

Court Lodge Limited

# Head Office - Court Lodge Limited

## Inspection report

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Tel: 01372800926

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### Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Court Lodge Limited provides a supported living service to people with learning disabilities and mental health conditions. The service is provided to people living at two houses in the local area who are supported to live independent lives. At the time of the last inspection seven people were receiving care at the service. During this review, the service was supporting six people.

### Background to this report

At our previous comprehensive inspection at Court Lodge Limited on 16 February 2021 we identified concerns relating to well-led. We found that notifiable incidents had not been sent to CQC as required.

This was a breach of Regulation 18 Care Quality Commission (Registration) Regulations 2009 for which we issued a requirement notice. The key question well-led was rated requires improvement and the overall location rating was Requires Improvement.

The full report of that inspection can be found by selecting the 'all reports' link for Court Lodge Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Why we carried out this review

We carried out this review on 20 April 2022 to follow-up on the requirement notice and assess whether the provider has addressed the improvements required at our previous inspection.

We did this using a 'desk-based' review process because evidence to demonstrate that the requirement notice had been met could be obtained and assessed remotely without needing an inspection visit to the location. This was not an inspection: the scope of this review did not include a visit to the service or an assessment of the outcomes for people using the service.

### What we found

Details of the findings from this remote assessment can be found under the well-led section of this report.

Through this review we assessed that Court Lodge Limited has taken action to meet the requirement notice issued after the last inspection. They are therefore no longer in breach of Regulation 18 Care Quality Commission (Registration) Regulations 2009.

### Rating at last inspection and update

Following the last inspection, this location was rated requires improvement. Although only the well-led key question was rated requires improvement, if there is a breach of a regulation a location cannot be rated higher than requires improvement overall.

Through this review, evidence reviewed remotely provided assurance that improvements had been made to address all issues that resulted in the well-led key question being rated requires improvement. The rating for well-led has therefore been updated to good.

As the breach of Regulation 18 Care Quality Commission (Registration) Regulations 2009 has now been assessed as met and no longer limits the overall rating, this has therefore been updated to good.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service well-led?

Good ●

The service was well-led.

# Head Office - Court Lodge Limited

## Detailed findings

## Background to this inspection

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#### The review

We carried out this review under section 46 of the Health and Social Care Act 2008, which permits us to conduct a review of how a provider carries on a regulated activity. We can carry out a review under s46 without needing to do an inspection (site visit) but we must assess the performance of the provider and publish a report of our assessment. Any rating adjustment made following the review must reflect the outcome of our assessment.

#### How we carried out this desk-based review

The review was carried out by one inspector. No notice of the review was given to the provider, but the review included a discussion with the registered manager.

The well-led key question was reviewed to ensure that appropriate action had been taken by the provider to meet the fundamental standards of health and social care. For this desk-based assessment of evidence we:

- ☐ Reviewed the action plan completed by the provider after the last inspection to show what they would do to improve and by when
- ☐ Spoke with the registered manager.
- ☐ Reviewed relevant records covering accidents and incidents within the service in the last six months.

#### Service and service type

This service provides care and support to people living in two supported living settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this review looked at people's

personal care and support.

The provider's conditions of registration require this service to have a manager who is registered with the Care Quality Commission. Both the registered provider and the registered manager are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of this review the service had a registered manager.

# 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 as Requires Improvement. At this review this key question has improved to Good. 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.

At our last inspection the provider had failed to report notifiable incidents to CQC as required. This was a breach of regulation 18 (Notification of the other incidents) of the Care Quality Commission (Registration) Regulations 2009.

Enough improvement had been made at this review and the provider was no longer in breach of regulation 18 (Registration).

- Following the previous inspection, the registered manager sent CQC an action plan on how they planned to address the issues identified.
- The registered manager had informed CQC of notifiable incidents that had occurred since the last inspection.
- We reviewed accident and incident documentation. From this we were able to identify that there had been no other notifiable incidents within the service in the last six months.