

Diamond Care Homes Langdales Ltd

Langdales

Inspection report

117-119 Hornby Road
Blackpool
Lancashire
FY1 4QP

Tel: 01253621079

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Langdales is registered to provide care for up to 25 older people or people living with dementia. It is a detached home in central Blackpool. Bedrooms are situated on all floors. There is a communal lounge and seating areas. There is a garden area at the rear of the home, with a visiting pod. There is a pay and display car park next to the home. At the time of our inspection 23 people lived at Langdales.

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

People were safe and cared for. Staff demonstrated a good understanding about safeguarding people from the risk of abuse. They knew what action to take if they suspected people were being harmed. Staff interacted with people in a friendly, cheerful and respectful way. There were enough staff to meet people's care and support needs and to chat with and involve people in various activities. There was a robust recruitment system to reduce risks of employing unsuitable people. Staff supported people with their medicines according to national guidelines. They assessed and helped people manage avoidable risks.

The home was clean and hygienic. This reduced the risk of infection outbreaks. The infection prevention and control policy was up to date. Staff followed infection control guidance and encouraged people to do the same. The building was maintained, and equipment serviced as required. The registered manager monitored infection control practices to make sure they were safe.

The registered manager and senior management team monitored the service to make sure staff were providing safe care. They understood and acted on legal obligations, including conditions of CQC registration and those of other organisations. They worked in partnership with other services and organisations to keep people safe and improve their well-being.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 06 June 2019).

Why we inspected

We received concerns in relation to the management of medicines and people's care needs. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe and well-led sections of this full report. The overall rating for the service has remained good.

This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Langdales on our website at www.cqc.org.uk.

We looked at infection prevention and control measures under the safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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.

Langdales

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 safe and well led domains but did not provide an overall rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by two inspectors.

Service and service type

Langdales is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included notifications we had received from the provider, about incidents that affected the health, safety and welfare of people supported by the service. We sought feedback from health and social care professionals who worked with the service, including Blackpool local authority. We used this information to plan our inspection. The provider was not asked to complete a provider information return prior to this inspection.

This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with four people who lived at Langdales and a relative about their experience of the care provided. We also spoke with the registered manager, deputy manager and four staff members. We reviewed a range of records. This included two people's care records. The management team were in the process of changing from paper based to computer based care records. We looked at infection control records, quality audits and staff rotas. We also looked at a variety of management records. We did this to ensure the management team had oversight of the service and they could respond to any concerns highlighted or lead in ongoing improvements. We walked around the building to check the home was clean, hygienic and a safe place for people to live.

After the inspection

We continued to seek clarification from the provider to validate evidence. We looked at COVID-19 information and management records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

- The registered manager made sure the home had robust infection control procedures and practices. The infection prevention and control policy was up to date and informative.
- Staff were trained in infection control and use of PPE. They followed safe infection control practices so people supported, staff and visitors were protected from potential infection. The home was clean and hygienic throughout. One person told us "I have no concerns about cleanliness." A relative said it is always clean and fresh smelling and the staff are lovely."
- There was easily accessible PPE, hand washing and sanitising facilities throughout the building, which helped reduce infection risks. There was easily accessible PPE, hand washing and sanitising facilities throughout the building. Staff did not travel to work by public transport. They changed in and out of uniforms in the home.
- People supported and staff accessed COVID-19 testing and vaccinations which helped reduced infection risks. Visitors were able to visit their loved ones providing they followed relevant COVID-19 guidance. The management team had provided a visiting pod in the garden.

Systems and processes to safeguard people from the risk of abuse; Assessing risk, safety monitoring and management

- Staff kept people safe and protected them from avoidable harm. The registered manager had managed risk through effective procedures and practice. They assessed and acted on risks so people were safe from unnecessary hazards. people said they felt safe and well cared for. One person said, "Of course I do,[feel safe]. It's a lovely home." Another person told us. "It is a happy home and I am safe and happy here."
- Staff knew what to do if they felt someone was being harmed or abused and who to contact if they suspected people were at risk. The management team had contingency plans to support people in emergency or unexpected situations.
- The building was maintained, and equipment serviced as required. Actions had been taken on any improvements recommended.

Using medicines safely

- People received their medicines safely. We observed staff giving people their medicines as prescribed and in line with good practice guidance. Medicine administration records (MARs) were completed accurately and medicines stored securely.
- Staff were trained in managing medicines safely and had regular checks to make sure they were giving people their medicines correctly.

Staffing and recruitment; Learning lessons when things go wrong

- The registered manager reported any issues to the relevant external agencies.
- Staff recruitment was thorough and reduced the risk of appointing unsuitable staff. The registered manager made recruitment checks before any new staff member could work at the home.
- There were sufficient, suitably skilled and experienced staff to meet people's needs. There had been concerns raised before the inspection about the wait when people called for staff. However, on the inspection, people said they understood if there was a short wait for staff help. They told us they didn't often wait long and staff always came quickly in an emergency. One person said, "The staff are all helpful. It is not home but nearly as good as." A staff member said, " We didn't used to have enough time to spend with people, but since staffing has gone up it has made a difference.
- Staff reported and documented any accidents, incidents and near misses. The registered manager reviewed, reflected with staff and took action where needed. This reduced the risks of similar incidents.

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The management team had a clear staffing structure and lines of responsibility and accountability which people understood. They planned and delivered person-centred care. Although there had been some concerns raised by health and social care professionals before the inspection, we were also contacted by other professionals who praised the care and leadership of the registered manager. Any issues raised had been dealt with when we inspected.
- The provider and registered manager had systems to check the quality of care people received. They carried out audits on the quality of the service. If shortfalls were found, they promptly made improvements. They met frequently about the management of the home.
- The registered manager followed current and relevant legislation along with best practice guidelines. This helped them keep people safe and to meet their diverse needs. They understood legal obligations, including conditions of CQC registration and those of other organisations.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; 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

- The registered manager and staff team planned and delivered person-centred care. They were open and transparent and where issues were raised dealt with them promptly.
- People were praising of the registered manager and their leadership. They said the registered manager asked for their views, listened and acted on suggestions or concerns. One person said "[Registered manager] is lovely and always checks we are ok." A relative said, "We trust the manager and staff. They look after [family member] well and keep us informed." A staff member said, "[Registered manager] has done really well and made a lot of improvements for residents."
- Staff said the registered manager was familiar with people's care and support needs and made sure these were met. They told us they felt supported by the registered manager. One staff member said "[Registered manager] gives us good leadership and great support." They said they were willing to listen to ideas and suggestions and were caring and supportive. Comments included, "{Registered manager is brilliant, so approachable and supportive." And "The best manager I have ever had. She will do anything to help residents and staff." And, "I have learnt so much from [the registered manager]. I look up to her."
- The registered manager and provider met their responsibilities to apologise to people and/or their relatives when mistakes were made and act on their duty of candour.

Continuous learning and improving care; Working in partnership with others

- The registered manager had checked staff personal development and training needs and looked at effective ways of meeting these. They had carried out supervisions and team meetings to assist staff in providing good outcomes for people.
- The management team looked at current legislation, standards and evidence-based guidance. They evaluated any accidents and incidents to see if lessons could be learnt and to reduce risks of similar events.
- The manager worked with and fostered relationships with partner agencies to keep people safe and improve their well-being. They had developed links within the local community, although many of these had been on hold because of the restrictions in relation to COVID-19.