

Strong Life Care Limited

Earls Lodge Care Home

Inspection report

Queen Elizabeth Road
Wakefield
West Yorkshire
WF1 4AA

Tel: 01924372005

Website: www.Stronglifecare.co.uk

Date of inspection visit:
25 April 2023

Date of publication:
02 June 2023

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

Earl's Lodge Care Home is a residential care home providing personal care and support to up to 52 people. The service provides support to older people some of whom are living with dementia. The home is registered to provide residential and nursing care. However, the provider has taken the decision not to admit people with nursing care needs. At the time of our inspection there were 48 people living in the home.

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

People told us they were happy and safe living in the home. People received person-centred care from staff who know them and know their needs. People told us they feel that Earl's Lodge is their home.

There were systems and processes place to safeguard people from the risk of abuse. Staff had received appropriate training and knew how to report any concerns. Infection prevention and control (IPC) policies and process were in place and PPE was available throughout the home. Staff told us they had received the appropriate training.

Accidents and incidents were recorded and monitored to ensure trends and patterns were identified. Action was taken to reduce future risks occurring. The registered manager kept a record of lessons learned.

Staff were kind and caring and people told us that there were enough staff on duty to meet their needs. 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.

Visiting professionals from health and social care services talked positively about partnership working and support and care for people in the home. There was a culture of support for staff that empowered them to carry out their roles to the best of their ability. The provider was engaged in a range of community-based programmes to improve leadership in the social care sector.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good (27 September 2022). At our last inspection we made a recommendation about medicines and a recommendation about people's care records. The provider responded to swiftly address these issues at time of inspection.

Why we inspected

The inspection was prompted in part due to concerns received about the number of safeguarding enquiries that we received. A decision was made for us to undertake a focussed inspection to review the key questions of safe and well-led only. We found no evidence during this inspection that people were at risk of harm from

this concern. Please see the safe and well-led sections of this full report.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions therefore we did not inspect them.

We looked at infection prevention and control measures under the safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

The overall rating for the service has not changed. This is based on the findings at this inspection.

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

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?

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.

Earls 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 (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

The inspection was carried out by 2 inspectors 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

Earl's Lodge Care Home 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. 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 were 2 registered managers in post. One of the registered managers was also the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

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 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 sought feedback from the local authority and local Healthwatch who work with 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 all this information to plan our inspection.

During the inspection

During inspection we spoke with 7 members of staff. This included staff from the care and house-keeping teams, both registered managers, one of whom was the nominated individual, and the director who was responsible for staff recruitment and support. We spent time observing people's care and interaction with staff in the lounges and dining areas to help us understand the experience of people living at the home. We talked to 11 people who used the service and 4 family members about their experience of care and support in the home.

We saw care records, risk assessments and care plans for 2 people and a range of medication records. We looked at personnel and recruitment records for 4 members of staff and a range of records in relation to the management of the service.

We talked to 3 health and social care professionals including the local GP and social workers who visited the home on the day of inspection.

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. 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

- There were effective safeguarding systems in place and staff knew what actions to take to help ensure people were protected from harm or abuse.
- Safeguarding alerts were audited and analysed with actions, lessons learned, outcomes and improvements identified.
- When asked if they felt safe, one person told us, "Oh yes, I am safe and I feel safe because they are great staff. They are very attentive." Another person said, "I am very happy and very safe here. They look after me very well."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Care plans and risk assessments were accurate and detailed. They provided guidance to staff to support people with a range of care needs around nutrition, hydration and falls.
- A lessons learned log was used to record learning from incidents. Where change to practice had been identified as an outcome, reviews took place to check if changes had been sustained or if further work was required.
- Equipment and utilities were regularly checked to ensure they were safe to use.

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.

Staffing and recruitment

- Staff were recruited safely. Safe recruitment processes ensured that DBS checks were completed for all staff. 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 enough staff on duty to meet people's needs and to provide appropriate care and support.
- People were happy with the staff that supported them. One person told us, "They are kind and there are enough staff. There are plenty on at night and on a weekend."

Using medicines safely

- Medicines were managed safely. Staff stored, recorded and administered medicines accurately.
- Audits of both the medication stock levels and the medication room environment were carried out regularly.
- People told us that they receive their medication on time.

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.

Visiting in care homes

- People were supported to receive visitors when they wished in line with current guidance.

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. 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 culture of person-centred care and support. Staff knew about people and how they liked to be supported. One person said, "The staff are kind and they look after me. They are always around and know me well." Another person said, "I can choose what I want to do."
- We observed people in the lounge. The atmosphere was happy and calm. People were chatting and talking to each other as they played bingo.
- The management team knew their staff and supported them to carry out their roles to the best of their ability through a person-centred approach which included support from a staff welfare officer.

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

- The registered manager understood their duty to notify CQC of any significant events or incidents at the home.
- A family member told us, "If I had any issues then I would get [registered manager]. They are approachable and if you knock on their door, they will always see you."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- There was a clear process in place that ensured management oversight of the service. Reports, audits and walkaround checks were completed by the registered manager. They were sent to members of the management team, the head of quality and directors.
- Accidents and incidents were recorded and monitored to ensure trends and patterns were identified and action was taken to reduce future risks.
- The registered manager kept a record of lessons learned from the analysis of safeguarding alerts, accidents and incidents. This was used to improve the quality of care and support.

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

- The management team valued their staff professionally and personally. They aimed to support and empower staff to be creative and innovative in their approach to care and support for people.
- Analysis and presentation of feedback from people was displayed on a 'You said, we did' display board. This enabled people to see what had been done in response to the points that they had raised.

Working in partnership with others

- The service worked in partnership with other agencies including local GPs and social workers.
- Visiting health and social care professionals told us that the service worked well with them. One said, "[The registered manager] does the rounds with me. They are always well prepared and they know the residents really well." Another said, "Earl's Lodge has always been open and transparent with me."
- The provider told us about the awards and recognition they had received in relation to supporting the development of social care through the Prince's Trust, TSB's 'Women of achievement' programme and Santander's 'Breakthrough women business leaders mentoring' programme. They had recently attended Buckingham Palace as part of the coronation celebrations in recognition of their contribution to the social care sector.