

K Lodge Limited

K Lodge

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service responsive?

Good ●

# Summary of findings

## Overall summary

K Lodge is registered to provide accommodation and personal care for up to 34 elderly people. The home is situated in a residential area of Higham Ferrers, near Rushden, Northamptonshire. At the time of our inspection the service was providing support to 31 people, with a range of needs.

We carried out our unannounced comprehensive inspection on 11 August 2015. After that inspection, we had received concerns in relation to the care people were receiving. As a result we undertook a 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 K Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk)".

There was a registered manager in post. 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.

Staff treated people with kindness, dignity and respect and spent time getting to know them and their specific needs and wishes. People felt that they were able to develop positive relationships with staff members.

People were involved in their own care planning and were able to contribute to the way in which they were supported. Care plans reflected people's individual likes, dislikes, personal history and preferences.

The staff responded to people's individual needs, as and when required. People received the care and support they needed in a timely manner.

The service had a complaints procedure in place to ensure that people and their families were able to provide feedback about their care and to help the service make improvements where required. The people we spoke with knew how to use it and were confident that they would be responded to in a prompt manner.

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

We always ask the following five questions of services.

### Is the service responsive?

Good ●

The service was responsive.

Care and support plans were personalised and reflected people's individual requirements.

People and their relatives were involved in decisions regarding their care and support needs.

There was a complaints system in place and people were aware of this

# K 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, 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 24 August and was unannounced. The inspection was undertaken by one inspector.

Prior to this inspection we had received some information of concern. We therefore reviewed all the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. We also made contact with the Local Authority and reviewed information they held on the service.

We spoke with three people who used the service, four support workers, and the general manager. The registered manager was not present during our inspection. We reviewed three people's care records to ensure they were reflective of their needs, as well as complaints records and other documents.

# Is the service responsive?

## Our findings

Prior to this inspection, we had received concerns in relation to the care people were receiving. As a result we undertook this focused inspection to look into those concerns. People received the care they needed to meet their specific needs. One person told us, "I'm having a great day. I have everything I need." One staff member told us, "I think we are able to treat people as individuals because the time has been spent to assess and record their needs, as well as who they are as a person, what they like to talk about and where they have come from." Another staff member said, "We respect each person's routines, everyone is different."

Care records were personalised and reflected each person's wants and needs. The general manager told us that personalised information was recorded for each person, and that this was gathered by speaking with the person or their family members. The care records that we looked at showed that people had received pre-assessments to determine what care they required and whether the service could provide it. We saw that care records also contained detailed information recorded for each person on their likes, dislikes, personal history, preferences and choices. People's preferred routines were recorded so that staff working with them could follow and respect the way that each person wanted to be supported. All the records we saw were regularly reviewed and updated.

People were supported to maintain relationships with people that mattered to them. People were able to have visitors whenever they wanted and were able to spend time with visitors in their rooms or within any of the communal areas in the service. We saw that one family had written a compliment to the service for the care that their family member received towards the end of their life. The family member commented on being able to be present and witness what they considered to be excellent care for their relative. We saw care records that showed that the person had received person centred care that changed along with their needs. Staff had recorded the person's changes in need appropriately and we saw that discussion with senior staff and family members took place to discuss and agree the changes in care that would result in the best care for the person.

People had the time they needed to receive care in a person centred way. The staff we spoke with were very knowledgeable about people's individual needs and told us that each person needed to be cared for in a way that suited them. One staff member said, "For example, with personal care, I make sure that every person has received the right amount of care in the way that they need it. For some people it can take a long time to support them with their needs, but we always make sure it is done correctly." We saw records that showed that people's daily care was documented so other staff could see what support they had received and if anything needed to be changed. We saw that as people's needs changed, the staff were able to record and document everything accurately and manage any changes appropriately. We saw that people had monthly reviews of their care and family members were involved when necessary to discuss any changes in care that were required.

People were encouraged to take part in a range of activities to suit their interests. We saw photographs of various outings and activities that had taken place. The service used a regular 'Motivation group' which

people could take part in. The group utilised a range of activities and games to get people interacting with each-other and focussed on improving motivation and participation. This meant that each person had the opportunity and encouragement to take part in activities and feel engaged and valued.

People were aware of the formal complaints procedure within the service. One person told us, "I have got no complaints, no worries at all." One staff member told us, "Complaints are taken very seriously, but we very rarely get any. A person complained to me a while ago about having to have a nurse in to provide certain aspects of their care. I explained that this was the best and the safest way to be cared for. The person was happy with the discussion we had and it was resolved quickly." The general manager showed us that complaints information was displayed within the service and a box was available for people to leave any comments which could be anonymous if required. The service had a formal complaints policy and recording procedure. We saw that no recent complaints had been made, but any complaints could be recorded on a standardised complaints form which prompted actions to be taken to resolve any issues that had occurred.