

Chelcare Limited

Doddington Lodge

Inspection report

Doddington
Hopton Wafers
Cleobury Mortimer
Worcestershire
DY14 0HJ

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05 July 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 23 November 2016. At the time of inspection there was no registered manager in post. Improvements had been made to how the home was managed by an interim manager who was due to leave shortly after the inspection. After the comprehensive inspection, the provider wrote to us to say what they would do to improve the management of the service.

We undertook this focussed inspection to check that they had followed their plan and to confirm whether they had improved how the service was managed.

This inspection took place on 5 July 2017 and was unannounced.

Doddington Lodge provides accommodation and personal care for up to 41 people, some of whom are living with dementia.

There was not a registered manager in post. There had been a temporary manager in post since June 2016. A registered manager is a person who has registered with the Care Quality Commission 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 and associated regulations about how the service is run.

The manager had already applied to CQC to become a registered manager. They had a clear view and understanding of the home and people and staff felt assured that the manager would make a good registered manager.

There were effective systems in place relating to the governance and management of the home.

Where risks to people had been identified, appropriate action had been taken. Improvement in the service had been maintained and the provider and manager shared a clear view to drive further improvements in the home.

Quality assurance systems were in place. The provider and manager maintained a clear overview of the home.

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?

The service was not always well led.

There was no registered manager in post, but the previous deputy manager had applied to become registered with CQC. As a result the rating for well-led remains at requires improvement.

People and staff felt that the manager and the provider were approachable and supportive. Staff had confidence in the manager becoming the registered manager.

The provider and manager monitored the quality of the service by a variety of methods including checks, audits and feedback from the people that lived there, their families and any professionals involved

Previous improvements to the service had been sustained and were now integral to how the home was managed.

Requires Improvement ●

Doddington Lodge

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Doddington Lodge on 5 July 2017. This inspection was done to check that improvements planned by the provider after our 23 November 2016 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service Well Led?

This unannounced visit took place on 5 July 2017 by one inspector.

Before our visit we reviewed information we held about the provider including statutory notifications and enquiries relating to the service. Statutory notifications include information about important events which the provider is required to send us. We also asked the local authority for any concerns or information relating to Doddington Lodge. We did not receive any information of concern.

During the visit we spoke four people who lived at the home, two relatives, four members of care staff, the manager and the provider. We reviewed records relating to the management of the service, this included the quality checks made by the provider and the manager.

Is the service well-led?

Our findings

At the last inspection on 23 November 2016 we found that the service was not always well-led. There was not a registered manager in post and we were not assured that improvements made to the governance systems were sustainable as the previous manager was leaving shortly after completion of the inspection. During this inspection we found some improvements had been made.

There still was not a registered manager in post. The previous registered manager had left the service and deregistered with CQC in June 2016. A registered provider must ensure that any regulated activity is managed by an individual who is registered as a manager. Since the last inspection the provider had employed a number of managers who had left before applying for registration with CQC.

However, at the time of inspection the deputy manager had recently been promoted to manager and had now applied to CQC to become the registered manager. We were assured by the provider that completion of the registration process was a priority. We need assurance that the registration process will be completed and the improvements sustained once registration is complete.

The provider had maintained the systems of governance that had been introduced by the previous interim manager. There were regular checks and audits on aspects of care including falls, medicines, weights and nutrition. We could see where information from these checks had identified individual risks to people and action had been then taken to reduce these risks. One example was the change to how staff were deployed. This had taken place after reviewing how people's needs were being met. We found that staff deployment was now more effective, particularly at key times such as mornings and mealtimes.

The manager told us that they had introduced daily 'flash meetings.' They told us that they met with senior staff, care staff, domestic staff and kitchen staff so that they could maintain a complete overview of what was going on in the home. Staff we spoke with felt that the deputy manager maintained a working understanding of the home and any concerns.

The provider told us how they now had weekly input into the home, spending time talking to the people that lived there and staff. They told us that following the previous issues identified on previous inspections they now maintained an active oversight of Doddington Lodge.

The manager told us how they worked with current best practice. They gave the example of a person who had been having falls at a particular time of the day. After discussion with the doctor and looking at current best practice, an increase in the person's folic acid intake had been introduced. They told us that the number of falls this person was now having had 'vastly reduced'.

All of the staff we spoke with were positive about the deputy manager becoming the registered manager. One staff member said, "I have full confidence in them becoming the registered manager." Another person said, "[Manager] is lovely. They have a very good understanding of the people that live here and what it is like supporting them."

All staff were aware of the whistle blowing policy and told us that they felt comfortable to whistle blow if they felt that this was needed to ensure people's safety.

Systems to gather feedback from the people that lived there, professionals and family members were in place. The manager felt they had the full support from the provider and if at any time additional resources were needed this would be readily provided.

The provider had, when appropriate, submitted notifications to the Care Quality Commission. The provider is legally obliged to send us notifications of incidents, events or changes that happen to the service within a required timescale. This means that we are able to monitor any trends or concerns.