

Venus Healthcare Homes Ltd

Toby Lodge

Inspection report

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04 April 2017

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

This inspection took place on 4 April 2017 and was announced.

At our previous inspection on 10 and 11 December 2015 a breach of legal requirements was found. After the inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to notifications.

We undertook this focussed inspection to check that they had followed their plan and to confirm that they now met the legal requirements in relation to the breach found. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Toby Lodge' on our website at www.cqc.org.uk

There was a registered manager in post at the time of our inspection. 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.

Toby Lodge provides care and support for up to 10 male adults with a learning disability and forensic history. At the time of our inspection they were providing support to nine people in the home, and one person was being supported in hospital.

At our previous inspection we found that the provider did not always notify the CQC of notifiable incidents.

At this inspection, we found that improvements had been made.

The provider was aware of the type of incidents that they were required to notify the Care Quality Commission (CQC) of and had reissued the regulations to the registered manager and staff team with immediate effect. Notifications were discussed and monitored at management meetings.

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 ●

We found that action had been taken to improve how the service was run.

The provider had submitted statutory notifications of notifiable incidents that had taken place. The provider has contacted the CQC for advice to ensure they were meeting their legal requirements.

This meant that the provider was now meeting the legal requirements and we have improved the rating for this question from requires improvement to good.

Toby Lodge

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.

We undertook this focussed inspection on 4 April 2017 and it was announced. The provider was given 24 hours' notice to ensure somebody would be available to assist us with the inspection.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our inspection on 10 and 11 December 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service Well led? This was because the service was not meeting some of the legal requirements.

The inspection was carried out by one inspector.

Before the inspection, we looked at the information we held about the service. This included notifications of significant incidents reported to the Care Quality Commission (CQC) and the last inspection report published on 2 February 2016. During our inspection, we spoke with the registered manager, the healthcare director and a newly appointed branch manager and reviewed key documents in relation to the management of notifications.

Is the service well-led?

Our findings

At our previous inspection that took place on 10 and 11 December 2015, we found the provider had failed to send in a statutory notification to the Care Quality Commission (CQC) as required.

At this inspection we found that improvements had been made. The provider was now meeting the regulation.

We reviewed their records of incidents that had taken place since the previous inspection. The provider kept a log of these and monitored them at monthly management meetings. The provider was aware and knew under what circumstances to submit a notification to CQC.

We saw their action plan that was implemented after the last inspection and it highlighted that the regulations had been reissued to all staff. The registered manager said they would always discuss incidents as a team before reporting notifications.

There had been a number of occasions since the previous inspection where the provider had contacted the CQC regarding advice relating to notifiable incidents. There had also been an occasion where the provider had called the CQC about an incident that could have possibly stopped the service. After discussion with the CQC it was not classed as a notifiable incident as measures were in place but the provider had wanted to check to make sure they were meeting their legal requirements.

We saw minutes from a management meeting which discussed the outcomes of the inspection and highlighted that notifications had to be submitted. Minutes also showed that notifications would be discussed on an ongoing basis. The healthcare director said, "There is also internal monitoring so we can keep an eye on any trends of notifications we make."