

Revitalise Respite Holidays

Revitalise 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

The inspection took place on the 20, 21 September 2017 and 6 October 2017 and was unannounced.

Jubilee Lodge provides accommodation, personal care and nursing care for up to 36 people with learning disabilities, physical disabilities, sensory impairment or dementia. The service offers short breaks and respite care in the form of holidays. People were able to bring along companions if they wished. At the time of our inspection there were 33 people receiving a service, this included three independent carers/companions. The registered provider operates a residential volunteering programme so, in addition to the permanent staff, people were cared for and supported by volunteers.

The service 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.

The service was safe. The registered provider's recruitment procedures ensured that only suitable staff were employed. There were sufficient numbers of staff to meet people's needs. Risks to people's health and wellbeing were appropriately assessed, managed and reviewed. Where required people's medicines were managed and stored safely. Staff were aware of their responsibilities to keep people safe and to protect them from harm and abuse.

The service was effective. People were supported by staff that had the skills and experience needed to provide effective care. The registered manager understood their responsibilities in relation to the Mental Capacity Act 2005. People were supported to have maximum choice and control of their lives. People were supported to eat and drink enough and maintain a balanced diet and to access health care services when required.

The service was caring. Staff were kind and sensitive to people's needs. Staff were observed providing good personalised care and it was evident they clearly understood people's individual needs. Staff ensured people's privacy and dignity was respected and maintained at all times.

The service was responsive. People were involved in the planning and review of their care and support needs during their stay at the service. People were supported by staff to partake in a range of activities. Excursions and activities were tailored around people's likes, choices and abilities. There was an effective complaints system in place and people told us that they were confident that any concerns would be listened to and acted upon.

The service was well-led. Staff, people and their companions spoke positively about the registered manager who was committed to providing an excellent person centred service; ensuring people enjoyed a positive and enjoyable holiday break. There were systems in place to regularly assess and monitor the quality of the service provided. People using the service and staff had the opportunity to say how they felt about the service and the service it provided. The registered manager was able to demonstrate how they measured and analysed the care and support provided to people, and how this ensured that the service was operating safely and was continually improving to meet people's needs.

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.

Revitalise 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 checked 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 a comprehensive inspection which means we looked at all of the fundamental standards of care. The inspection took place on the 20, 21 September 2017 and 6 October 2017 and was unannounced. The inspection was undertaken by one inspector.

Prior to the inspection we reviewed all the information we held about the service including statutory notifications we had received. Notifications are changes, events or incidents that the provider is legally obliged to send us. We also reviewed a Provider Information Return (PIR). A PIR 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 to plan what we were going to focus on during our inspection.

During the inspection we spoke with five people who used the service, seven members of staff, the registered manager and the Director of Nursing Care and Quality. We looked at a range of documents and written records including four people's care records. We also looked at records which showed how the service was managed, reviewed staffing records, quality assurance information and minutes from staff meetings.



Our findings

At this inspection we found the same level of protection from abuse and harm and risks to people's safety as at the previous inspection and the rating continues to be Good.

People told us they felt safe whilst staying at the service. One person told us how they had been hesitant in booking a break at the service; they went on to say, "I don't know why I left it so long, I shouldn't have been so worried, I feel perfectly safe." Another person said, "I feel very safe, [staff] are marvellous you cannot fault them. I enjoy being here it's a lovely place." Another said, "It's not easy for me being blind, I always have a call bell around my neck and they always come quickly if I need them. If I'm not in my room they come and find me."

People were protected from avoidable harm and abuse. Staff we spoke with were able to demonstrate a good understanding of the different types of abuse, had a clear understanding of the service's safeguarding and whistleblowing procedures and what action to take if they felt people were at risk. Staff felt confident that if they needed to raise any concerns that the registered manager would take appropriate action to protect people and keep them safe.

Risks to people's safety and well being continued to be assessed and monitored effectively. Risk assessments had been completed which identified individual risks to people both within the service and when going out on excursions. These ensured any identified/potential risks were mitigated and helped to keep people safe. Staff had an understanding of managing risks whilst allowing people as much independence as possible.

Systems were in place to record and monitor incidents and accidents and these were monitored by the registered manager and the registered provider. This ensured that if any trends were identified prompt action would be taken to prevent reoccurrence. Records showed that staff were trained in basic life support, first aid, health and safety and fire awareness.

There were robust recruitment procedures in place to ensure staff were of good character and suitable for their role. Relevant checks were carried out before a new member of staff started working at the service. These included obtaining references, ensuring that the applicant provided proof of their identity and undertaking a criminal record check with the Disclosure and Barring Service (DBS).

There were sufficient staffing levels to meet people's care and support needs safely. The registered manager

told us that rotas were planned to ensure sufficient staffing levels on a weekly basis based on the number of people staying at the service and information regarding people's level of care and support needs. Systems were in place to constantly review staffing levels to ensure appropriate staffing levels at all times. During our inspection we observed staff supporting people in a timely way and sufficient staffing levels to meet people's individual needs.

Where people were supported to take medication this was managed and administered safely. Medicines were stored safely in a locked cabinet and were administered by staff who had received appropriate training. Records showed that regular checks were undertaken to ensure people had received their prescribed medication safely.



Our findings

At this inspection we found staff had the same level of skills, experience and support to enable them to effectively meet people's needs as we found at the previous inspection. People continued to have freedom of choice and were supported, where appropriate, with their health and dietary needs. The rating continues to be Good.

Staff had received appropriate training and support to meet the needs of people. People told us they were happy with the care and support they received and thought staff were well trained. Staff completed a comprehensive induction when they started work at the service. This included information, training and guidance on how to meet the needs of people safely and effectively and the standards expected of them. New staff worked alongside a more experienced member of staff during their induction period. All staff completed the registered provider's mandatory training and, where appropriate, specialised training such as percutaneous endoscopic gastrostomy (PEG) training. Staff received on-going training to ensure they had the skills and knowledge to meet people's individual needs.

Staff received regular supervision and appraisal. Staff told us they enjoyed their work and felt well supported and that they could always contact management if they needed any advice or guidance. One member of staff told us, "You do not have to wait for supervision, you can approach the management team about anything at any time." Another told us, "Supervisions are certainly a two-way process. Staff are encouraged to be open and outspoken on anything they would like to discuss, as well as receiving feedback on performance and setting targets/actions going forward. The Director of Operations and Director of Nursing and Care Quality make regular visits to the centre and make it very clear that they too operate an open door policy and often conduct informal one-to-one sessions with staff." Records confirmed that staff received regular supervision. This meant staff had a structured opportunity to discuss their practice and development and were supported on how to provide effective care to people.

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 2005 (MCA). We checked whether staff were working within the principles of the MCA. The registered manager demonstrated a good understanding of the MCA and staff understood the importance of consent and explained to us how they gained people's consent to their care and helped people to make choices on a day to day basis.

People were supported to eat and drink enough. Care plans noted people's food likes and dislikes and

specific dietary needs. People told us they enjoyed the food. One person said, "The food is always lovely, there's plenty to eat." Another person said, "Always very nice food and you get a choice."

Where required people were supported to access healthcare services such as GPs. Where the service identified that people may require additional help and support at home staff helped to signpost people to appropriate services. Discharge letters were also given to people at the end of their stay which staff encouraged people to share, where appropriate, with their GPs. The registered manager told us, "We take our duty of care seriously."



Our findings

At this inspection we found people were as happy using the service as they had been during our previous inspection. The rating continues to be Good.

Staff provided a caring and supportive environment for people staying at the service. Many staff had worked at the service for a number of years which enabled positive relationships to develop with people who regularly stayed at the service. One person told us, "Nothing is too much trouble all the staff are so helpful and delightful, a place like this couldn't work without them, they are fantastic." Another said, "I told [staff member] 'you are so helpful to me'; she said 'I would go to the moon and back for you'." During our inspection we observed warm interactions between people, staff and volunteers and it was clear that staff knew people very well.

People were involved in making decisions about the care and support they wished to receive during their stay at the service. Care plans contained information about people's likes, dislikes and preferences in regard to all areas of their care including cultural and religious beliefs; staff we spoke with were able to demonstrate a good knowledge of how people wished to be supported.

People's privacy and dignity was respected. Staff demonstrated a good understanding of privacy and dignity and described how they protected and respected people's dignity such as knocking on people's doors before entering their rooms and helping people to maintain their personal appearance. People's bedroom doors had locks on them should people wish to have privacy.

Throughout our inspection we saw that people and staff were relaxed in each other's company. There was free flowing conversation and exchanges about people's wellbeing and how they planned to spend their day. People were addressed by their preferred names and staff interacted with people in a kind and compassionate way and took time to listen closely to what people were saying to them. One person told us, "I feel like family when I come here." Another person said, "Staff are really kind and caring. We go out places its really good, we sent a thank you card following our last stay as it was so good."



Our findings

At this inspection we found staff were as responsive to people's needs and concerns as they were during the previous inspection. The rating continues to be Good.

Each person had a care plan that was tailored to meet their individual needs such as personal care preferences, specialised care needs, and any cultural or spiritual needs and wants. Care plans were reviewed within the first 48 hours of a person's stay to ensure they were reflective of people's needs. The Director of Nursing Care and Quality told us the registered provider was in the process of developing a 'Revitalise holiday passport'. They said, "The introduction of Revitalise holiday passports will enable a more holistic approach around people's preferences and avoid them having to complete forms for every stay at any of our centres; this will ensure a more personalised service for people."

The service actively encouraged and supported people to follow their interests and participate in the various activities both within the service and externally whilst respecting people's wishes if they choose not to join in. The registered manager told us, "Our core mission is to provide breaks for disabled adults. We want to honour people's beliefs, include everyone and build appropriate relationships. We want people to remember their experience. Recently we had indoor sky diving that was amazing. Last year we took guests up in a plane and they flew the plane. We are here to give inspirational life experiences and are passionate about finding ways for people to do things in a way they are able to, disabilities should not be a barrier." Throughout our inspection people told us how they enjoyed the activities and excursions provided which in turn made their holiday a relaxing and enjoyable one. One person with a visual impairment told us how a member of staff had taken time during a recent museum visit to read the information at each exhibit thereby enabling them to have a positive experience which they had really appreciated.

The service had a policy in place for dealing with complaints and this was clearly displayed at the service including in people's rooms. Where complaints had been received these had been investigated and appropriate action taken. People we spoke with told us that the registered manager was approachable and felt confident that they would deal appropriately with any concerns. One person said, "I know who to go to if I had any concerns or complaints, and I know they would be acted on." The registered manager told us they encouraged complaints to help improve the quality of the service provided and ensure continuous improvement.



Our findings

At this inspection we found the service was as well-led as we had found during the previous inspection. The rating continues to be Good.

The registered manager had worked for the registered provider for several years. 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. The registered manager was visible within the service and demonstrated their commitment and passion to ensure people received good quality care and enjoyed their holiday break at the centre. The registered manager's vision and values were fully embraced by staff. Staff and people we spoke with told us they felt the service was well-led and managed.

Staff told us they felt supported and valued and enjoyed working at the service. They said that the registered manager operated an 'open door' policy and that they were always available day or night for support and guidance. One member of staff told us, "The service is well led, there is a good management team and we all work well together. Everyone who works here wants to do their best to ensure guests have the best care and holiday experience. Staff morale is really good." Another told us, "The best thing about working for Revitalise and Jubilee Lodge in particular is the 'one-of-a-kind' atmosphere the entire staff team create. My favourite thing to hear at the end of the week is 'I can't wait to come back' because it means that we achieved what we set out to do for that guest which is to provide a memorable experience." Staff were clear on their roles and responsibilities. One member of staff told us, "Although new in my current role, my responsibilities have been made very clear from the start, beginning in my interview and carrying on through to the induction period."

Regular staff meetings were held and topics such as updates regarding training, activities and the day to day running of the service were discussed. Staff told us that they were able to openly discuss any concerns and suggestions for improvements to the service. One member of staff told us, "The management team are proactive and we can approach them about anything, we are encouraged to do this." This showed us that staff had the opportunity to be involved in how the service was run.

The registered manager actively sought the views of people who used the service. This was done in a number of ways such as daily interactions with people and weekly meetings before people returned home. People's feedback on their experience during their stay was actively encouraged and was taken into account

to improve the quality of the service provided.

There were effective systems in place to monitor the quality and safety of the service. The registered manager and registered provider were committed to delivering a high standard of care to people and regular checks and audits such as health and safety, medication and the fire system were undertaken and analysed to ensure people's health and welfare. This demonstrated that the registered provider had a quality assurance programme in place which was effectively monitored.

The registered manager told us they received consistent support from the registered provider. They attended senior management meetings which provided an opportunity to share good practice and knowledge, discuss any challenges and receive updates.

Services that provide health and social care to people are required to inform the Care Quality Commission (CQC), of important events that happen in the service. The registered manager was aware of their responsibilities and had systems in place to report appropriately to CQC about reportable events.