Manager’s Response to the Inspection Report published by CQC on 22nd February 2018

During December 2017 we were pleased to share all the fantastic work we do at Leah Lodge with the Care Quality Commission (CQC). You will find this described in detail throughout the inspection report. CQC measure homes against 24 Key Lines Of Enquiry (KLOEs) when making their judgement about a home and applying a quality rating. During the inspection carried out in December, CQC found that the home met 21 of the 24 KLOEs.

We are pleased that CQC identified many areas of fantastic work going on at Leah Lodge. CQC had found residents were safeguarded from abuse; people were protected from the risk of infection; staffing levels were such that residents were safe; medication was well-managed; the home was clean and well maintained and risk assessments were in place (both personal and environmental) with adequate control measures that were designed to keep people safe. CQC found that the home learned lessons when things went wrong and responded quickly and effectively in making improvements as a result of the lessons learned and reflective practice.

We are pleased that CQC recognised that team members were well-supported and had good access to training and a thorough induction. They found residents’ needs were effectively assessed and the home works well with other healthcare professionals. CQC found that the mealtime experience was good and residents’ nutrition and hydration needs were met. Residents were found to have good access to other healthcare services. They found the design and layout of the home met people’s needs. CQC were happy that the home successfully negotiated the complexities of the Mental Capacity Act and the Deprivation of Liberty Safeguards to ensure residents were supported to make their own decisions and their human rights were respected and upheld. However, we do need to improve on recording the best interest decision-making process.

CQC found the team members to be kind, caring, compassionate, respectful and upheld residents’ privacy and dignity. Residents were able to express their views and were involved in decisions about their care.

CQC found the home sought feedback from people and acted on it to improve the service. People knew how to complain and were confident that the manager would listen to their complaints and resolve them quickly. CQC found an open and transparent culture with an enthusiastic manager passionate about delivering high standards of care. CQC found a good team spirit with communication was described as “Excellent”. CQC found a confident team who were empowered to raise concerns.

Despite all of this great work, CQC found improvements were required in the provision of End of Life care and some complex needs linked to dementia. It is interesting to note that CQC did not find any occasions where End of Life care or dementia care was poor however they judged there to be a risk of poor care being provided due to a lack of expertise across the whole team and the absence of some supporting documentation.
What we plan to do

End of Life

• A full review of End of Life care plans to ensure they are in place, available and personalised.
• Revise the pre-admission assessment documentation to ensure End of Life care needs are discussed at the point of initial assessment.
• The inclusion of End of Life training as part of mandatory training programme for all front-line team members.
• Research accreditation with Gold Standards Framework – a nationally recognised quality initiative in training and good practice for End of Life care.

Dementia

• Redecorate corridors to improve way-finding and orientation and create themed destination points through the home.
• Review current dementia training provision.
• Development of Positive Behaviour Support Plans for residents who experience behaviours that can be considered challenging.
• Implement formal debriefing sessions with team members involved in incidents that the service finds challenging. This will help reflect on successful strategies or what we could do better.

There has been a change in Home Manager since the inspection in December. The new manager intends to continue the great work of the previous manager and implement new initiatives to ensure the team is supported to deliver outstanding care for the future.

We look forward to reinspection in 12 months where we are confident that the home will be able to demonstrate that it is a wonderful place to live and a fantastic place to work.

Roy Smith
General Manager