

Indigo Care Services Limited

Green Lodge

Inspection report

Billingham
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Tel: 01642553665

Date of inspection visit:
15 September 2020

Date of publication:
29 September 2020

Ratings

| | |
|---------------------------------|--------|
| Overall rating for this service | Good ● |
| Is the service safe? | Good ● |
| Is the service caring? | Good ● |
| Is the service well-led? | Good ● |

Summary of findings

Overall summary

Green Lodge is a purpose build care home built across two floors and divided into three areas. The lower floor, Oak unit, accommodates up to 25 people with residential care needs. The upper floor is split into two units, Cedar and Ash. Ash offers accommodation for up to 15 people with early onset dementia. Cedar is a dedicated dementia care unit designed for older people living with a dementia and can accommodate up to 17 people. At the time of our inspection there were, nine people on Cedar and 19 people on Oak. Ash unit was temporarily closed.

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

People felt safe and were supported by staff who were recruited safely. Staff knew of the risks associated with people's care. Medicines were managed safely. The provider followed safe infection prevention and control procedures.

People were cared for by kind, caring staff who created a warm and welcoming environment.

The provider had in place clear quality assurance and auditing processes. Staff felt supported by the management team.

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 19 June 2019).

Why we inspected

We carried out an announced comprehensive inspection of this service on 20 June 2019. We identified that further and sustained improvement was needed in relation to medicine records, risk assessment records and quality assurance processes.

We undertook this focused inspection to check whether improvements had been made and sustained in these areas. This report only covers our findings in relation to the key questions Safe, Caring and Well-led.

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 the service can respond to coronavirus and other infection outbreaks effectively.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to 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 Green 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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Green Lodge

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 the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

An inspector, an assistant inspector and an Expert by Experience carried out this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Green 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 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

We gave a short period notice of the inspection. This supported the home and us to manage any potential risks associated with COVID-19.

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. 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. We used all of this information to plan our inspection.

During the inspection

We spoke with six people who used the service and four relatives about their experience of the care provided. We spoke with five members of staff including the registered manager, deputy manager and care workers.

We reviewed a range of records. This included three people's care records. We looked at a variety of records relating to the management of the service, including policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with two professionals who regularly visit the service.

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. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- At our last inspection risk assessments lacked detail to support staff to minimise risks.
- At this inspection care plans contained up to date assessments of risk associated with peoples' care and support needs. These assessments showed the level of risk and what staff could do to help people remain safe. One relative said, "They [staff] are very responsive to people's needs."
- Recognised tools were used to assess some risks. These included an assessment to monitor the condition of peoples' skin, and an assessment to determine any risk from falls.
- Care plans contained information about the support people would need if there was an emergency such as a fire in the home. This information was detailed and individual to each person.
- Individual COVID-19 risk assessments had been developed and included in people's care files.

Using medicines safely

- Medicines were managed and stored safely.
- Medicine administration records evidenced that people received their medicines as prescribed.
- Pain patch application records guided staff on how and where to apply patches safely and in line with manufactures guidance.

Staffing and recruitment

- People were supported by sufficient numbers of suitably qualified and competent staff who were effectively employed.
- There were enough staff available to assist people. People we spoke with said, "There are enough staff, they are lovely girls," and "Staff come when I need them, I ring the bell and they always come."

Systems and processes to safeguard people from the risk of abuse

- The provider had effective systems in place to safeguard people from the risk of abuse.
- People felt safe living at the home. One person said, "I am very lucky to be here, they look after me really well and I know I am okay." One relative we spoke with said, "Now [person's name] is in the care home, we know she is safe and well cared for and it has improved our quality of life tremendously knowing this."

Preventing and controlling infection

- Relatives said they felt confident in the measure the home had taken during COVID-19. One relative said, "Full personal protective equipment (PPE) is worn and correct distancing. All measures were in place to protect [person's name] within the home environment."
- 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.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- 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.

Learning lessons when things go wrong

- The management team ensured lessons were learned when things went wrong.
- Accidents and incidents were analysed to see if there were any trends and patterns identified to ensure future incidents were minimised.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- Staff were kind, patient, respectful and considerate. They understood every person and knew what was important to them. They knew people's preferences and how they preferred to spend their days.
- The atmosphere in the home was friendly and inviting, we saw and heard lots of laughter and banter throughout the day. Comments included, "The staff are kind and treat me like a human being" and "Staff listen to me." Relatives comments included, "They [staff] all love my mum, I can't ask for anything more than that" and "Staff are absolutely lovely and [person's name] felt that she lived at home, she is so well cared for."
- Equality and diversity was respected and people were involved in everything they wanted no matter their ability.

Supporting people to express their views and be involved in making decisions about their care

- People's choices were sought and respected. We observed people being offered the choice of where to sit and what they would like to eat.
- People and their representatives were encouraged to be involved in their care plans and deciding how their care would be provided.

Respecting and promoting people's privacy, dignity and independence

- Staff demonstrated and awareness of how to maintain people's privacy and dignity.
- People were treated with respect. One relative said, "The staff at Green Lodge treat the residents like family, they feel at home and they always treat residents with dignity and respect and speak to them in a kind and caring manner."
- People were encouraged to remain as independent as possible. One relative said, "They [staff] have a way of gently encouraging residents to take a bath or a shower and engage in a routine of washing and dressing without taking away their independence."

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 requires improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The management team promoted a positive culture within the home where people felt included. The management team and staff were dedicated in ensuring people achieved good outcomes.
- We viewed a selection of care plans and supporting documentation and found people's needs and preferences were included.
- People had developed good relationships with staff, and they looked relaxed with staff chatting and laughing with them.

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

- The registered provider had systems and procedures to monitor and assess the quality and safety of their service. Audits were used to assess standards and drive up improvements.
- Record keeping had improved. Records were detailed, accurate and up to date.
- The registered manager and staff team understood their role and responsibilities and were keen to ensure a good quality service was provided.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The provider had a range of ways to communicate with people. This included meetings for people and staff and surveys.
- The service worked in partnership with health and social care professionals who were involved in people's care.
- Staff felt supported by the management team.

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 management team understood their role in terms of regulatory requirements. For example, the provider notified CQC of events, such as safeguarding's and serious incidents as required by law.
- The registered manager was open and honest with us about the service and areas they were further developing.
- One relative said, "All staff are open and honest with us and we are always kept up to date with how [person's name] is."

Continuous learning and improving care

- The management team were committed to continuously improve the service and were open and responsive to our inspection feedback.