

# Voyage 1 Limited

# Falcon Lodge

## Inspection report

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13 July 2017

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This inspection was a comprehensive inspection and it took place on 11 and 13 July 2017. We arrived unannounced on 11 July 2017 and the service were aware we were returning to complete our inspection on 13 July 2017.

Falcon Lodge provides accommodation and personal care for up to five people who have a learning disability. At the time of our inspection five people were using the service.

Falcon Lodge has 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.

At the last inspection, the service was rated good. At this inspection we found the service remained good.

We witnessed a service full of energy. People who lived at Falcon Lodge and staff who supported them knew and understood each other well. There was a well established staff team with good management which meant staff put the needs of people who lived at Falcon Lodge at the centre of the service.

People were safely cared for. There were sufficient numbers of appropriately recruited staff who understood how to keep the people they cared for safe.

People received effective care. Staff received appropriate training and respected people's needs and wishes. Staff ensured people's health care and nutritional needs were met.

The service was caring. Staff had a good understanding of what people wanted and needed and encouraged independence as much as possible. Family involvement was encouraged and the service worked well with relatives.

The service responded to people's changing needs and there were good quality assurance processes in place to help to ensure they were continuing to meet the needs of the people they served.

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

We always ask the following five questions of services.

<b>Is the service safe?</b> The service remains Good	<b>Good</b> ●
<b>Is the service effective?</b> The service remains Good	<b>Good</b> ●
<b>Is the service caring?</b> The service remains Good	<b>Good</b> ●
<b>Is the service responsive?</b> The service remains Good	<b>Good</b> ●
<b>Is the service well-led?</b> The service remains Good	<b>Good</b> ●

# Falcon 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 was a comprehensive inspection and it took place on 11 and 13 July 2017. We arrived unannounced on 11 July 2017 and the staff were aware we were returning to complete our inspection visit on 13 July 2017.

Before the inspection, we looked at information we held about the service, which included notifications sent to us by the registered provider. Notifications are when registered providers send us information about certain changes, events or incidents that occur within the service. We asked the registered provider to complete a Provider Information Return (PIR). This is a form that asks the registered provider to give some key information about the service, what the service does well and improvements they plan to make.

During our visit we spoke with one person who lived at the service, and we observed interactions between staff and others. We spoke with five staff, the registered manager and a senior manager. We looked at records relating to the service for example staff training records and care plans.

After our inspection visits we spoke with two relatives of people who lived at the service and with one healthcare professional who provided feedback about the quality of the service provided.

The inspection was completed by one inspector.

# Is the service safe?

## Our findings

People who were able to talk with us said they felt safe at Falcon Lodge. Most people could not tell us this verbally. We observed them to be at ease with all staff we saw them with. Relatives agreed their loved one was safely cared for. One relative said "He is so happy there. It is a very good house"

The service followed policies and procedures to help to ensure people were safely cared for. Staff were trained in how to safeguard adults and said they were confident they knew what action they should take if they suspected or witnessed any abusive acts or practices. The service had reported any potential safeguarding concerns promptly to Hampshire County Council and to the Care Quality Commission and had taken appropriate action to keep people safe.

Staff were trained in MAPA (Management of Actual or Potential Aggression) which is training that provides staff with management and intervention techniques to cope with escalating behaviour. Staff said they had been given detailed guidance about what they needed to do to help to diffuse a situation if a person became anxious or upset. For example all staff knew the importance of giving a person who could become upset personal space as they understood this helped them to remain calmer.

Risk to people's health and welfare was systematically assessed and staff were provided with clear guidelines which they followed to help to ensure they supported people safely. For example when they were supporting the person to access community facilities or when they were supporting a person when they were eating.

Environmental risk was assessed and monitored and up to date plans were in place for example, Personal Emergency Evacuation Plans (PEEP) were in place. A PEEP is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.

Staff were trained in fire safety and this was regularly updated. The registered manager said all people living at the service and staff present had completed a fire drill during the week of our visits.

The registered manager said staffing hours were calculated on the basis of people's one to one support needs and the needs of people living at the service as a whole. As a result staff were deployed flexibly during the day to accommodate people's different activity schedules. People's daily care and support requirements were met. The service did not employ agency staff. The registered manager said any gaps in the staff rota due, for example to staff sickness were filled by regular bank staff who knew people who lived at the service well. We observed staff provided one to one support where needed, and they were quick to respond when people needed support.

Safe staff recruitment processes were followed to help to ensure only suitable staff were employed.

Medicines were safely managed. People who lived at the service all needed support to take their prescribed medicines. Medicines were stored, given to people and disposed of safely in line with guidance.

The service was clean and well maintained. Staff followed policies and procedures to ensure they protected people by the prevention and control of infection.

# Is the service effective?

## Our findings

People liked the staff team. One relative said for example "They are lovely. They really are nice"

Staff received a range of training appropriate to deliver the care and support needed by people living at Falcon Lodge. Training covered all key aspects of health and safety, such as food hygiene, first aid and infection control. Staff were also provided with training particular to the care needs of people such as training in managing epilepsy. Staff said the training they received was appropriate to assist them in performing their role effectively, although some expressed a wish for less e learning modules.

People were asked for their consent before care and support was provided. Staff respected people's decisions, for example one person did not want to eat their meal around lunchtime. Staff provided gentle encouragement but respected the person's decision and waited until the person was ready to eat their meal.

Some people lacked capacity to make certain decisions about their health and care needs for example for medical interventions. Staff followed the Mental Capacity Act 2005 to ensure people's rights were protected.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). " Relevant applications had been submitted for people therefore the service was acting in accordance with the DoLS.

People were given a choice about what they wanted to eat and drink and were encouraged to maintain a balanced diet. Nutritional risks were clearly assessed such as the risk of choking and staff followed guidance to minimise this possibility, by providing 1-1 support when people were eating and by giving regular gentle prompts to remind the person to slow down and to not put too much in their mouth at once.

Everyone who lived at the service had a health action plan. This included key information about their health care needs and provided guidance of what staff should look out for if a person was not feeling well or if they were in pain.

People were supported to maintain good health as staff worked effectively with specialist health care professionals such a speech and language therapists, occupational therapists, psychiatrists and dentists and followed advice provided to ensure people's day to day health needs were being met.

Staff discussed the importance of maintaining an uncluttered environment and of keeping large furniture in the same places to assist people with visual impairments to move around the service safely. People made good use of different communal areas which meant they could pursue their preferred activities without affecting others, for example one person liked music and so listened to the music of their choice in a small lounge called the snug

## Is the service caring?

### Our findings

We asked one person if staff were nice- they said "yes". Staff described Falcon Lodge as "a happy home". Staff and people who lived at the service were clearly at ease with each other and we witnessed friendly and caring interactions with a lot of laughter. Relatives also described a caring atmosphere saying for example "They (staff) have really brought him (their son) out of himself. Nothing is too much trouble". Another said the staff were good at providing "a very relaxed atmosphere".

People's records were written in a respectful way. For example the review of their care needs always included "What I like about ..." and then went on to consider what was important to each person living at Falcon Lodge now and in the future. Staff knew which people were important to the person and assisted them to maintain links with their family and friends. Staff and relatives maintained good communication to ensure weekend visits to people's family homes went smoothly.

Staff were given clear information about how people communicated and how to ensure they effectively communicated to them in return. For example one person could use simple signs, another person was helped to make decisions by staff providing them with simple instructions or object of reference. We observed staff using these techniques which helped to ensure people were involved in simple decision making processes.

Staff knew people well. They said "we know their likes and dislikes" They offered sensitive and dignified support by ensuring they provided assistance at the pace of the person concerned and by praising their achievements. This was apparent in many daily tasks, for example staff supported one person to make a sandwich by breaking down the process step by step, taking as much time as necessary and by ensuring they were aware of any options they could have.

Staff had been thoughtful in how people had coped in the recent heat wave and had taken measures to lessen the impact of how people had coped at night with the unusually warm temperatures, for example by ensuring their bedding was suitable.



# Is the service responsive?

## Our findings

Before a person moved to Falcon Lodge a detailed assessment of their health and care needs and wishes was carried out to ensure the service could provide them with the care and support they needed. Practical considerations were taken into account, such as if any specialist equipment would be required. This helped to ensure people were provided with the care they needed as soon as they moved in to the service.

After the initial assessment staff devised care plans which detailed what a person could do for themselves as well as what they needed support with. These plans helped to guide staff to support people appropriately, maintaining as much independence as possible.

People's needs were regularly reassessed and plans of care were updated where necessary to ensure staff could consistently deliver the care and support needed. Staff signed to confirm they had read changes made to care plans.

Staff demonstrated a good understanding about what was important to people and they clearly knew them well. This helped them to respect people's individual choices and preferences.

Action had been taken to enhance the quality of support people would receive if they used other services. People had hospital and dental passports. These provided essential information about what things health care professionals who were treating the person must know about them, what things were important to them and their likes and dislikes.

Staff knew what people's interests and preferences were and ensured they provided opportunities to meet them. For example, one person liked music and another enjoyed being in the garden. We saw staff supported them to pursue these interests.

There was good access to services within the community and people regularly accessed a range of social activities such as local clubs and cinema.

There was an open culture within the home and people were encouraged to speak up if they had any concerns or complaints. There had been one complaint since our last inspection which had been resolved in line with the services complaints policy.

## Is the service well-led?

### Our findings

The provider for this service is Voyage 1- a national organisation who are responsible for a number of similar services in the area. Senior managers said they were in the process of holding 'growing together events' which involved people living at various services. The purpose of these was to ensure people living at services were included in the development of improved ways of working. The most recent event held in the local area was to discuss how people using the services could be more involved in the staff recruitment process. This included the recruitment of managers.

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. Relatives described a well led service for example one described the registered manager as "brilliant, very organised friendly and approachable".

Staff morale was good. One said for example "we work well together" and another said any concerns are listened to and said "things tend to get sorted out at staff meetings."

There were good quality assurance processes in place. Audits which covered all aspects of the service and covered the five key domains in the CQC reports- Safe, Effective, Caring Responsive and Well led were completed quarterly and changes were made where improvements had been identified.

The service monitored people's views to help to ensure they were providing the service people wanted and expected. Every year they asked people who lived at the service and their family and friends what their views were about the quality of the service provided. The most recent survey showed people were happy with the service.