

Voyage 1 Limited

Landau 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

Landau Lodge provides personal care and support for adults who have a learning disability. The service consists of a main building with en-suite bedrooms and four individual bungalows. The service is located to the east of Hull city centre. At the time of the visit nine people were living at Landau Lodge.

At the last inspection in October 2014 the service was rated Good. At this inspection we found the service remained Good.

People who lived at the home were content and felt safe by staff who looked after them. We observed staff providing support for people throughout our inspection visit. We found they were kind and patient and this was confirmed by people we spoke with. We asked one person if they felt safe and they said, "Yes of course."

Records looked at and talking with staff and the registered manager we found staff had been recruited safely, appropriately trained and supported. They had the skills, knowledge and experience required to support people with complex needs.

We observed staff providing support to people throughout our inspection visit. They were kind, respectful and patient. Staff provided one to one support and we saw good interaction between staff and people who lived at Landau lodge.

People who lived at Landau Lodge had access to healthcare professionals and their healthcare needs were met. The staff responded promptly when people had experienced health problems. This was confirmed by records we checked and talking with people.

Staff knew people they supported and provided a personalised service. Care plans identified care and support people required. They contained personal information that supported staff to help each individual meet their aims and be as independent as possible. We found care records were informative about care people had received.

Risk assessments had been developed to minimise the potential risk of harm to people during the delivery of their care. These had been kept under review and were relevant to the care provided.

We looked around the building and found it had been maintained, was clean and hygienic and a safe place for people to live. We found equipment had been serviced and maintained as required.

We found medication procedures at Landau Lodge were safe. Staff responsible for the administration had the competency and training required. One staff member said, "Only trained staff would ever give out medication." We found medicines were safely kept with appropriate arrangements for storing in place.

People are supported to have maximum choice and control of their lives and staff support them in the least

restrictive way possible; the policies and systems in the service support this practice.

People who lived at Landau Lodge came in and out of the kitchen with staff when they chose to. They were encouraged to support with shopping and preparing meals in accordance with their care plan. One person who lived at the home we spoke with said, "I like cooking."

The registered manager used a variety of methods to assess and monitor the quality of care at Landau Lodge. These included regular audits of the service, annual surveys and staff meetings to seek the views of people about the quality of care at the home. 'House meetings' which involved people who lived at the home were held on a regular basis. We confirmed this by looking at minutes taken of meetings.

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 remains Good.

Is the service effective?

Good ●

The service remains Good.

Is the service caring?

Good ●

The service remains Good.

Is the service responsive?

Good ●

The service remains Good.

Is the service well-led?

Good ●

The service remains Good.

Landau 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 was an announced inspection visit carried out on the 07 June 2017. We gave the registered manager notice because the service was small and people are often out during the day. We needed to be sure someone would be in.

The inspection visit was carried out by an adult social care inspector.

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 used this information as part of the evidence for the inspection. We also reviewed historical information we held about the service. This included any statutory notifications and safeguarding alerts that had been sent to us.

Although it was difficult to talk with people because of their complex needs, we managed to spend time with people who used the service. We received comments from three people who lived at Landau Lodge. We also spoke with the registered manager and five staff members. We had information provided to us from external agencies. This helped us to gain a balanced overview of what people experienced living at the Landau Lodge.

Part of the inspection was spent looking at records and documentation which contributed to the running of the home. We looked at two care plans of people who lived at Landau Lodge, maintenance records, training records and recruitment documentation. In addition we looked at staffing levels and records relating to the management of the home. We also spent time observing staff interactions with people who used the service. We also checked the building to ensure it was clean, hygienic and a safe place for people to live.

We also contacted health and social care professionals. We did not receive any information of concern

about the service.

Is the service safe?

Our findings

We found by our observations and discussions with staff and people who lived at the home, Landau Lodge was a safe environment for people to live in. For example one person who lived at the home said, "Yes it is safe we have lots of people around." Also a staff member said, "We provide one to one support which ensures people are safe and have the best care."

The registered manager had procedures in place to minimise the potential risk of abuse or unsafe care. Staff told us they had received training and were confident in the process to follow should they witness any form of abuse. We spoke with staff to get an understanding of their knowledge of their safeguarding policies. One staff member said, "Certainly I know what to do I have read the policy and completed training. I would feel confident to report my concerns or use the whistleblowing process should it be necessary."

Care plans seen had risk assessments completed to identify potential risk of accidents and harm to staff and the people in their care. In addition risk assessments provided instructions for staff members when delivering support for people to ensure the persons safety.

We looked at recruitment processes the service had in place. We found checks were in place that were required. They included information about any criminal convictions and an application form that required a full employment history and references. Staff members we spoke with about recruitment told us they had completed all checks that were needed before they commenced their employment. Staff had the skills, knowledge and experience required to support people with their care and social needs. The registered manager monitored and regularly assessed staffing levels to ensure sufficient staff were available to provide the support people required. For example where one to one support was assessed for a person this was provided. One staff member said, "We have good staffing numbers to provide the support people need."

We looked at how medicines were prepared and administered. Medicines had been ordered appropriately, checked on receipt into the home, given as prescribed, stored and disposed of correctly. We looked at medication administration records. Records confirmed all morning medication had been signed for. We checked this against individual medication packs which confirmed all administered medication could be accounted for. This meant people had received their medication as prescribed.

There were no controlled drugs being administered at the time of our visit. A locked separate facility was available should they be required.

We looked around the home and found it was clean, tidy and maintained. The service employed designated staff for the cleaning of the premises who worked to cleaning schedules. Domestic audits were in place and the registered manager made regular checks to ensure cleaning schedules were completed. We observed staff making appropriate use of personal protective clothing such as disposable gloves and aprons. Hand sanitising gel and hand washing facilities were available around the building. These were observed being used by staff undertaking their duties. This meant staff were protected from potential infection when delivering personal care and undertaking cleaning duties.

Is the service effective?

Our findings

People who lived at the home received effective care because they were supported by an established and trained staff team who had a good understanding of their needs. Staff we spoke with confirmed they were fully aware of the complex care needs and support people required when they arrived at Landau Lodge. One person who lived at the home said, "[Staff member] looks after me, we spend so much time together he knows me well." A staff member said, "We have one to one support for some people have complex needs and can display behaviour that challenges. We are well trained and are supported to attend training courses that relate to people we care for."

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 Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The registered manager and staff working at Landau lodge make sure people have choice and control of their lives where possible and support them in the least restrictive way possible; the policies and systems in the service support this practice.

Staff we spoke with understood the importance for people in their care to be encouraged to eat healthy meals in accordance with their care plan. Also take regular drinks to keep them hydrated. Snacks and drinks were offered as and when people chose them. A variety of alternative meals were available and people with special dietary needs had these met. For example one person required a controlled diet due to their medical condition. This was monitored and documented each meal so that staff were aware of the person's food intake. This was to ensure they kept a healthy weight and their diet was monitored. We received good comments about the food provided. One person who lived at the home said, "We cook together the food is smashing." Another said, "Yes I love the meals and snacks."

People who lived at the home came in and out of the kitchen with staff when they chose to. People who lived at Landau Lodge were encouraged to support with shopping and preparing meals in accordance with their care plan. One person we spoke with said, "I like cooking." A staff member told us they encourage people to participate with meal preparation. The staff member said, "Helping with shopping and meals promotes self-confidence and independence."

People's healthcare needs were carefully monitored and discussed with the person and relevant parties such as social workers or health professionals. We found staff had responded promptly when people who lived at the home health problems. This included GP visits, optician visits and also the organisation employed a behaviour therapist who visited people at the home when required.

We looked at the building and grounds. We found it was appropriate for the care and support provided for people. Wheelchair access was available to the garden areas. Lighting in communal rooms was domestic in character, sufficiently bright and positioned to facilitate the people who lived at the home.

Is the service caring?

Our findings

People who lived at the home said they liked the staff and thought they were kind, caring and supportive. For example one person supported by a particular member of staff for long periods said, "Yes lovely person we go out a lot shopping together." Another person said, "They are all kind people."

We observed instances of staff interacting with people they supported. They treated people with respect and patience. For example one person and a staff member joined together making lunch. They were laughing and joking together and planning the rest of the day together.

Landau Lodge had a keyworker system in place. This was when designated staff were attached to individuals who lived at the home and provided support and guidance on an individual basis. For example relationships developed between staff and people which helped them to achieve their aims and goals. A staff member said, "It works because it brings stability and helps build up a relationship and trust."

We observed staff maintained and respected people's dignity and privacy. For example, they knocked on people's doors before entering their bedrooms. Staff had dignity and respect, as well as confidentiality, training to assist their understanding in related principles of good practice. We observed staff maintained people's dignity in a caring and kind way.

Staff had a good understanding of protecting and respecting people's human rights. They were able to describe the importance of promoting each individual's uniqueness and there was an extremely sensitive and caring approach observed throughout our inspection visit. One staff member said, "Each person is an individual and our aim is help people reach their potential in whatever they choose to do."

The service had information available about access to advocacy services should people require their guidance and support. Information details was available in documentation given to people and their representatives if this was required. This ensured people's interests would be represented and they could access appropriate services outside of Landau lodge to act on their behalf if needed.

People's end of life wishes had been recorded so staff were aware of these. People would be supported to remain in the home where possible as they headed towards end of life care. This allowed people to remain comfortable in their familiar, homely surroundings, supported by familiar staff.

Is the service responsive?

Our findings

People's care records contained pre-assessment mental and physical health forms to ascertain their support requirements. Care planning covered the person's goals, limitations and agreed actions. Staff had signed and dated records we reviewed to evidence who had completed them and when. One staff member said, "The keyworker system works well. We are able to get to know the person and find out their preferred routines and preferences." The registered manager further guided staff with information about the principles of good care, such as how to identify people's health needs and preferences.

Documentation provided for people and their relatives/representatives provided information about how to raise a complaint. Also documentation was available on display in the home. The procedure was clear in explaining how a complaint should be made and reassured people these would be responded to appropriately. Contact details for external organisations including social services and CQC had been provided should people wish to refer their concerns to those organisations. No complaints had been received at the time of our visit.

The registered manager had considered good practice guidelines when managing people's physical and mental health needs. For example, in people's care records information was contained for individuals to carry with them if they need to visit hospital. These documents promote communication between health professionals and people who cannot always communicate for themselves. They contain clear direction as to how to support a person and include information about whether a person had a DoLS in place, their mobility, skin integrity, dietary needs and medication.

Is the service well-led?

Our findings

There was a registered manager in place. 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.

Landau Lodge management and staff structure had clear lines of responsibility and accountability with a registered manager and organisational support. The registered manager was experienced, knowledgeable and familiar with the needs of the people they supported. Senior staff were trained and experienced in supporting people with complex needs. Discussion with members of the management team confirmed they were clear about their role and between them provided a well-run and consistent service. We received only positive comments about how Landau Lodge was run and the leadership by the registered manager. Staff said they felt the registered manager was supportive to them and worked with them as part of the team. Comments included, "[Registered manager] has certainly improved the way the service runs for the benefit of the residents." Also, "A very good manager who has a hands on approach. She is always willing to help out."

Relative surveys had been completed recently. The response from five surveys returned were all positive. Comments included, 'My sister has never been happier and content.' Also, 'The staff are brilliant and easy to approach.'

The registered manager had procedures in place to monitor the quality of the service provided. Regular audits had been completed. These included reviewing care plan records, medication and staff training. The management team had recently introduced roles for staff known as 'Landau Lodge champions'. For example identified staff for, 'end of life care', 'Infection control' and 'health and safety'. This meant staff were responsible for ensuring up to date information was fed back for staff and the service continued to improve for people who lived at the home.

'House meetings' were held on a regular basis. We confirmed this by looking at minutes taken of meetings. A recent meeting raised an issue to access bikes for people at the local park. The issue was allocated for a staff member to look into for an activity for the people who lived at Landau Lodge.

The service had on display in the reception area of the home their last CQC rating, where people visiting the home could see it. This has been a legal requirement since 01 April 2015.