

Ivy Cottage (Ackton) Ltd

Ivy 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 well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Ivy Lodge is a residential care home providing regulated activity personal care for up to 10 people. The service provides support to people with a learning disability and autistic people. At the time of our inspection there were 10 people using the service.

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

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

### Right Support:

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff supported people to achieve their aspirations and goals.

Staff supported people with their medicines in a way that promoted their independence and achieved the best possible health outcomes. Staff supported people to play an active role in maintaining their own health and wellbeing.

Staff did everything they could to avoid restraining people. The service recorded when staff restrained people, and staff learned from those incidents and how they might be avoided or reduced.

People had a choice about their living environment and were able to personalise their rooms. The service made sure people were fully involved in discussions about how they received support, including when they recruited staff.

### Right Care:

Staff understood how to protect people from poor care and abuse. Staff had training on how to recognise and report abuse and they knew how to apply it. The service had enough appropriately skilled staff to meet people's needs and keep them safe.

People could communicate with staff and understand information given to them because staff supported them consistently and understood their individual communication needs.

Staff and people cooperated to assess risks people might face. Where appropriate, staff encouraged and enabled people to take positive risks.

#### Right Culture:

The service had evaluated the culture and quality of the service provided to make sure staff placed people's wishes, needs and rights at the heart of everything they did. This ensured risks of a closed culture were recognised so that people received the right support. Staff knew and understood people well and were responsive, supporting their aspirations to live a quality life of their choosing. Staff valued and acted upon people's views.

#### Rating at last inspection

The last rating for this service was good (published 12 October 2017).

#### Why we inspected

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

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.

The inspection was prompted in part due to concerns received about a closed culture, staff training and management. A decision was made for us to inspect and examine those risks.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe, effective and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ivy Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# Ivy 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 Health and Social Care Act 2008.

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

The inspection was carried out by 2 inspectors and 1 assistant inspector.

#### Service and service type

Ivy Lodge is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Ivy Lodge is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

Inspection activity started on 12 January 2023 and ended on 18 January 2023. We visited the location's service on 12 January 2023.

#### What we did before the inspection

We reviewed information we had received about the service since it registered with CQC. We sought feedback from the local authority and professionals 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.

We contacted social care commissioners who help arrange and monitor the care of people living at Ivy Lodge. We also contacted Healthwatch Barnsley. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

#### During the inspection

We spoke with 6 people who used the service and observed communal areas. We spoke with 7 members of staff, including a care director, the registered manager, the deputy manager and 4 care staff.

We reviewed a range of records. This included 3 people's care records and medication records. We looked at 3 staff files in relation to recruitment and staff supervision. We also looked at a variety of records relating to the management of the service and quality monitoring systems.

We spoke with 4 relatives and 3 health and social care professional about their experience of 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 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

- Systems were in place to help protect people from the risk of abuse.
- Staff had received safeguarding training and knew how to recognise and report any concerns about people's safety and welfare. Staff were confident the registered manager would act on any concerns they raised.
- People told us they felt happy and safe living at Ivy Lodge. Comments included, "I feel safe living here, I wouldn't change anything."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people's safety and welfare were assessed.
- Care records included information about the measures in place to manage risks.
- The provider had a system in place to report, monitor and learn from accidents and incidents. Staff were aware of how and when to report any accidents or incidents so action could be taken to address any concerns and learn lessons.

Staffing and recruitment

- There were enough staff deployed to ensure people received safe care. Regular agency staff were in place to manage shortfalls in staffing numbers. Efforts were made to use the same agency staff to ensure familiarity with people's needs.
- Every person's record contained a clear one-page profile with essential information so new or temporary staff could see quickly how best to support them.
- Staff were recruited safely, and appropriate checks were carried out to protect people from the risk of being supported by unsuitable staff.

Using medicines safely

- People's medicines were managed safely.
- The service ensured people's behaviour was not controlled by excessive and inappropriate use of medicines. Staff understood and implemented the principles of STOMP (stopping over-medication of people with a learning disability, autism or both) and ensured that people's medicines were reviewed by prescribers in line with these principles
- Staff were trained in the safe management of medicines. Competency checks were carried out to make sure they were following the correct procedures.

Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was supporting people living at the service to minimise the spread of infection.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was responding effectively to risks and signs of infection.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

#### Visiting in care homes

- Systems were in place to ensure visitors, including family, friends and professionals visited people in a way that minimised the risk of spread of infection.



# 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

- People's needs were assessed before the service started to provide care to them. One professional commented, "The quality of the care plans stands out; they are spot on; they are very person centred."
- People had care and support plans that were personalised and reflected their needs and aspirations, including physical and mental health needs.
- People, those important to them and staff reviewed plans regularly together.

Staff support: induction, training, skills and experience

- People were supported by staff who had received relevant and good quality training. This included communication tools, positive behaviour support, human rights and restrictive interventions.
- The service checked staff's competency to ensure they understood and applied training and best practice.
- Staff were well supported in their roles. Staff had regular supervision discussions with their line managers and received feedback about their performance.

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

- People were involved in choosing their food, shopping, and planning their meals.
- Staff encouraged people to eat a healthy and varied diet to help them to stay at a healthy weight.
- Comments from people included, "I have my own food budget; I do my own shopping at the supermarket and I do my own meals in the community kitchen." And, "The food is alright at Ivy Lodge, I get to choose what I have."

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.
- People personalised their rooms and were included in decisions relating to the interior decoration and design of their home.

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- Staff supported people to access healthcare services when people needed support. They made referrals to other organisations and requested immediate support if people experienced an issue with their health.
- People were supported to attend annual health checks screening and primary care services

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 MCA 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 authorised under the MCA.

In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- Staff empowered people to make their own decisions about their care and support.
- For people the service assessed as lacking mental capacity for certain decisions, staff clearly recorded assessments and any best interest decisions.

# 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.

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

- Management and staff put people's needs and wishes at the heart of everything they did.
- The provider and the registered manager and senior staff were alert to the culture within the service and spent time with staff and people and family discussing behaviours and values.
- Managers worked hard to develop a culture that valued reflection, learning and improvement and they were receptive to challenge and welcomed fresh perspectives.

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

- Governance processes were effective and helped to hold staff to account, keep people safe, protect people's rights and provide good quality care and support
- The registered manager and staff were motivated about their roles and understood their responsibilities. Staff displayed a clear desire to achieve good outcomes for people
- Everyone we spoke with told us the service was well-organised and managed effectively. A relative commented, "The home is very well managed."

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 provider apologised to people, and those important to them, when things went wrong
- Staff gave honest information and suitable support, and applied duty of candour where appropriate.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People, and those important to them, worked with managers and staff to develop and improve the service. For example, people were involved in staff training and interviews to recruit staff. One person commented, "We have a house meeting every month. I think they are helpful, we talk about activities, health and safety, and other stuff."
- Feedback was gained through surveys, telephone calls and care reviews. When feedback had been provided by people using the service or their relatives, this had been shared with relevant staff members and acted on.

Continuous learning and improving care

- The provider had a clear vision for the direction of the service which showed ambition and a desire for people to achieve the best outcomes possible. One relative commented, "I think the service is excellent and they give the service users the chance to meet their full potential."
- The provider kept up to date with national policy to inform improvements to the service.

#### Working in partnership with others

- The service worked well in partnership with advocacy organisations and other health and social care organisations, which helped to give people using the service a voice and improve their wellbeing. Comments from professionals included, "Ivy lodge is exceptional. They are always responsive and work in a very person-centred way. They try to break down barriers. They think outside the box." And, "They are very proactive; they don't wait for things to get to crisis before contacting us."