

Bloem Care Ltd

Freckleton Lodge

Inspection report

103 Preston Old Road
Freckleton
Preston
Lancashire
PR4 1HD

Tel: 01772632707

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24 November 2020

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Freckleton Lodge is a care home providing personal care to 28 older people at the time of our inspection. The service can support up to 28 older and younger adults who may be living with dementia. Bedrooms are of single occupancy with ensuite facilities, with various communal spaces for people's comfort.

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

The registered manager and staff had an exceptional understanding of supporting people safely during the current pandemic. A staff member said, "We're so clued up. It's become second nature now, which keeps us all safe." Staff demonstrated a good awareness of protecting people from harm or abuse. They were patient and responded to people's needs quickly. Staff followed correct procedures to ensure people received their medicines safely and as prescribed.

The Management team provided multiple opportunities to assist people, visitors and staff to feed back their experiences of living and working at the home. They had extensive auditing systems to maintain ongoing oversight of the home. Staff said they worked well as a team and people commented the home was well managed.

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

The last rating for this service was good (published 05 September 2019).

Why we inspected

We wanted to assure ourselves the service remained safe since our last inspection and continued to be led well under the newly registered manager.

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.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe 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 Freckleton 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 well-led?

Good ●

The service was well-led.

Details are in our safe findings below.

Freckleton 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

Freckleton 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

This inspection was unannounced.

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 commissioning and safeguarding teams. 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 Knowle and made the judgements in this report.

We used all of this information to plan our inspection.

During the inspection

We spoke about Freckleton Lodge with four people, five staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Freckleton Lodge was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led Freckleton Lodge in ongoing improvements. We checked care records of two people and looked at staffing levels, recruitment procedures and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at their quality assurance systems.

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 good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

- The registered manager and staff had an exceptional understanding of supporting people safely during the current pandemic. They had enhanced and introduced far-reaching infection control practices and protocols. For example, four-hourly wipe down of communal areas; extensive COVID-19 policies and procedures; and twice-daily 'flash meetings.' The meetings were to check personal protective equipment (PPE), people's progress and any arising problems.
- There were good stocks of PPE and infection control stations throughout the home. Staff used equipment correctly, such as disposable gloves, masks and aprons.
- People commented Freckleton Lodge was kept clean and staff made good use of PPE, which they understood the purpose of. One person said, "[The registered manager] explained why they have to wear all the PPE and I see the staff wear it without exception." Another person told us, "I can't say any more than it's wonderful here."

Systems and processes to safeguard people from the risk of abuse

- The registered manager provided training on safeguarding principles and staff demonstrated a good awareness of protecting people from harm or abuse. An employee stated, "I know my responsibility and have the contact details to hand of who we report to."

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

- The registered manager maintained everyone's safety through good oversight and robust control measures to mitigate risks. One person said, "It's so important I feel safe and they keep me safe."
- The registered manager commented the whole team was developing and adapting continuously during the pandemic.

Staffing and recruitment

- Staff were patient and responded to people's needs quickly. Staff and people said staffing levels were sufficient. A staff member told us, "We have enough staff. I've never felt under pressure."
- The manager used the same, safe recruitment procedures we found at our last inspection. Staff stated their recruitment was professional and they completed a thorough induction programme.

Using medicines safely

- Staff followed correct procedures to ensure people received their medicines safely and as prescribed, including those who self-administered. One person commented, "They check I've done it, of course, but they allow me to do my own because they know I'm safe."

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

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The Management team provided multiple opportunities to assist people, visitors and staff to feed back their experiences of living and working at the home. For example, 'resident' meetings, surveys and a 'You said, we did' board to show action taken to improve Freckleton Lodge.
- Feedback received included a relative commenting on the home's Covid-19 response, 'You have really gone that extra mile.' The provider completed an analysis of survey outcomes and created an action plan to make improvements where this was identified.
- Staff spoke highly of the management team. One employee stated, "I feel listened to [the registered manager] is very approachable." Another staff member added, "She is just brilliant. Her enthusiasm and excitement rub off on us, making it an exciting, fun place to work."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 had extensive auditing systems to maintain ongoing oversight of the home. They enhanced policies, practices and protocols during the pandemic. For example, they purchased new equipment, such as extendable table to enable social distancing. They reflected on identified issues transparently and acted to improve each person's wellbeing. For instance, they changed mealtimes to better suit people's preferences.
- Staff said they worked well as a team and people commented the home was well managed. One person stated, "I felt alone at home, but here I have great company. [The registered manager] and staff are lovely and work so hard together." An employee added, "The flash meetings are really good. They make sure we are all on the same page."

Working in partnership with others

- The registered manager and staff worked closely with health and social care agencies to share good practice and enhance care delivery.