

Wigan Council

# Ince Green Lane

## Inspection report

310 Ince Green Lane  
Ince  
Wigan  
Lancashire  
WN3 4QP  
  
Tel: 01942236823

Date of inspection visit:  
30 January 2023  
10 February 2023

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13 March 2023

### 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

### About the service

Ince Green Lane is respite service operated by Wigan Council. People live at the service for short periods of time to enable friends and families to have a break from their caring responsibilities. Most of the people using the service have a learning disability. Ince Green Lane is registered with CQC to provide care for a maximum of 4 people. There were 4 people using the service at the time of the inspection.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

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

The service was able to demonstrate how they were meeting the underpinning principles of right support, right care, right culture.

### Right Support

The environment was well maintained, and people felt safe using the service. The quality of service provided was kept under review and changes were made to improve people's care and support as required. The home had established good working partnerships with healthcare professionals and within the local community that promoted people's participation and reduced their social isolation. Medicines were managed safely, and appropriate recruitment procedures were in place.

### Right Care

There were suitable numbers of well-trained staff who supported people to live safely, whilst enjoying their lives. Any risks to people and staff were assessed, monitored and regularly reviewed. There were systems in place to respond to complaints, concerns and safeguarding issues as they arose.

### Right culture

The provider's culture was open, and staff understood their responsibilities. Staff said they enjoyed their roles and told us there was effective management and leadership in place.

### Rating at last inspection

This service was registered with us on 30 October 2019 this is the first inspection.

### Why we inspected

This inspection was prompted by a review of the information we held about this service.

The overall rating for the service is 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 Ince Green Lane on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

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 COVID-19 and other infection outbreaks effectively.

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## 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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

### Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

### Is the service well-led?

Good ●

The service was well-led

Details are in our well-led findings below.

# Ince Green Lane

## Detailed findings

### Background to this 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 Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by an inspector.

#### Service and service type

Ince Green Lane is registered with CQC as a 'care home'. CQC regulates both the premises and the care provided and both were looked at during this inspection.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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. At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was announced. We gave a short period notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity was carried out between 30 January and 10 February 2023. We visited the service on both of these days to carry out observations, review records and gather feedback.

#### 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 who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this

information to plan our inspection.

During the inspection

We spoke with 1 person who used the service and 5 relatives about their experience of the care provided. We spoke with 9 members of staff including the registered manager.

We reviewed a range of records. This included 4 care plans and associated medication records. We looked at three staff recruitment files, staff training records and records associated with the provider's quality monitoring systems.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- Relatives told us they felt the service was safe, commenting, "(Person) is safe living at the home and the environment is safe." Another relative said, "I have real peace of mind when I drop (person) off here in the morning."
- Staff understood about safeguarding and said they had received training. One member of staff said, "If people are abused or mis-treated that could be abuse. Also, if there was poor moving and handling used, then that would be a safeguarding concern."
- A safeguarding policy and procedure was in place, explaining what needed to be done if abuse was suspected.
- A log of any safeguarding incidents was maintained and contained details about outcomes and lessons learnt.
- Accidents and incidents were monitored, with information about how to prevent future re-occurrences.

Assessing risk, safety monitoring and management;

- People had a range of risk assessments in place regarding their care. Where any risks were identified, control measures were in place about how to keep people safe.
- Safety checks of the building and equipment were completed, with certificates available of work and servicing undertaken.

Staffing and recruitment

- There were enough staff employed to care for people safely. Relatives said there were enough staff to deliver the care people needed. One relative said, "Yes there are enough. (Person) goes there Friday, Saturday, Sunday. There are enough to meet people's needs as far as I'm aware, so it seems properly staffed."
- Staff were recruited safely, with all the necessary procedures carried out. Staff confirmed they were asked to complete these checks when they first began working for the service.

Using medicines safely

- People received their medication safely which was stored in locked cabinets within people's bedrooms.
- Medication administration records were completed accurately by staff when medicines were administered. PRN plans (when required medicines,) were in place as needed if people needed medicines to be given in certain circumstances.
- Relatives and people who used the service said medicines were given safely. One relative said, "They are on the phone straight away if any medication concerns. They are definitely given safely."

- Competency assessments were carried out to ensure staff had the correct skills to administer medication safely.

#### Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimize the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.

#### Visiting in care homes

The registered manager was following government guidance in relation to visiting, and relatives were able to see their family members safely and at times of their choosing.



# 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.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law ;Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support;

- People's needs were assessed when they first moved to Ince Green Lane. These involved people's friends and families when possible. People were initially referred to the service via the local authority and assessments were also available within peoples' support plans.
- At the time of the inspection, the service did not routinely support people to attend health appointments, as this was often done by people's families. Staff said they supported people with their daily routines such as oral hygiene.

Staff support: induction, training, skills and experience

- Staff told us they received the appropriate training and induction to meet the needs of the people they supported. One member of staff said, "Plenty of training is available, both practical and through e-learning."
- A training matrix was in place which detailed the different types of training staff had completed.
- Staff completed an induction when they first started working for the service, which they said helped prepare them well for the role.
- Staff supervisions took place and gave staff the opportunity for staff to discuss their work. These were referred to within the service as 'My time'.

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

- People told us they received enough to eat and drink and received support from staff if this was required.
- People had specific nutrition and hydration care plans in place, and this provided staff with information about the support people needed to eat and drink.
- Most people were dependant on staff for food preparation, although people's independence was promoted where possible to enable them to develop new skills.
- The service had good links with other healthcare professionals, such as speech and language therapists

Ensuring consent to care and treatment in line with law and guidance

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 authorized under the MCA. We checked whether the service was working within the principles of the MCA.

- Correct procedures were in place if people lacked the capacity to make their own decisions. For example, regarding covert medication.
- An MCA policy and procedure was in place for staff to follow when needed.
- Staff understood about the MCA and how to seek consent from people. One member of staff said, "It is to enable people to make choices and decisions in their best interest."

Adapting service, design, decoration to meet people's needs

- People's care and support was provided in a safe, clean, well equipped, well-furnished and well-maintained environment which met people's sensory and physical needs.
- The interior and decoration of the service was adapted in line with good practice to meet people's needs and included a bespoke sensory room which people told us they enjoyed using.

# 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 our last inspection we rated this key question good. The rating for this key question has remained 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;

- People and relatives provided positive feedback about the care provided. One person said, "It is alright here and I am happy. It is a nice atmosphere." A relative said, "I can't say anything bad about them and they are 100% every day. They can adapt to any situation. Overall, the service (person) receives is excellent." Another relative said, "I rate the service really highly and it gives the family the break we need. I would really struggle without it." A third relative commented, "It is brilliant. (Person) had issues with another service, but the trust is fully restored. It is a really good service."
- People spoke highly of the staff team saying they felt treated with dignity, respect and had their independence promoted where possible. One person said, "The staff are really nice to me and are my favourites." A relative also said, "Staff are absolutely brilliant, and they make (person) feel good. (Person's) body language gives a sense they are happy. We couldn't ask for better." Another relative added, "The staff are lovely and are all nice. We have good communication with them all."
- Details were provided within care plans about any religious, or cultural requirements people had, as well as things of importance to people which staff needed to be aware of.

Respecting and promoting people's privacy, dignity and independence

- People told us they felt treated with dignity and respect, as did relatives. One relative said, "(Person) is very well treated and never seems distressed."
- Staff displayed a good understanding of how to treat people with dignity and respect. For example, by closing doors and curtains during any personal care tasks.
- People who used the service were encouraged to be as independent as possible and staff described how they promoted this when delivering care. For example, allowing people to do as much of their own personal care as they were able.

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

- People and relatives told us they were involved in the care they received and were involved in decisions about their care. People said staff always took the time to speak with them and ask them how they wanted their care to be delivered.
- People's views and opinions were gathered through the use of satisfaction surveys, which were then used to improve service delivery.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At our last inspection we rated this key question good. The rating for this key question has remained good.. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences; Supporting people to develop and maintain relationships to avoid social isolation; Support to follow interests and to take part in activities that are socially and culturally relevant to them

- People and relatives told us they received personalised care and the service was responsive to their needs. One relative said, "Overall very happy and (person) is being looked after in a brilliant way. I just hope it continues at this level."
- People who used the service had their own care plan in place. We found they provided staff with an overview of the care people needed. Care plans captured person-centred information about people, such as how people like to be supported, things of importance and how they would like to be involved in the support they received.
- People were supported to participate in activities when they spent time at the service. Staff often took people out into the local community and there was a sensory room onsite which people told us they liked to use. Staff were aware of people's daily routines and how best to support them. Some people who lived at Ince Green had also been involved with voluntary work.

### Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- Some people who used the service were non-verbal, although staff told us about methods they used to communicate with people effectively. For example, the use of Picture Exchange Communication (PEC), with some staff also trained in Makaton, which can further aid communication.
- People's care plans took into account their communication needs including sight, hearing and speech, as well as any sensory aids required such as glasses, or hearing aids.

### Improving care quality in response to complaints or concerns

- People knew how make a complaint if needed and said they would feel comfortable speaking with the registered manager about any concerns
- A complaints policy and procedure was available which explained the process people could follow if they were unhappy with the service they received. This was available in different formats, such as easy read.

### End of life care and support

- At the time of the inspection no-one was at the end stages of life and due to the nature of the service, this wasn't something people would receive whilst living at Ince Green Lane. The service had a policy and

procedure in place which explained the process to be followed if this was the case.

# 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 our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Continuous learning and improving care; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- There were systems in place to monitor the quality of service provided to ensure good oversight. This included audits, with action plans created if any shortfalls were identified. Competency assessments were also carried out of areas such as medication and moving and handling.
- Systems were in place to involve people, relatives and staff in how the service was run, including the use of satisfaction surveys to obtain feedback.
- Team meetings were held to gather staff views and opinions. Staff supervisions and appraisals took place to monitor performance and provide support.

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

- The service had a registered manager and we liaised with them throughout the inspection. They understood their role and responsibility to submit statutory notifications about any incidents that had occurred within the service.
- It is a legal requirement for the ratings from the last inspection to be displayed on any websites operated by the provider and at the office location. We discussed this with the registered manager about ensuring these were displayed once the inspection had been completed.

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

- The staff team spoke of a positive culture at the service and said they enjoyed their roles. One member of staff said, "It is a great place to work. There is definitely a good culture, as well as good teamwork. I wouldn't hesitate to report any bad practice and that is definitely encouraged here."
- Staff told us they felt the service was well-led. One member of staff said, "There is good management and leadership here. The manager is very supportive, approachable and always considers the well-being of staff."
- People achieved positive outcomes whilst living at Ince Green Lane, for example by slowly building up trust and rapport with staff, this enabled them to gain the confidence to engage more with take like personal care and oral hygiene.

Working in partnership with others;

- The service worked in partnership with other agencies as required including local authorities and social

work teams.

- The service worked with a range of other organisations to enable people to maintain good health. This included learning disability nurses and occupational therapists. Strong working relationships had also been formed with local day centres, where people spent a lot of their time when not at Ince Green Lane.