

Athena Healthcare (Fleetwood) Limited

Lakelands Lodge

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Lakelands Lodge is a nursing home providing personal and nursing care to 29 people at the time of the inspection. The service can support up to 80 adults. Lakelands Lodge is a large purpose-built building providing passenger lift access to all floors. There are multiple communal spaces for people's comfort and enjoyment. It is situated on the promenade, close to local amenities and public transport. Lakelands Lodge will be referred to as Lakelands within this report.

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

The registered manager ensured only suitably trained, competent staff administered people's medicines. The home was extremely clean and staff consistently used PPE as per national guidance. One person told us, "It's as if there was no such thing as a pandemic because of the care and dedication of staff."

Staff supported people to meet their hydration and nutritional needs. Relatives confirmed there was a choice of meals and hot and cold drinks were available at any time. A relative said, "Nothing's too much trouble. [My relative] often changes her mind and they respect that."

The registered manager created a calm, compassionate and welcoming culture at Lakelands. A relative stated, "He's an amazing manager who runs a tight ship. I just feel like he's a member of my family who looks after my [relative]." Staff attitude should be commended because their focus was constantly on retaining people's needs and safety.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

This service was registered with us on 20/11/2020 and this is the first inspection.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we received about the service. The inspection was prompted in part due to concerns received about medicines, infection control, nutrition and hydration, leadership and quality assurance. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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 that the

service can respond to coronavirus and other infection outbreaks effectively.

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?

This is the service's first inspection. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service effective?

This is the service's first inspection. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

This is the service's first inspection. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Lakelands 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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Lakelands 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

This inspection was announced. We gave the service 24 hours' notice to ensure people were not placed at any risk.

What we did before the inspection

We reviewed information we held about the service. We sought feedback from the local authority commissioning team. 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 Lakelands and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about Lakelands with one person, two relatives, five staff and two members of the management team. We walked around the building to carry out a visual check. We did this to ensure Lakelands was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We checked care records and looked at medication procedures, infection control protocols, kitchen hygiene schedule of records, leadership and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed the home's care records and relevant policies.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. We have not rated this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about medicines and infection control processes. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

- The registered manager ensured only suitably trained, competent staff administered people's medicines. Nurses completed the entire process, correctly documenting medicines records in line with national guidance. The management team audited processes to ensure they remained safe.
- People confirmed they received their medicines on time and as prescribed. One person said "I don't feel safe to do my own medication, so they do it for me. I can categorically say I always get my tablets when I need them."

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. We have not rated this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about nutrition and hydration. We will assess all of the key question at the next comprehensive inspection of the service.

Supporting people to eat and drink enough to maintain a balanced diet

- Staff ensured people were supported to meet their hydration and nutritional needs. Detailed assessment, care planning and monitoring was aimed at mitigating the risk of malnutrition. People told us hot and cold drinks were available at any time. One person said, "I have tea coming out of my ears, I love it."
- The chef maintained a well-run, hygienic kitchen. They had up-to-date required records verifying good practice in food safety. There were sufficient stocks of fresh fruit and snacks. People stated they had a choice of meals. One person commented, "The food is lovely, I get whatever I want."

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.

This is the first inspection for this newly registered service. We have not rated this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about leadership and quality assurance. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The registered manager maintained a wide range of audits to oversee quality assurance and optimise everyone's welfare. They had a fluid approach in adapting to and managing people's safety during the pandemic. For example, they had enhanced protocols to lessen risks.
- Staff attitude should be commended because their focus was constantly on retaining people's needs and safety. They viewed each person as a family member and did everything within their power to be able to continue supporting them during the pandemic.
- People and relatives commented they experienced good standards of care. A relative expressed, "There's a very caring attitude from every staff member and they all work so well together with [the registered manager]."

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

- The registered manager created a calm, compassionate and welcoming culture at Lakelands. They told us they achieved this because "I'm a leader but staff know my door's always open." Staff confirmed they felt valued and passionate about their work. One employee stated, "[The registered manager] is the best manager I have ever had. He instils in us a sense of pride."
- People and relatives were highly complimentary about the registered manager. One person said, "He's a lovely guy." A relative added, "He went above and beyond when we arrived. It was all rushed because it was urgent, but he made sure a staff member we knew at a previous home was on duty. It was such a huge relief to see [my relative] instantly relaxed and comfortable."