monitoring 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.

At the last inspection this key question was rated as 'Requires Improvement'. At this inspection this key question remained the same. This is because we focused on specific concerns and did not inspect all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service

Following the receipt of information of concern, the purpose of this inspection was to check that people were not at additional risk from the concerns that had been raised with us.

Assessing risk, safety monitoring and management

- Safety monitoring and environmental risks were routinely assessed and managed.
- There was an up to date fire risk assessment and emergency contingency plan in place.
- Routine utility checks were completed to ensure the environment was safe. People had access to hot water and the temperature of the home was monitored.
- All health and safety compliance checks and certificates were in place. For instance, we saw certificates for gas, electricity, fire safety and legionella.

Staffing and recruitment

- Staffing levels were appropriately managed. A recruitment drive had recently taken place which meant that the numbers of agency staff had decreased; people were receiving support from consistent members of staff.
- Care staff and unit managers told us that staffing levels were safely managed.
- People told us that their call bells were responded to in a timely manner and they didn't have to wait long for support.

Systems and processes to safeguard people from risk of abuse

- People were appropriately safeguarded from abuse and the risk of harm.
- People told us they felt safe and well cared for at Stonedale Lodge. Comments we received included, "I enjoy living here" and "They (staff) are very, very good." One relative said, "The staff go above and beyond, they're brilliant."
- There were safe and effective ordering and delivery systems in place. We checked food stocks as well as cleaning and laundry products. Staff told us that all provisions that were requested were ordered and delivered in a timely manner.

Preventing and controlling infection

- Infection control procedures were safely in place; staff had access to all essential cleaning, laundry and house-keeping products needed.
- Staff received personal protective equipment (PPE) such as gloves and aprons.
- Daily cleaning scheduled were completed, one person told us "Oh (my room) is spotless."
- The home was clean and well-maintained. There was a distinct mal-odour on one unit we visited; the

managers were aware of this.

Learning lessons when things go wrong

- There was a clear recording system in place to help monitor and review all accidents and incidents that occurred at the service.
- There was a good level of local and regional oversight; trend analysis was taking place and action was taken to mitigate risk.