

# Anchor Hanover Group

# Kirkley Lodge

## Inspection report

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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

Kirkley Lodge is a residential care home providing personal care to up to 47 people. The service provides support to older people and people living with dementia. At the time of our inspection there were 44 people using the service.

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

People were kept safe from the risk of abuse and people told us they felt safe. Risks to people were thoroughly assessed, monitored and managed. Staff were knowledgeable about people's needs. There were enough suitably trained and competent staff to safely care for people. Staff were recruited safely. Medicines were managed safely, and people received their medicines as prescribed. The service was clean and hygienic.

The service was well-led. The management team was committed to providing good quality and person-centred care. Robust and effective quality assurance systems and processes were in place. Staff worked effectively with other professionals to achieve good outcomes for people. People were asked for their feedback and involved in decisions about their care. Staff told us they were supported and listened to.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 17 November 2017). The service remains rated good.

### Why we inspected

This inspection was prompted by a review of the information we held about this service.

For those key questions not inspected, we used the ratings awarded at the last comprehensive inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kirkley Lodge on our website at [www.cqc.org.uk](http://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.

# Kirkley Lodge

## 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

An inspector and an Expert by Experience carried out this inspection. 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

Kirkley Lodge 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. Kirkley Lodge 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 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 was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

Inspection activity started on 19 January 2023 and ended on 30 January 2023. We visited the location's service on 19 January 2023.

### 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 professionals who work with the service. We sought feedback from 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 spoke with 7 people who used the service and 3 relatives about their experience of the care provided. We spoke with and received feedback from 14 members of staff including the registered manager, the deputy manager, the district manager, the maintenance person, 1 cook, 2 senior care workers and 7 assistant care workers.

We reviewed a range of records. This included 4 people's care records, 3 staff recruitment files and multiple medication records. A variety of documents relating to the management of the service, including policies, audits and training records, were reviewed.

# 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

- Systems were in place to protect people from the risk of abuse. There was a robust safeguarding policy with clear procedures for staff to follow. The policy was communicated and available to staff, relatives and people who used the service.
- Staff were trained to recognise potential abuse and knew what to do if they had any concerns. One staff member told us, "I would go straight to management and disclose any concerns. If I felt things weren't being handled correctly, I would report this straight to CQC or the police."
- People told us they felt safe. One person told us, "The staff are very good. They are on the ball, they help as much as they can, and we are well looked after." Relatives told us, "The staff are patient, caring and respectful" and, "They keep [person] safe, [person] has a special bed, a special chair and a sensor mat on the floor."

Assessing risk, safety monitoring and management

- Risks to people were thoroughly assessed, monitored and managed. Recognised tools to aid in the assessment and response to risk were used. Care and support plans were implemented which accurately set out relevant risks to people and actions to minimise those risks.
- Care and support plans contained good information about people's health conditions and how they impacted the person. Staff considered the impact of people's conditions throughout all areas of their daily lives.
- Staff were knowledgeable about people's needs, potential risks to people, and how to manage those risks. Staff spoke competently and clearly about the people they cared for and how they supported them to be safe.
- Areas of the service were undergoing renovation at the time of our inspection. The provider and staff managed this well, ensuring that people's safety was a priority and people encountered as little disruption as possible.
- Health, safety, equipment and maintenance checks were up to date, and relevant staff had good knowledge and oversight of this.

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

- There were enough suitably trained and competent staff to safely care for people. The registered manager calculated required staffing levels based on people's needs and ensured these levels were always met. One staff member told us, "If someone is off sick then staff pull together to pick up whatever shifts they can and, if not, management will always help out."
- The registered manager was in the process of looking at the deployment of staff, so as to provide more support to the busier areas of the home at appropriate times during the day.
- Staff were recruited safely. Appropriate and robust pre-employment checks were carried out to ensure that new staff were suitable to work at the service.

#### Using medicines safely

- Medicines were managed safely. Robust processes were in place to effectively order and safely store medicines.
- People received their medicines as prescribed and staff kept accurate records. One person told us, "I always get my tablets when I need them."
- Where people were prescribed medicines on a 'when required' basis there was good guidance for staff as to when these medicines might be needed.
- Clear information was available for staff as to where to apply people's creams and medicated patches.

#### 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.
- There were no restrictions on visiting. Visiting was encouraged and there were pleasant spaces for friends and family to use.

#### Learning lessons when things go wrong

- Lessons were learnt when things went wrong. Accidents and incidents were analysed to look for trends. This enabled the registered manager to identify if any actions could be implemented to reduce incidents.
- The provider shared learning from external safety incidents with Kirkley Lodge. The provider effectively shared information and learning points with the registered manager and staff. Actions were taken in response to external incidents to minimise chance of occurrence and reduce risks to people.

# 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

- The service was consistently well-led. The registered manager and deputy manager were knowledgeable and committed to providing good quality care. They led by example and had created a positive culture amongst staff. One staff member told us, "The staff and management all work together, we make sure everyone is looked after and make sure the residents get the best care."
- There was a positive and pleasant atmosphere within the service. Staff were open and welcoming throughout the inspection. People and relatives told us they would recommend the home to others.

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

- Robust and effective quality assurance systems and processes were in place. Regular quality assurance audits were completed. Where audits identified issues, actions were swiftly implemented in response.
- Feedback about quality performance was regularly shared with staff through handovers, team meetings, supervisions and appraisals.
- The registered manager understood their regulatory requirements. Services that provide health and social care are required to inform CQC of important events which happen in the service by submitting a 'notification'. Notifications were submitted appropriately and in a timely manner.
- The provider understood the duty of candour and applied this appropriately.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; working in partnership with others

- Staff effectively worked with other professionals to achieve good outcomes for people. Appropriate referrals were made to healthcare professionals, and advice and recommendations were incorporated into people's support plans.
- People were asked for their feedback and involved in their care. People told us, "They come around to see me and I feel able to say what I need" and, "It's well managed and we can speak our minds."
- Most staff told us management were approachable and listened to their views. Staff comments included, "We are kept up to date with what is going on or any changes that may be happening. We do get to have our say and management do listen to us" and, "We can go to management any time; there is an open-door policy."



