

Life Opportunities Trust

Life Opportunities Trust - 329 Martindale Road

Inspection report

329 Martindale Road
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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

This unannounced inspection was carried out on 2 March 2017. The last inspection of the service took place on 17 and 18 May 2016. We rated the service as Good overall but identified two breaches of the Care Quality Commission (Registration) Regulations 2009 as the provider had not notified us of certain events that must be reported to the Care Quality Commission. These included notifications for deprivation of liberty safeguards authorisations and for the absence of the registered manager who was no longer managing the service.

At this inspection we checked that notifications were being submitted to the Care Quality Commission (CQC). We found improvements had been made in the reporting of notifiable changes, events and incidents to the CQC and we found the provider and the manager were now reporting appropriately to meet the requirements of the Care Quality Commission (Registration) Regulations 2009.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Life Opportunities Trust – 329 Martindale Road' on our website at www.cqc.org.uk.

329 Martindale Road is a care home providing personal care for up to 7 adults. People living at the service have a range of needs including learning and physical disabilities.

The service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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. There was a manager in post and they had commenced the process of applying to register with the CQC.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

We found the provider and manager were reporting appropriately to meet the requirements of the Care Quality Commission (Registration) Regulations 2009.

Notifications for authorisations of deprivation of liberty safeguards and for a change of manager at the service had been submitted to the CQC. The manager was clear about the events that were reportable to the CQC.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for well-led at the next comprehensive inspection.

Requires Improvement ●

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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 was planned to check 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 unannounced inspection was carried out on 2 March 2017. The manager was not present and we spoke with them by telephone on 3 March 2017 as part of our inspection. The inspection was carried out by one inspector. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 17 and 18 May 2016 had been made. We inspected the service against one of the five questions we ask about services: is the service well-led. This is because the service was not meeting legal requirements in relation to that question.

For this inspection we spoke with the manager and one care worker. We reviewed the notifications that had been received from the service and spoke with the manager about changes events and incidents that are notifiable to the Care Quality Commission. Notifications are for certain changes, events and incidents affecting the service or the people who use it that providers are required to notify us about.

Is the service well-led?

Our findings

During our inspection in May 2016 we found that the service was not always notifying us of certain changes, events and incidents affecting the service or the people who use it that providers are required to notify us about.

Since the last inspection we had received notifications for authorisations of deprivation of liberty safeguards, death notifications for people using the service and notifications in respect of a change of manager at the service. The provider had submitted the change of manager notifications and the manager had submitted the notifications for events affecting people who use the service.

The manager was aware of the changes, events and incidents that they were required to notify CQC about and satisfied us that they understood this clearly. We discussed who would complete any notifications necessary if the manager were absent from the service, for example, on leave, and the manager said this would be the senior care worker and that this was discussed during supervision to ensure they were also aware of the process to follow.