

North Yorkshire County Council

Jubilee Lodge

Inspection report

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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

We undertook this announced inspection on the 19 January 2016. At the previous inspection, which took place on 13 June 2014 the service met all of the regulations that we assessed.

Jubilee Lodge is a purpose built respite unit and is registered to provide personal care and support for up to five people. It does not provide nursing care. The service specialises in providing support for people who have learning disabilities. At the time of this inspection the service was providing respite care for seventeen people. This could range from a few hours per day or twenty four hours a day for several weeks. There were two people staying for respite care on the day we visited the respite unit. The service employs nine care staff and also a registered manager.

There was a registered manager at this service. 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.

People we spoke with on the day told us they felt safe when staying at the respite centre. Relatives we spoke with told us they felt their relatives were safe at Jubilee Lodge. Staff knew the correct procedures to follow if they considered someone was at risk of harm or abuse. They received appropriate safeguarding training and there were policies and procedures to support them in their role.

The service recruited staff in a safe way making sure all necessary background checks had been carried out. There were sufficient staff to meet people's needs. People who used the service, their relatives and staff members confirmed this.

Staff had a good understanding of safeguarding procedures and how to protect people from harm. There were risk assessments in place to identify risks due to people's health or mobility and to make sure these were minimised without intruding on people's privacy and independence. There were records that showed staff received the training they needed to keep people safe.

Medicines of people who stayed at the service were managed safely. Staff had received the appropriate training.

Staff were supported and trained to help them deliver effective care. They had access to basic training, and staff told us they were supported to attend other courses which would be of benefit to their personal development and people who used the service.

People told us the food was good. We saw people had access to regular drinks, snacks and a varied and nutritious diet. If people were at risk of losing weight we saw plans were in place to manage this. People had good access to health care services and the service was committed to working in partnership with both

healthcare and social care professionals.

The principles of the Mental Capacity Act (MCA 2005) were consistently followed by staff. Consent to care and treatment was sought. When people were unable to make informed decisions we saw a record of best interest decisions. There was a record of the person's views and other relevant people in their life. The registered manager had a clear understanding of the Deprivation of Liberty Safeguards (DoLs).

People who used the service and their relatives were positive in their comments about staff and the service they received from Jubilee Lodge. Everyone we spoke with told us that Jubilee Lodge offered a 'good service.'

The service was well-led. Everyone we spoke with was full of praise for the registered manager. Staff morale was high and there was a strong sense of staff being committed to providing person centred care.

There were good auditing and monitoring systems in place to identify where improvements were required and the service had an action plan to address these.

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.

Staff knew how to protect people from avoidable harm. The service had detailed risk assessments and risk management plans in place to ensure people were supported safely.

There were enough staff to keep people safe. Staff had been recruited safely and were assessed during their induction period to ensure they were suitable for the role.

People's medicines were managed safely and they received them as prescribed.

Is the service effective?

Good ●

The service was effective.

Staff had the skills and expertise to support people because they received on-going training and effective management supervision.

External professionals were involved in people's care so that each person's health and social care needs were monitored and met.

Staff sought consent from people before care or support was provided. Where people were unable to give consent staff followed care plans and we could see records of best interest decisions. This meant the service was following the principles of the Mental Capacity Act.

Is the service caring?

Good ●

The service was caring.

People who used the service and their relatives told us staff were caring. We saw genuine positive interaction between staff and people throughout the inspection. People were treated with kindness, patience and respect.

We saw people express their views and staff listened with interest

and patience to their responses.
Staff supported people to build their confidence and to feel reassured. They enabled people to be as independent as possible.

Is the service responsive?

The service was responsive.

People using the service had their care needs met and their needs were regularly reviewed to make sure they received the right care and support.

People were involved in activities they liked. They were supported to continue attending various activities in the community during their stay at the service.

A complaints procedure was in place. The service encouraged feedback from people who used the service and their relatives. Feedback was taken seriously and acted on promptly.

Good ●

Is the service well-led?

The service was well-led.

The registered manager was well respected by people who used the service, their relatives and the staff team. They were clear about the responsibilities of their role. They provided staff with guidance and support which helped them to provide a good standard of care.

Feedback from people who used the service, relatives, health and social care professionals and staff was very positive about how the service was managed and organised.

Effective systems to monitor, assess and improve the quality of the service were in place.

Good ●

Jubilee 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 19 January 2016 and was announced and was carried out by one adult social care inspector. The provider was given 24 hours' notice because the location provides a respite care service and we needed to be sure that someone would be available to meet with us.

Before the inspection we reviewed the information we held about the service. This included notifications regarding safeguarding, accidents and changes which the provider had informed us about. A notification is information about important events which the service is required to send us by law. We also looked at previous inspection reports. Before the inspection the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We planned the inspection using this information.

We looked at most areas of the respite centre, including some bedrooms (with people's permission), communal areas, kitchen and office accommodation. During the inspection visit we looked at records which related to people's individual care. We looked at three people's care planning documentation and other records associated with running a care service. This included three recruitment records and the staff rota. We also reviewed records required for the management of the service such as audits, statement of purpose, satisfaction surveys and the complaints procedure. During our visit to the service we spoke with the registered manager who was responsible for the day to day running of the service, two care staff and a team leader. On the day of the inspection we spoke with one person who was staying at the service. We telephoned a total of seven people. We spoke with one person who received respite care from the service. We also spoke with five relatives of people who received respite care at Jubilee Lodge. We telephoned and spoke with health and social care professionals who provided support to people staying at the service.

We received information from Healthwatch. They are an independent body who hold key information about

the local views and experiences of people receiving care. CQC has a statutory duty to work with Healthwatch to take account of their views and to consider any concerns that may have been raised with them about this service. We also consulted North Yorkshire County Council to see if they had any concerns about the service, and none were raised.

Is the service safe?

Our findings

People who we spoke with who stayed at the service told us they felt safe. One person said, "Yes I always feel safe when I stay here." Another person when asked if they felt safe when they stayed at Jubilee Lodge said, "Always safe there."

Relatives we spoke with all said they felt that their sons or daughters were safe whilst staying at Jubilee Lodge. One relative said, "They (staff) always make my daughter feel safe there is always someone (staff) with her. They (staff) have picked up on very quickly her needs in making her safe." Another relative told us, "I have no fears when he is there (Jubilee Lodge)."

People were protected from avoidable harm. Staff we spoke with during the inspection demonstrated a good understanding of how to safeguard people who used the service, they were aware of the types of abuse and how to report concerns. Staff told us they would always share any concerns with the registered manager.

The service had an up to date safeguarding policy, which offered guidance to staff. All of the staff we spoke with told us they had received safeguarding training. Training records we saw confirmed this.

The care records we looked at included risk assessments, which had been completed to identify any risks associated with delivering each individual person's care. Risk assessments were in place to help identify individual risk factors, such as safe manual handling, falls, nutrition, and maintaining skin integrity. These had been reviewed regularly to identify any changes or new risks. This helped to provide staff with information on how to manage risks and provide people's care safely.

Accidents and incidents were recorded. These were regularly reviewed by the registered manager and their line manager, to ensure that appropriate actions had been taken and to identify any trends or further actions that were needed. People had up to date emergency evacuation plans in place. We saw fire alarm tests took place weekly in line with the fire authority's national guidance. There was a record of fire safety checks which we saw took place in line with the service's fire safety policy.

There were enough staff available to meet people's needs. The registered manager explained they amended staffing levels based on the needs of the people who used the service, what people were doing, how much support was needed and how many people were on respite care. For example if people required more than one staff or there were people who may have needed 1-1 support then the service accommodated this. We were given copies of rotas for January 2016. We saw that the rotas were flexible and were based around the needs of people who used this service, most of whom stayed at Jubilee Lodge regularly. For example on the day of the inspection one person was supported to go out for lunch and only needed support from one member of staff. Rotas showed that there was one waking night staff and one sleeping staff on duty on the premises each night. Staffing was consistent and at the levels the registered manager had explained to us. A member of staff told us, "We always have enough staff to make sure we meet the needs of service users. Our relief staff are always the same people."

We looked at the arrangements that were in place to ensure that staff were recruited safely and people were protected from unsuitable staff. A thorough recruitment policy and procedure was in place. We looked at the recruitment records for three staff and saw that they had been recruited safely. Records included application forms (including employment histories and explanation of any gaps), interview records, references, proof of identity and evidence of a Disclosure and Barring Service (DBS) check. The Disclosure and Barring Service carry out a criminal record and barring check on individuals. This helps employers make safer recruiting decisions and minimises the risk people who are unsuitable working with children and adults who may be vulnerable.

We looked at the arrangements that were in place to ensure the safe management, storage and administration of medicines. People who used the service brought with them their medicines which were booked in and out by staff. We looked at medication administration records (MARs) for the two people who were staying at Jubilee Lodge and found these were up-to-date and completed correctly. Each person had a medicines profile in place, and comprehensive details of their GP and medical conditions that medicines were related to. The service carried out regular audits. This meant if any errors were identified they could be rectified in a timely manner. There was an up to date medication policy and procedure in place at the service. We did not observe medicines being administered during our inspection. People told us they were supported by staff to take their medicines. They told us that they always got their medicines when they should. One person said, "The staff does this. I always get my medicines on time." A relative told us, "The staff does this for him. We have never had any problems with his medicines."

We toured the premises during this visit. The service had a homely feel and was clean and hygienic. We saw there were systems in place to ensure the service was clean and well managed. We saw bedrooms and bathrooms checks were being made regularly before and during someone's stay at Jubilee Lodge. There was appropriate protective equipment which we observed staff used to prevent the risk of infection. We were told by the registered manager that consideration was being given to redecorate the service as some of the areas had become 'tired.'

The atmosphere throughout the service was welcoming and people who used Jubilee Lodge appeared relaxed and very much 'at home.' People we spoke with told us they enjoyed visiting the service and described staff in positive words.

Is the service effective?

Our findings

People received effective care. They told us staff had the skills and experience to support them well during their stay at the service. One person said, "Jubilee Lodge is a good place to come and stay. I always choose my own bedroom when I come to stay." Another person told us, "I like going I like the food."

We observed staff routinely seeking consent and offered people explanations before support was provided. We did not observe a mealtime as people were either out at community activities or were going out for lunch. Although we saw people were supported to have drinks and snacks throughout the day. People told us they were supported to make their own meals whilst staying at the respite centre and had chosen what they wanted to eat. We looked at menus at the service and saw that people were offered a varied and nutritious diet.

We saw in people's care plans how staff at the service communicated with them. We saw that people had different ways of communicating such as the use of Makaton sign language or through picture cards or gestures, which were all recorded for staff to follow. We saw that the service used picture cards at mealtimes. These contained large pictures of various foods. This meant that people who stayed at the service were able to communicate effectively with staff by alternative methods made available to them. We saw the menu board in the dining area was in a large picture format. We also saw that recipes were in large print and picture formats too.

Relative's we spoke with all spoke highly about the staff. One relative told us, "The staff are very organised asking me what I need too. It is a very flexible service." Another relative told us, "I know that my son is happy to go and stay there. Jubilee Lodge is very good. My son has been going there for respite for a few years now."

The registered manager had a training matrix which enabled them to keep a track of when staff were due to attend refresher training. All of the staff files we checked contained up to date training records and certificates. Staff had completed basic training and additional training. Staff told us they could go on a variety of training. One member of staff told us, "I am always able to access training. Courses that I would like to do are also made available."

All the staff we spoke with told us that they received the support they needed to carry out their roles effectively. Comments included, "We get good support from our manager. We have a supportive staff team" and "We have a really good staff team, even though it is only a small team." The staff we met with were all enthusiastic and demonstrated a commitment to providing a good service.

Staff told us they received regular supervision where they could discuss any issues in a confidential meeting with their line manager. One member of staff told us, "Supervision is pre-booked. We have six or seven supervisions with the manager a year, or more if we need any more support we just ask (name of registered manager)."

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. The application procedures for this in care homes are called the Deprivation of Liberty Safeguards (DoLS)

We checked whether the service was working within the principles of the MCA. Throughout the inspection we saw evidence of staff supporting people to make decisions and seeking consent. Where appropriate care plans contained mental capacity assessments in relation to decisions about people's ability to consent to care. Where it was deemed the person lacked the ability to consent to their care we saw records of best interest decisions. It was evident the person and their representatives had been involved in the decision making process.

There were two people who received respite care from Jubilee Lodge who had an authorised DoLS in place, a further three applications had been made to the local authority for consideration. The registered manager demonstrated a good awareness of the legislation and was working within the principles of the Act.

People were supported to maintain their health and had access to health services in an emergency or as needed as people usually accessed these when they were at home. Care plans contained clear information about peoples' health needs. We saw that people had a hospital passport in place. This document contained all the relevant information hospital staff needed to know about the person including how to communicate with them. There was evidence of the involvement of healthcare professionals such as the doctor, dietician and speech and language therapy team where there was concern about a person's nutritional wellbeing. One person told us, "If I was unwell they (staff) would make sure that I saw a GP or dentist or whoever I needed whilst I was here."

We spoke with health and social care professionals. Everyone spoke positively about Jubilee Lodge. One person said, "They (staff) keep me in the picture about my clients and keep me informed of any changes. They (staff) work well with us." Another person told us, They (staff) work well with the learning disability team. They are pro-active in wanting to get it right. Especially the work regarding people's transition from child services to adult services. The staff liaise and work together. They (staff at Jubilee Lodge) learn from other staff working in children services who have supported those children for a long time and it is very positive work."

Is the service caring?

Our findings

All of the feedback we received about the care provided by the service was positive. One person who received a service from Jubilee Lodge told us, "Everyone is friendly."

We looked at the arrangements in place to ensure that people were involved in decisions about their day to day lives when staying at Jubilee Lodge. People who used the service told us how staff gave them choices, such as asking what activities they wanted to do, which bedrooms they wanted to stay in and what they wanted to eat. One person shared their experience of staying at the service and told us, "It's like being at home. I come once a month. All of the staff are laid back."

Relatives we spoke with described the care at the service as being 'very good' 'lovely' and 'caring'. One relative told us, "I am quite happy when he is there. He tells me he likes the food and that he chooses what he wants to eat." Another said, "She loves going. I can tell she wants to go as she always has a smile on her face." One relative told us, "He is very happy to go to Jubilee Lodge he always gets excited."

Staff described their role with passion. One member of staff said, "The staff team are all very helpful and supportive and all the staff are caring. We not only care for service users but look out for each other."

Care plans we looked at included guidance for staff on how to approach people with care and compassion and these were regularly reviewed, to ensure staff understood when people may need more support and attention.

Staff had a good understanding of people's needs, preferences and personal histories. Staff told us they accessed people's care plans and that they wrote in the daily records during people's stay at Jubilee Lodge. We saw people's consent had been sought about decisions involving their care and the level of support required and how they wanted their care to be delivered. Records showed that people, and where appropriate, their relatives and other professionals had been involved in discussions about care and support. This was reflected in the care plans we saw.

We spent time speaking with people in the communal areas and observed there was a relaxed and caring atmosphere. People were comfortable and happy around staff and there was laughter between them as they chatted. We saw that staff encouraged people to express their views and listened with interest and patience to their responses. We saw where one person had support from one member of staff to go out to do some shopping and then go out for to lunch.

We observed that people were relaxed with staff and confident to approach them throughout our visit. We saw staff interacted positively and warmly with people, showing them kindness, patience and respect. There was a relaxed atmosphere at Jubilee Lodge and staff we spoke with told us they enjoyed supporting people. Members of staff we spoke with told us they enjoyed their work. One member of staff told us, "I really enjoy the job. I enjoy supporting people. It's different every day." Another member of staff said, "Yes, I would be happy for a relative of mine to stay here."

Is the service responsive?

Our findings

People staying at Jubilee Lodge were positive about their care and felt they received a responsive service. One person told us, "They always help me."

One relative told us, "The care is fine. The staff are quite happy to discuss and resolve things with you. You can always talk things through with my son's link worker. I find that I can talk to him."

We looked at the arrangements in place to ensure that people received person-centred care that had been appropriately assessed, planned and reviewed. Person-centred planning is a way of helping someone to plan their life and support, focusing on what's important to the individual person. People we spoke with confirmed that their needs had been assessed before a service was provided. Each person also had their own assessment record, care plan and care records.

One relative told us of their and their daughters experience when she had moved from children's services to adult services once she became eighteen. They told us, "It works well for her and for me. I have been involved with my daughters care and it has been a good transition from children's services to adult services. I have been involved with her care plan and reviews when they have been held, we also get a copy of her care plan. For example her epilepsy care plan that is in place. I think Jubilee Lodge is working for (name) and for the family." Each person also had their own assessment record, care plan and care records.

People's needs were planned and delivered in line with their individual care plan. The care plans we viewed included good information about people's individual needs and preferences, including their likes and dislikes, and any support or equipment they needed with eating and drinking. We saw they had all been written in the first person 'My provider support plan' 'How I spend my time and 'How I communicate.' We also saw that people's routines were contained in their care plan. This ensured that people's stay at the service was enjoyable and that their routines were not disrupted, as this could be difficult for some people. We saw picture formats were used for example in areas such as food and how people communicated and brief pen picture was in place for one person who communicated by gestures. For example the person could gesture by pointing or eye movement or symbols. We saw that this person was learning to use an iPad (tablet computer) which would make communication better for them.

We looked at the arrangements in place to manage complaints and concerns that were brought to the service's attention. The service had a complaints procedure in place, setting out how complaints could be made and how they would be handled. We saw that information about complaints was included in the information pack people were given. No one we spoke with had made any complaints about the service. The registered manager was able to show us the record of complaints, the actions that had been taken and how complaints were monitored by the registered provider. The complaints record showed that there had been no complaints since the last inspection in 2014. Everyone we spoke with told us they knew who to contact if they had a complaint. People told us if they were had concerns or were upset about anything that they would speak with staff at the service. One person who stayed at the service told us, "If I was upset about

anything I would speak with (name) or (name). I can go to them at any time." Relatives told us that if they did have a complaint about the service that they would speak with the registered manager. No-one raised any concerns with us during this inspection.

Is the service well-led?

Our findings

The service was well-led. There were clear lines of accountability and the roles and responsibilities of staff were clearly defined. The registered manager was supported by three team leaders and six support staff. We found the registered manager to be open and honest during the inspection. They were able to give us a good account of the service. They provided us with all of the information we needed, and it was organised and easy to follow. It was evident they understood the requirements of CQC and had submitted all of the required notifications.

During the inspection we received feedback from people who used the service and staff that the registered manager was approachable and that people felt able to go to them to discuss issues or concerns. One member of staff told us, "(Name of registered manager) is a good person to learn from. He is very supportive."

Relatives told us there was a positive culture at the service and they were confident if they approached the registered manager or staff they would be listened to and their query would be resolved. Everyone we spoke with told us that Jubilee Lodge was a good service. One relative said, "The manager is organised and approachable. Jubilee Lodge provides a flexible service."

Health and Social care professionals also spoke highly about the service. Everyone we spoke with told us that Jubilee Lodge worked well with them and that they were pro-active in their approach.

Staff attended staff meetings and told us they felt these were useful meetings to share practice and meet with other staff. We saw from records we looked at that staff team meetings had been held every three weeks, which gave opportunities for staff to contribute to the running of the service.

The provider conducts annual surveys. These are carried out centrally by North Yorkshire County Council Quality Team. Jubilee Lodge also undertakes their own quality checks as they send out surveys regularly giving people the opportunity to discuss the service they have received. We saw these records in people's files. We saw that surveys were in a pictorial format.

When we spoke with people they told us they were frequently asked if they were satisfied with everything and that they regularly received surveys to complete. We saw copies of surveys that had last been sent out by the provider. The registered manager told us that they sent out surveys quarterly when they sent out booking forms. The responses were all positive.

People confirmed that they had received surveys. One relative told us, "Yes they do send these out regularly" Another relative said, "Surveys from Jubilee Lodge are sent out quite a bit."

We saw several surveys which had been returned. All of which were positive. People who received a service

had made comments such as, 'I am happy with what you are providing me.' A relative had written on their survey 'Staff have been very respectful of (name) individual needs. From my visits to Jubilee Lodge and (name) feedback, service users are treated with respect and dignity.'