

Bridgewood Trust Limited

Ravensknowle Road

Inspection report

128 Ravensknowle Road
Dalton
Huddersfield
West Yorkshire
HD5 8DN

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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

Ravensknowle Road is a residential care home providing accommodation and personal care to up to 8 people. The service provides support to people with a learning disability and autistic people. At the time of our inspection there were 8 people using the service.

People's experience of the service and what we found:

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 Care Quality Commission (CQC) follows to make assessment and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support

The provider assessed risks to people and demonstrated safety was always effectively managed. People were involved in planning their care, making decisions about what they wanted to do and had recently attended reviews.

People were supported to receive their medicines safely. Records were well completed and showed medicines were administered as prescribed.

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 were very happy living at Ravensknowle Road. On both days of the inspection there was a nice atmosphere and people were comfortable in their surroundings.

The provider ensured there were sufficient numbers of suitable staff. Staff knew people well and provided a consistent and reliable service. People told us there was always enough staff available to support them and staff were good at their job.

People's support plans had detailed personalised information and easy read supporting documentation to ensure they had accessibility to their records.

The service worked effectively with external stakeholders.

Right Culture

Staff had a good awareness of safeguarding processes and knew how to take action if they had concerns.

People felt safe living at Ravensknowle Road. Relatives provided consistently positive feedback.

The service had clear visions and values which were shaped by the registered manager and provider. Staff told us they were proud to work at Ravensknowle Road and received good support.

The provider had a range of effective systems and processes to monitor the quality of the service and drive improvements.

Everyone had opportunities to share their views. Regular meetings were held where people discussed the service. One person said, "We have meetings and talk about going on holiday and the fire alarm and people's birthday. We write down what we like. We sit round in the living room and look at books to choose what we can cook."

During the inspection we identified a small number of areas to improve such as consistency in daily records and staff to complete a recommended training course. The registered manager was very responsive and took immediate action to address these issues.

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 (19 January 2018).

Why we inspected

We inspected due to the length of time since the last inspection.

We undertook a focused inspection to review the key questions of safe and well-led only. For those key question not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Ravensknowle Road 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.

Ravensknowle Road

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

Ravensknowle Road 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. Ravensknowle Road 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 CQC 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

The first day of the inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch. 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 spent time in communal areas observing the care and support provided by staff. We spoke with 8 people who used the service, 5 relatives and 5 members of staff including the registered manager.

We reviewed a range of records. This included 2 people's care records and 8 people's medicine records. We reviewed a variety of records relating to the management 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 our last inspection we rated this key question Good. At this inspection the rating has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

People were safeguarded from abuse and avoidable harm. Staff had a good awareness and understanding of abuse and knew how to take action if they had concerns. Everyone told us they felt safe living at Ravensknowle Road and were very comfortable talking to the registered manager and staff if they were worried about anything. People were given information in different formats around staying safe which included a talking book. One person said, "The staff are alright, they are all nice, I feel safe." A relative said, "I know my [relative] is safe here and she is in the right place. It makes me happy too as I don't have to worry about her."

Assessing risk, safety monitoring and management

The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks. Assessments were in place and identified risks such as accessing the community and the help people needed to stay safe. People were involved in managing risks and had recently attended reviews. Although safety was effectively managed, we saw 2 examples where information required amending. The registered manager addressed this immediately and agreed to follow up one situation to ensure the person had the most freedom possible.

Staffing and recruitment

The provider ensured there were sufficient numbers of suitable staff. Staff knew people well and provided a consistent and reliable service. People told us there was always enough staff available to support them and staff were good at their job. One person said, "The staff are very nice and help me. It's a lovely home."

The provider operated safe recruitment processes. At our last inspection we reported recruitment systems were robust. The same staff worked at the service which meant no new staff had been recruited. The provider completed regular Disclosure and Barring Service (DBS) checks for all staff. These provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment and staffing decisions.

Using medicines safely

People were supported to receive their medicines safely. Records were well completed and showed medicines were administered as prescribed. We checked the stocks of medicines for 8 people and found these were all correct. One person said, "They tell me what they are for. My medicine is kept safe, and staff give me them when I need them." The use of topical creams and ointments was recorded on medicine administration records but body maps were not completed to show staff the site of application. These were implemented by the registered manager whilst we were still onsite.

Preventing and controlling infection

People were protected from the risk of infection as staff were following safe infection prevention and control practices. The provider maintained high standards of cleanliness and staff understood the importance of maintaining hygiene in the premises. Records showed systems for infection prevention and control were closely monitored.

Visiting in Care Homes

People were able to receive visitors without restrictions in line with best practice guidance. People told us they invited friends and relatives to the service, and they were always welcomed. One relative said, "[Name of person] is well cared for. Staff are absolutely wonderful. I can call in at any time and always made welcome. It is like visiting friends."

Learning lessons when things go wrong

The provider learned lessons when things had gone wrong. The service managed people's safety incidents well. Staff recognised incidents and reported them appropriately. Managers maintained people's safety, investigated incidents, and implemented changes to practice, based on learning from these. Staff regularly discussed learning, from incident, accidents, and safeguarding concerns, at team meetings.

Is consent to care and treatment always sought in line with legislation and guidance?

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 with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguarding (DoLS).

The provider was working in line with the Mental Capacity Act. Effective systems were in place to assess whether people had capacity to make particular decisions. People were given information in accessible formats to aid the decision making processes. Assessments and outcomes were clearly recorded. No-one at the service was subject to a DoLS.

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 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. People told us they were very happy living at Ravensknowle Road. One person said, "I like it, there's nice people, and things to do. We go out and on holiday. I like everyone here." Another person said, "I have lived here a long time, it's a good place, I can do what I want, watch TV, go to my bedroom. Staff are nice, I like going out at the weekend." Feedback from relatives was consistently positive. On both days of the inspection there was a nice atmosphere and people were comfortable in their surroundings.

The provider had systems to provide person-centred care that achieved good outcomes for people. People were involved in planning their care and empowered to make choices. Their support plans had detailed personalised information and easy read supporting documentation to ensure people had accessibility to their records. Some daily records had limited detail which meant it was sometimes difficult to get an overview. This was addressed by the registered manager as soon as we brought it to their attention.

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

The provider had a clear management structure that monitored the quality of care to drive improvements in service delivery. The service had clear visions and values which were shaped by the registered manager and provider. Staff told us they were proud to work at Ravensknowle Road and received good support. A member of staff said, "This is a home. People are safe and get the best quality of life. [Name of registered manager] deserves credit; she covers everything and she is there. It's a really good team." A relative said, "They are well led without a doubt. [Name of registered manager] is devoted. She goes above and beyond. All the staff go above and beyond. I can't praise them enough."

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

People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics.

People who used the service, relatives and staff had opportunity to share their views, and could do this at various forums such as individual reviews and meetings. One person said, "I like it here, there are things to do and we go out, we decide everything and the staff help us. My favourite food is fish and we have it on the menu."

Continuous learning and improving care

The provider had created a learning culture at the service which improved the care people received. Quality assurance systems were in place and promoted the delivery of safe high-quality care. For example, regular safety checks on the premises, equipment and people's finances were carried out. Staff received regular training to equip them to do their job well. However, we identified they had not completed an up-to-date learning disability and autism recommended training course. The registered manager was very responsive and evidenced all staff had completed the training when we held an inspection feedback session on 20 November 2023.

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 provider understood their responsibilities under the duty of candour. The registered manager provided assurance they reviewed if the duty of candour applied whenever an accident or incident occurred. Relatives told us the service kept them informed and were confident the registered manager was always open and transparent. One relative said, "If there is a problem, they are on the phone straight away and we set up a following meeting to discuss it." One person said, "I know the manager, [name] well. I can talk to her whenever I want."

Working in partnership with others

The provider worked in partnership with others. Management and staff understood the importance and benefits of joint working. Care records showed staff contacted other professionals when they had concerns about people's health and welfare.