

Mr & Mrs W Wallen

21 Lucerne Road

Inspection report

21-23 Lucerne Road
Thornton Heath
Surrey
CR7 7BB

Tel: 02082399547

Date of inspection visit:
15 April 2017

Date of publication:
13 June 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We inspected 21 Lucerne Road on 15 April 2017. We previously carried out an unannounced comprehensive inspection of this service on 31 March 2016. After that inspection we received concerning information in relation to there being a lack of suitable staff working at the service. The inspection on 15 April 2017 was an unannounced focused inspection to look just at this issue. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 21 Lucerne Road on our website at www.cqc.org.uk.

21 Lucerne Road is a care home which is registered to provide accommodation and personal care for a maximum of three adults with learning disabilities. The home is located in a terraced house on a residential road in Thornton Heath. At the time of our inspection there were three people living in the home.

The home had a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

There was a sufficient number of suitably qualified staff to care for people safely and meet their needs. There was a system in place to determine the number of staff required to care for people safely. On the day of our inspection, the registered manager and deputy manager were on duty. The staffing arrangements were sufficiently flexible so that in the event of an emergency, there were enough staff to cover the emergency and routine work of the service.

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.

The provider employed a sufficient number of suitably qualified staff to help keep people safe and meet their needs.

21 Lucerne Road

Detailed findings

Background to this 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 was planned to check whether the 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 inspection took place on 15 April 2017. We previously carried out an unannounced comprehensive inspection of this service on 31 March 2016. After that inspection we received concerning information in relation to there being a lack of suitable staff working at the service. The inspection 15 April 2017 was an unannounced focused inspection to look into those concerns. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 21 Lucerne Road on our website at www.cqc.org.uk.

The inspection was conducted by a single inspector. As part of the inspection we reviewed all the information we held about the service. This included the provider's registration details and the previous inspection report.

During the inspection we spoke with one person living in the home, two of their relatives and the deputy and registered managers. We looked at the staff rota and three staff files which included their recruitment records.

Is the service safe?

Our findings

The provider deployed a suitable number of suitably qualified, skilled and experienced staff to help care for people safely. People told us there was a sufficient number of staff to meet their needs. Relatives also held this view. One person commented, "[The registered manager] or [deputy manager] are here most of the time and they look after me. [The deputy manager] is like my brother. I know all the people that work here."

Staff were recruited using a safe recruitment practice which was consistently applied. This included appropriate checks before staff began to work with people such as, obtaining professional references, confirmation of an applicant's right to work in the United Kingdom. Criminal record checks were also carried out. The provider supported staff to undertake training relevant to their roles. This minimised the risk of people being cared for by staff who were inappropriate for the role.

The provider created staff rotas to ensure there was a suitably qualified member of staff on duty 24 hours per day. Staff had a range of skills. The registered manager was an experienced carer with many years experience working in adult social care. The staffing arrangements were sufficiently flexible to ensure sufficient and suitable staff were available to cover both the emergency and routine work of the service. Staffing levels were reviewed and adapted to respond to people's changing needs and in relation to attending healthcare appointments and outside activities.