

Lifeways Community Care Limited

River Lodge

Inspection report

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Staffordshire
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02 November 2021
08 November 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

River Lodge is a registered care home for adults with learning disabilities. At the time of our inspection the home was providing personal care to eight people. The service can support up to eight people.

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

Staff had recently introduced further monitoring for one person due to an increased risk being identified. At the time of our inspection this had not been fully embedded, as staff were not consistently completing the required documentation.

The provider had infection and control procedures in place. Some areas of the home required refurbishment to help keep them clean, the provider however, had plans in place to complete the required works. We also found not all staff were bare below the elbow, however the provider confirmed they were when delivering personal care and completing cleaning tasks.

People's risks were assessed and monitored and detailed in their care plan with specific guidance to support staff. Staff knew people and knew how to support them to meet their needs.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. This was a targeted inspection that considered risks to people and the monitoring of those risks. Based on our inspection of risk we found people's choice and independence was promoted through their risk assessments which formulated their plan of care. For example, we saw staff were guided by one person's preferred way to communicate. People's care plans included documentation which were person-centred and promoted people's dignity, privacy and human rights, including easy read documents and pictorial formats, for example for explaining COVID-19. Staff shared values which encouraged people to have inclusive and empowered lives through their everyday routines.

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 requires improvement (published 7 July 2021).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about another location under

this provider based on the monitoring of people's risks. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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 COVID-19 and other infection outbreaks effectively.

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

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?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

River Lodge

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about people's risks and the monitoring of them at another location under this provider.

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 one inspector.

Service and service type

River Lodge 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 did not have manager registered with the Care Quality Commission. This means that the provider is 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. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with one relative about their experience of the care provided. We spoke with three members of staff including the area manager, the deputy manager and a team leader. We reviewed one person's care record in relation to risk assessments and risk management. We also reviewed records and policies and procedures in relation to COVID-19.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about risks to people being assessed and monitored. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People's risks were assessed and monitored and detailed in their care plan. People's care records included a risk screening tool which identified any individual risks. Risks included those associated with communication, eating and drinking, misuse of substances and COVID-19.
- People's records detailed specific information and guidance to support staff to meet their needs. Staff we spoke to were aware of people's individual risks and how to monitor and manage them.
- One relative confirmed regular staff knew their loved one well and how to manage their risks and needs. However, they told us, they were concerned with the number of agency staff used. The provider informed us whilst most staff were agency, they were using the same agency staff to ensure consistency for people living in the home.
- The provider completed risks assessments in relation to the environment and health and safety checks were carried out. The deputy manager could only locate a fire risk assessment dated December 2019; they had however actioned this with the provider. The area manager confirmed the provider had booked an assessment and was waiting for the date.
- One person had recently required increased monitoring, however we found staff were not consistently completing the required documentation. The deputy manager informed us the increased monitoring was introduced a couple of days prior to our inspection, however they would follow this up with staff to ensure it was completed as required.
- The provider was in the process of updating people's care plans at the time of our inspection, to ensure they contain up to date and relevant information.

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 meeting shielding and social distancing rules.
- 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. Not all staff were bare below the elbow, however the provider confirmed they were when delivering personal care and during cleaning tasks.
- We were assured that the provider was accessing testing for people using the service and staff.
- The premises looked clean and hygienic however some areas such as door frames had chipped paint therefore would be harder to keep clean. The Provider had set aside money to renovate and redecorate to help keep areas of the home clean.

- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.