

Graceland Care Home Limited

Beulah Lodge

Inspection report

Address: 51 Beulah Road

Thornton Heath

CR7 8JH

Tel: 0208 771 5691

Date of inspection visit: 3 December 2014

Date of publication: 20/03/2015

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 

Overall summary

We inspected Beulah Lodge on 3 December 2014. The inspection was unannounced.

Beulah Lodge is a care home for people with mild to moderate learning disabilities. At the time of our visit there were five people living at Beulah Lodge which is the maximum number of people the home was registered to take.

The service had 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.

We previously inspected Beulah Lodge in June 2014. We found that Beulah Lodge was not meeting all the legal requirements and regulations that we inspected. People did not have upto date risk assessments and staff were not adequately supported by the provider through regular, relevant training, supervision and appraisal.

Summary of findings

After the inspection in June 2014 we asked the provider to take action to make improvements to the way they planned people's care and supported staff. The provider told us the improvements would be made by October 2014. This action has now been completed.

People told us they were safe. This was also the view of their relatives. Care was planned and delivered to ensure people were protected against abuse and avoidable harm. There was a sufficient number of suitable staff to keep people safe and meet their needs.

People's medicines were appropriately managed so they received them safely. People were protected from the risk and spread of infection because staff followed the procedures in place to keep the home clean and understood their responsibilities in relation to infection control.

People were cared for by management and staff who had the necessary experience and knowledge to support them to have a good quality of life. Staff knew how to deal with each person's behaviour that challenged others. Staff understood the relevant requirements of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS) and how it applied to people in their care.

People were supported to make decisions about their care, including what they ate and how they spent their time day-to-day. People were given a choice of nutritious meals and had enough to eat and drink. People received the help they needed to maintain good health.

People were treated with respect, compassion and kindness. It was clear that people's individuality was at the centre of how their care was delivered. They were fully involved in making decisions about their care and where appropriate their relatives were also involved.

Many of the people living at the home had lived there a long time. The management and staff knew people well, knew their routines and preferences and understood what was important to them. People received continuous care that met their needs. People knew how to and felt able to raise concerns or make a complaint.

The registered manager had been at the service for many years and understood what was necessary to provide a quality service.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Staff knew how to recognise abuse and how to report any concerns.

There was a sufficient number of staff during the day and night to care for people safely. People received their medicines safely. There were adequate arrangements in place to protect people from the threat and spread of infection.

Good



Is the service effective?

The service was effective.

People were cared for by staff who had the knowledge, skills and experience required to carry out their roles effectively. The manager and staff understood the main principles of the Mental Capacity Act 2005 and the specific requirements of the Deprivation of Liberty Safeguards (DoLS).

People were supported to have sufficient amounts to eat and drink and to maintain a balanced diet. People's health was regularly monitored and they had access to a variety of external healthcare professionals and services.

Good



Is the service caring?

The service was caring.

People, their relatives and support workers told us the staff were kind and caring. People were supported by staff to express their views. We observed that people were treated with dignity and respect and this was confirmed by people we spoke with.

Good



Is the service responsive?

The service was responsive.

People and their relatives were involved in their care planning and felt in control of the care and support they received. The care people received met their needs.

People knew how to make suggestions and complaints about the care they received and felt their comments would be acted on.

Good



Is the service well-led?

The service was well-led.

The manager was an experienced manager and was accessible. People felt able to approach her with any comments, suggestions or complaints.

The manager knew what was necessary to deliver a quality service and had improved how the service supported staff to do so. There were systems in place to monitor the quality of care people received.

Good



Beulah Lodge

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.

We inspected Beulah Lodge on 3 December 2014 and the inspection was unannounced. The inspection was carried

out by a single inspector. Before the inspection we reviewed all the information we held about the service. This included the last inspection report and notifications received from the provider.

During the inspection we looked at five people's care files, three staff files, the service's policies and procedures, as well as a variety of records relating to the management and maintenance of the home. We spoke to three people living at the home and two of their relatives, the activities co-ordinator, two staff members, the registered manager and provider. We also spoke with two local authority based care managers and a community based key-worker.