

Leonard Cheshire Disability

Dorset Learning Disability Service - 23 Birch Way

Inspection report

23 Birch Way
Charlton Down
Dorchester
Dorset
DT2 9XX

Tel: 01305259852

Website: www.leonardcheshire.org

Date of inspection visit:

20 July 2022

08 August 2022

Date of publication:

01 September 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

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.

About the service

Dorset Learning Disability Service – 23 Birch Way is a residential care home providing personal care to up to four people. The service provides support to adults with a learning disability. At the time of our inspection there were four people living in the home.

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

This was a targeted inspection that considered whether people experienced unnecessary restrictions. Based on our inspection, the service was able to demonstrate how they were meeting the underpinning principles of right support, right care, right culture.

Right Support

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

People were supported by staff to be involved in decisions about their care and support. People received personalised care and support built around their needs and preferences. People had their own small staff team who they knew and trusted.

Staff advocated strongly for people.

Right Care

We observed people received kind and compassionate care. Staff respected people's privacy and dignity. They understood and responded to their individual needs.

People's care and support plans reflected their needs and preferences. This supported them to live meaningful lives. Staff understood people's needs.

Right culture

People had control over their lives because of the ethos, values, attitudes and behaviours of the management and staff.

People and those important to them were involved in planning their care.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Why we inspected

The inspection was prompted in part due to concerns identified related to restrictive practice in one of the provider's other homes. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

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.

Rating at last inspection

The last rating for this service was good (published 18 May 2018).

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?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Dorset Learning Disability Service - 23 Birch Way

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.

This was a targeted inspection to check concerns we had about restrictive practice following an inspection at another service run by this provider.

Inspection team

One inspector carried out the inspection.

Service and service type

Dorset Learning Disability Service – 23 Birch Way 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. Dorset Learning Disability Service – 23 Birch Way 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 service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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. At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

Inspection activity started on 20 July 2022 and ended on 8 August 2022. We visited the home on the evening of 20 July 2022.

What we did before inspection

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 reviewed all the information we had received about the service since our last inspection. We used all of this information to plan our inspection.

During the inspection

We met the four people who lived in the home. We spoke with them about the choices they make.

We spoke with a member of staff. We also spoke with the registered manager, and a senior representative from the provider.

We reviewed a range of records. This included records related to two people's care records and staff training records.

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 this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern about whether the systems in place protected people from abuse and restrictive practices following an inspection at one of the provider's other homes. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were kept safe from avoidable harm because staff knew them well and understood how to protect them from abuse. The service worked effectively with other agencies to reduce risks to people.
- People told us they were safe and that they chose what they did.
- Staff had training about how to recognise and report abuse and the law around capacity and decision making. They understood the importance of protecting people's human rights.
- People were not restricted unlawfully, and staff understood the legal framework they were working within.
- People were comfortable and familiar with the staff supporting them. They initiated communication and sought them out for reassurance.

Preventing and controlling infection

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

Visiting in care homes

People were supported to have visitors in their home in line with national guidance.