

Voyage 1 Limited

# Hamilton Lodge

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service caring?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Hamilton Lodge is a residential care home providing accommodation for 8 people who require nursing or personal care at the time of the inspection. The service can support up to 8 people.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

#### Right Support

Hamilton Lodge provided care and support that maximised people's choice, control and independence. Systems were robust enough to demonstrate people's safety was managed effectively. There were sufficient staff to ensure people were supported to participate in activities of their choice. 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.

#### Right Care

People told us they were happy and safe at Hamilton Lodge. Care at Hamilton Lodge was person-centred and promoted people's dignity, privacy and human rights. People were empowered to make decisions about their which enabled them to live independent lives. The registered manager and staff put people's needs and wishes at the heart of everything they did.

#### Right Culture

The ethos, values, attitudes and behaviours of the registered manager and the care staff ensured people using services lead confident, inclusive and empowered lives. There was a learning culture at the service which improved the care people received. The registered manager was knowledgeable about the service and the people who lived there. They had a clear vision for the service and created a culture of high quality support that empowered people to live their best lives.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 18 October 2017).

### Why we inspected

This inspection was prompted by a review of the information we held about this service, specifically, the time elapsed since the last full inspection.

### 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?**

The service was safe.

Details are in our safe findings below.

**Good** ●

### **Is the service caring?**

The service was caring.

Details are in our caring findings below.

**Good** ●

### **Is the service well-led?**

The service was well-led.

Details are in our well-led findings below.

**Good** ●

# Hamilton 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.

#### Inspection team

This inspection was carried out by an 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

Hamilton 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. Hamilton 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.

#### Notice of inspection

This inspection was unannounced.

Inspection activity started on 6 November 2023 and ended on 16 November 2023. We visited the location's service on 6 and 9 November 2023.

### What we did before the inspection

We reviewed information we had received about the service since it had been registered with us. We contacted local partners, including Healthwatch Doncaster, for feedback about the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. 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 7 people who used the service. We also spoke with 6 members of staff including the registered manager and support workers. We observed people in the dining room, the lounge and in their rooms. We reviewed a range of records which included 3 people's care records and various medication records. We looked at 4 staff files in relation to recruitment and staff supervision. A range of records relating to the management of the service including audits, analyses of data and 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 our last inspection we rated this key question good. At this inspection 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

- Systems were in place to keep people safe from the risk of abuse and harm. Staff demonstrated good knowledge and confidence about what to do if they had any concerns about the safety of people they supported.
- The registered manager understood their responsibility to share information with the local authority safeguarding team and CQC to ensure allegations or suspected abuse were investigated.
- People who lived in Hamilton Lodge told us they were happy and felt safe. People told us, "[Staff] are nice to me." and "Yes, I feel safe."

Assessing risk, safety monitoring and management

- The provider had maintained an effective system to identify, assess, monitor and manage individual risks arising from people's conditions and choices.
- A person who lived at Hamilton Lodge had undertaken training so they were able to carry out a range of environmental checks of the service with staff. They completed these checks regularly and took pride in their involvement in monitoring the service.
- Incidents were recorded appropriately and then reviewed through reflective practice to identify any lessons learned or service improvements.

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. Any conditions related to DoLS authorisations were being met.

Staffing and recruitment

- Staff were recruited safely. A range of checks including references and disclosure and barring checks (DBS) had been requested and obtained prior to new staff starting work in the service. Disclosure and Barring

Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

- There were sufficient staff on duty to meet people's needs and to deliver good quality care and support.
- Staff were caring and compassionate in their support for people.

#### Using medicines safely

- The administration of medications was managed effectively and people received their medicines safely.
- There were specific and personalised protocols and processes in place to support people to manage their diabetes. This included clear guidance on and recording of fingerprick blood testing and recording of carbohydrate intake throughout the day.
- Medicines, including controlled drugs, were stored securely and processes were in place for the timely ordering, recording and disposal of medicines.

#### Preventing and controlling infection

- Infection prevention and control measures promoted people's safety.
- Staff had received training about how to prevent infections and how to use personal protective equipment (PPE).
- A recent Local Authority food hygiene inspection of the kitchen in the service rated it 5 (very good).
- People were supported to have visits from friends and relatives.

#### Learning lessons when things go wrong

- Lessons were learnt when things went wrong. The registered manager identified improvements that were implemented across both the staff team and the wider organisation as a result of learning and reflection following incidents.



# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At our last inspection we rated this key question good. At this inspection the rating this key question has remained good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- Staff were caring and supported people to live independent and active lives. One person told us, "I go out on two work placements every week and I am going to the cinema today".
- Good interactions between staff and people created a caring atmosphere.
- One person told us the best thing about living in Hamilton Lodge was, "The respect that you get from the staff."

Supporting people to express their views and be involved in making decisions about their care

- People told us they were involved in menu planning and making choices and decisions about what they wanted to eat.
- People were empowered to make choices and decisions about their daily routines and activities. One person told us, "I am happy here. I like being in bedroom and keeping it tidy and doing my washing. I like going for walks in the grounds and in the park."
- People were involved in making decisions about their care. Guidelines about people's care were written with people's knowledge and took into account what worked and what didn't work for each person.

Respecting and promoting people's privacy, dignity and independence

- The registered manager and staff put people's needs and wishes at the heart of everything they did. For example, people were supported to maintain contact with families and make regular visits to specific places for family remembrance.
- The registered manager and the staff team encouraged people to develop independent skills and be actively involved in the management of their home. This included supporting people to attend specific training and learning courses to provide skills and competencies to carry out environmental checks and reviews.
- People were supported to make their own decisions about activities they wanted to do.
- Everyone had their own room and bathroom which were personalised to their individual preferences.

# 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. At this inspection 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

- There was a positive and open culture at the service and there were systems to provide person-centred care that achieved good outcomes for people.
- People were supported to spend time in the way they wanted and they were supported to go out on a regular basis.
- The registered manager worked directly with people and led by example.

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

- The registered manager was knowledgeable about the service and the people who lived there. They had a clear vision for the service and people were empowered to live their best lives by a culture of high-quality support.
- The registered manager understood and demonstrated compliance with regulatory requirements and best practice.
- Governance processes were effective and helped to hold staff to account, keep people safe, protect people's rights and provide good quality care and support.

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

- People who lived in Hamilton Lodge were confident and able to talk to the registered manager and staff about the service and the support provided.
- Staff engaged with people effectively so they were able to make decisions about daily activities and ideas about developing the service.
- Regular staff meetings took place where key information and updates were shared. The notes from these meetings were made available to staff.

Continuous learning and improving care; 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; Working in partnership with others

- There was a learning culture at the service which improved the care people received.
- Duty of candour requirements were understood and met by the registered manager. When needed, they worked openly with people and their families to ensure information was shared.

- The service worked well in partnership with other healthcare professionals. Staff listened to feedback from healthcare professionals and acted on their recommendations to help people achieve positive outcomes and improve the quality of their life.