

Forest Lodge Rest Home Limited

Forest Lodge Rest Home

Inspection report

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Tel: 01159780617

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21 February 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

This inspection took place on 21 February 2017. Forest Lodge Rest Home is registered to provide accommodation and personal care for up to 28 people with physical and mental health needs. On the day of our inspection 27 people were using the service.

At the last inspection, the service was rated Good. At this inspection we found the service remained Good.

People continued to feel safe and staff ensured that risks to their health and safety were reduced. There were sufficient staff to meet people's needs in a timely manner and systems were in place to support people to take their medicines.

Staff received relevant training and felt well supported. People were asked for their consent and appropriate steps were taken to support people who lacked capacity to make particular decisions. People were supported to eat and drink enough to maintain good health.

There were positive and caring relationships between people and the staff who cared for them. Staff promoted people's right to make their own decisions and respected the choices they made. People were treated with dignity and respect by staff who understood the importance of this.

People received person-centred and responsive care from staff who had a clear understanding of their current support needs. Care plans were in place which provided clear information about the care people required. People knew how to make a complaint and there was a clear complaints procedure in place.

There was an open and transparent culture which enabled people and staff to speak up if they wished to. The management team provided strong leadership and a clear direction to staff. There were robust quality monitoring procedures in place.

Further information is in the detailed findings below.

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 remains Good.	Good ●
Is the service effective? The service remains Good.	Good ●
Is the service caring? The service remains Good.	Good ●
Is the service responsive? The service remains Good.	Good ●
Is the service well-led? The service remains Good.	Good ●

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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.

We visited the service on 21 February 2017, this was an unannounced comprehensive inspection. The inspection team consisted of one inspector and an expert by experience. An expert by experience is a person who has personal experience of caring for someone who uses this type of care service.

Prior to our inspection we reviewed information we held about the service. This included information received and statutory notifications. A notification is information about important events which the provider is required to send us by law. We contacted commissioners (who fund the care for some people) of the service and asked them for their views. In addition, the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

During our inspection we spoke with eight people who were using the service, two relatives, two members of care staff and the registered manager. We looked at the care plans of two people and any associated daily records such as the daily log and medicine administration records. We also looked at a range of records relating to the running of the service such as training records and quality audits.

Is the service safe?

Our findings

The people we spoke with told us they felt safe living at Forest Lodge Rest Home. One person said, "I get along with the staff, they make me feel safe." The relatives we spoke with also felt that their loved ones were safe living at the home. One relative said, "It gives me peace of mind knowing that [my relative] is here, I know they are safe." During our visit we observed that the atmosphere was calm and relaxed and staff intervened quickly when anybody showed any signs of distress.

The staff we spoke with were fully aware of their responsibility to protect people from the risk of harm and abuse and clearly described how they would do so. Staff told us they would not hesitate to report any concerns about people's safety to the registered manager and felt they would be taken seriously. The provider ensured staff were provided with the required skills and training to understand their role in protecting people. There were clear procedures in place for staff to follow when they wished to report anything of concern.

Whilst risks to people's health and safety had not always been appropriately assessed, they were well managed. For example, one person's falls risk assessment incorrectly stated that they walked around the home. We saw that the person relied upon staff to assist them to change their position. Staff were providing appropriate care and support which helped to minimise the risks to this person. The registered manager was already aware of the need to update some risk assessments and was in the process of doing so. Steps were taken to ensure that the building was kept in a good state of repair and appropriate safety checks were regularly carried out.

The people and relatives we spoke with felt that there were sufficient staff to meet their needs in a timely way. When asked about how quickly staff responded to their bedroom call bell, one person said, "The longest I've ever had to wait was five minutes, but they are usually here within one or two (minutes)." They went on to say, "There are always enough staff." The registered manager ensured that there were enough staff available to meet people's assessed needs. Any planned appointments and activities were taken into account and staffing levels altered accordingly.

People received their medicines as prescribed and at the correct time. One person told us, "I get my medicines morning, noon and night, almost like clockwork give or take five minutes." We saw that appropriate systems were in place to ensure that people received their medicines as prescribed and at the correct time. Medicines were stored safely and at an appropriate temperature to ensure they continued to remain effective.

Is the service effective?

Our findings

People were cared for by a staff team who receive appropriate training and felt well supported. One person told us, "The staff are all very good, especially them (pointing out a member of staff)." The relatives we spoke with also felt that staff were competent and had provided effective care and support to their loved one. The staff we spoke with told us that the training they received was relevant and helped them carry out their role. The records we looked at showed that staff received relevant training as well as regular supervision with their line manager.

We observed staff asking people for their consent before providing any care. People or their relative could be involved in the creation of their care plan and we saw that, where possible, the person had signed their care plan to confirm their consent. If the person was not able to do this, their relative had provided consent on their behalf. Systems were in place to ensure that, where people's capacity to make a decision was in doubt, appropriate assessments were carried out. This ensured that staff were acting in people's best interests should the person not be able to make the decision for themselves.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). There were systems in place to ensure people were not deprived of their liberty unlawfully. People were supported to provide consent for the care they received.

People were supported to eat and drink sufficient amounts to maintain their health and people commented positively on the food. One person said, "The food is not bad, there is always plenty, even out of hours." We observed the lunchtime meal and saw that this it was a relaxed and social occasion. People appeared to enjoy the food and some people asked for a second helping, which was provided. Kitchen staff had access to information about people's specific dietary requirements and catered for these.

The people we spoke with confirmed that they had easy access to healthcare support and advice when required. One person said, "When I've needed the doctor, he's been called." The staff we spoke with told us that they would not hesitate to contact emergency services should somebody require more urgent treatment. We spoke with a healthcare professional during our inspection who confirmed that staff followed their advice and appeared to know people's healthcare needs well. The records we viewed confirmed that people had regular access to a variety of healthcare services and that staff followed any advice and guidance provided to them.

Is the service caring?

Our findings

There were positive and caring relationships between people living at the home and staff and people praised staff's caring attitude. One person said, "I trust the staff with my very life, they genuinely care." Another person told us, "They go above and beyond to look after you." The relatives we spoke with were also complimentary about the way in which staff cared for people. During our visit we observed that staff were kind and caring and also enjoyed sharing a laugh and joke with people when appropriate.

Staff respected the choices people made and clearly understood the importance of doing so. One person said, "I eat when I'm hungry, never a set time. I'm never pressured into eating, I'm just asked if I am or am not (hungry)." People's care plans provided information about their likes, dislikes and their life history. Where possible, people had been involved in providing information for their care plan about the way in which their care should be delivered. Some people wished to remain as independent as possible and this was reflected in their care plans. When speaking with staff it was clear they understood the individual choices people had made and adapted the care they provided to respect people's choices.

People's religious and cultural needs were assessed and provided for. People living at the home practiced a number of different religions and each of these were catered for, where the person wished to continue practicing their faith. For example, members of local religious groups attended the home to perform religious ceremonies, or simply to spend time with people. A recording was played at set intervals throughout the day to remind people of a particular faith that they could pray if they wished to.

People told us they were treated with dignity and respect by staff. One relative commented, "I haven't heard any staff speak out of turn. They all seem very nice." We observed that staff were polite and respectful when speaking with people and also gave people space when it was apparent they wished to be left alone. The staff we spoke with clearly described the ways in which they would ensure a person's privacy was maintained whilst carrying out any personal care. Where necessary, there was clear information in people's care plans about any personal care that needed to be carried out and how this should be done. This took into account people's wishes and preferences.

Is the service responsive?

Our findings

The people we spoke with told us that they were happy with the care they received and that it was responsive to their needs. One person told us, "Yes they do look after you well." The relatives we spoke with also felt that their loved one received appropriate care that was responsive to their needs. One relative said, "I've been very impressed so far. Any issues and they are straight on the phone to us."

The staff we spoke with had a good understanding of people's care needs and how these had changed over time. A daily record was completed to confirm the care and support provided to people, including any time specific support such as assisting a person to change their position. There were detailed care plans in place which gave information about any assistance people required as well as tasks they could carry out independently. These were regularly reviewed and updated as required. Staff told us they were updated about any changes in people's needs at the start of each shift they worked.

There were occasional activities provided within the home and people were sometimes supported with activities or trips to places in their local community. This helped people to maintain their interests or visit places they enjoyed. One person told us with pride that they had helped with the maintenance of the garden. In addition, a number of voluntary groups visited the home on a regular basis to spend time with people. It was clear that people enjoyed these visits.

There was a clear complaints procedure in place and the people and relatives we spoke with knew how to complain. One relative said, "I would speak to the manager straight away if I needed to." People and their relatives were provided with a copy of the complaint procedure when they first started to use the service and it was also displayed in a prominent place in the home. There had not been any formal complaints made since our previous inspection, however people were regularly reminded of their right to lodge a complaint. A number of compliments had been received and we saw that these were shared with staff.

Is the service well-led?

Our findings

The people and relatives we spoke with commented that there was a positive, open and transparent culture at the home. One relative said, "It always seems friendly and relaxed when I have visited." A volunteer we spoke with also commented positively on the home saying that it was a 'well run ship'. The staff we spoke with also commented positively on the ethos of the service and told us they enjoyed working there. The staff we spoke with said that they would have no hesitation in reporting anything of concern or if they had made a mistake.

We received numerous positive comments about the registered manager, one person said, "[The registered manager] is brilliant, they go above and beyond." Another person commented, "The manager [name], they genuinely care it is exceptional here." There was a clear management structure in place and the registered manager led by example. The registered manager was supported by other members of the management team and they shared responsibility appropriately. 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.

The staff we spoke with understood their roles and what they were accountable for. They told us that the management team provided clear leadership and led by example as well as listening to their views. The provider ensured that sufficient resources were available to enable to smooth day to day running of the service as well as investing in improvements to the home. For example, there was an on-going programme of refurbishment and redecoration with new carpets having been laid shortly before our visit.

People and relatives were regularly asked for their views on the quality of the service being provided. Satisfaction surveys were distributed on an annual basis and the registered manager told us more would be given to people following our inspection. There were regular meetings for people living at Forest Lodge Rest Home to discuss the on-going building works, activities and food provision. The management team also carried out a series of audits on a regular basis to assure themselves of the quality of the service. Any issues that were identified were then acted upon, such as ensuring the medication administration records were correctly completed.