

Napier Lodge Limited

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Inspection report

45-47 Napier Avenue
Blackpool
Lancashire
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Tel: 01253403465

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05 February 2020

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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 ●

Summary of findings

Overall summary

About the service

Napier Lodge Limited is a care home providing personal care to 15 older people at the time of our inspection. The service can support up to 17 people in single bedrooms. Accommodation is provided over two floors with lift access. There are sufficient bathing facilities and communal areas, including a small lounge to offer private meetings. Napier Lodge Limited will be referred to as Napier Lodge within this report.

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

The registered manager developed safe systems to ensure people received their medication as prescribed. People said they felt safe and comfortable. One person told us, "They don't let you get in the lift alone in case it breaks down, it keeps me safe." The registered manager had sufficiently skilled numbers of staff. They had a good understanding of protecting people from harm or abuse.

The provider had an extensive training programme to develop their staff. A relative commented, "Staff are wonderful and really experienced." The registered manager monitored people against the risk of malnutrition. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. The policies and systems in the service supported this practice. Staff helped people to make their day-to-day decisions.

The registered manager placed people and their relatives at the heart of their care planning in the delivery of personalised care. One person said staff were responsive to their preferences. They added, "I get my special cappuccino in my special mug." The provider's core values centred on optimising people's human rights and guiding staff to respect their individuality.

The registered manager assessed people's needs and created care plans with them to meet their individual requirements. The registered manager had a programme of activities for each person's stimulation. One individual stated, "There's plenty to do here for my needs."

The provider promoted inclusive, transparent care delivery to optimise people's experiences. One person stated, "[The registered manager] is fantastic. Their kindness is the most essential thing to me." The registered manager audited service delivery as part of their quality assurance oversight.

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

Rating at last inspection and update

The last rating for this service was good (published 05 August 2017).

Why we inspected

This was a planned inspection based on the previous rating.

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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Napier Lodge Limited

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.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Napier Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch Blackpool. Healthwatch Blackpool is an independent consumer champion for health and social care. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected Napier Lodge and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about Napier Lodge with three people, a relative, three staff and two members of the management team. We walked around the building to carry out a visual check. We did this to ensure Napier Lodge was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led Napier Lodge in ongoing improvements. We checked care records of one person and looked at staffing levels, recruitment procedures and training provision.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Using medicines safely; Learning lessons when things go wrong

- The registered manager developed safe systems to ensure people received their medication on time and as prescribed. One person told us, "Yes, they give me my medicines correctly, which makes me feel safe and secure in their care." Staff administered medication by concentrating on one person at-a-time, completing records correctly and checking processes were effective.
- Staff and the management team were keen to act from lessons learned, following incidents, to improve the service. In response to a recent incident involving medication, the provider retrained their staff and enhanced their auditing systems.

Assessing risk, safety monitoring and management; Preventing and controlling infection

- The registered manager effectively assessed care delivery and environmental safety to maintain everyone's wellbeing. People confirmed they felt safe and comfortable living at Napier Lodge. A relative stated, "[My relative] is safe. I wouldn't let her stay here otherwise."
- The management team provided sufficient equipment, such as disposable gloves and aprons, and trained staff to retain a clean environment.

Systems and processes to safeguard people from the risk of abuse

- Staff had a strong understanding of protecting people from harm or abuse and confirmed they had training in related principles.

Staffing and recruitment

- The registered manager maintained sufficiently skilled numbers of staff to meet people's needs with a timely approach. One person said, "There are enough staff. If I want to come downstairs I press my buzzer and I never have to wait long."
- The manager used the same, safe recruitment procedures we found at our last inspection.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

- The provider had an extensive training programme to develop their staff. Following induction, they completed regular refresher courses in, for instance, load management, food hygiene and safeguarding. A staff member said, "They really support me to do good levels of training."

Ensuring consent to care and treatment in line with law and guidance; Adapting service, design, decoration to meet people's needs

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- The registered manager followed correct procedures, where applicable, to obtain authorised DoLS to protect people. Those we spoke with stated staff helped them to make their day-to-day decisions and maintain their independence. One person said, "They don't interfere or take over."
- The provider retained and developed a comfortable environment suited to people's needs.

Supporting people to eat and drink enough to maintain a balanced diet

- The registered manager provided a choice of nutritious meals and monitored people against the risk of malnutrition. One person commented, "The food's lovely and we always get a choice."

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The registered manager developed strong relationships with other providers in the continuity of people's care. Staff engaged with professionals to assess, monitor and refer on to promote healthy living. An employee told us, "If anyone's unwell we call the GP. Their staff are brilliant."

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Supporting people to express their views and be involved in making decisions about their care; Respecting and promoting people's privacy, dignity and independence

- The registered manager placed people and their relatives at the heart of their care planning in the delivery of personalised care. Staff assessed and discussed care needs with them and agreed approaches to meeting these requirements. A relative said, "They discussed care with me and involved [my relative] in this, such as what she likes and how she wants things done."
- People told us staff helped them to make their day-to-day decisions and were very respectful about their dignity and privacy. One person commented, "Oh bless them, when they help me with a shower they never make a fuss and always make sure I am well covered up."

Ensuring people are well treated and supported; respecting equality and diversity;

- The provider's core values centred on optimising people's human rights and guiding staff to respect their individuality. One person stated, "I'm a human being and they treat me as such by making sure my right to good care, a clean home and nutritious food is respected at all times."
- Staff demonstrated a detailed awareness of each person's differences and engaged with them on equal terms. A relative told us, "I'm here every day and reassured [my relative] has very good care. There's no routine because everyone's treated as individuals."

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences; Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The registered manager assessed people's needs and created care plans with them to meet their individual requirements. These were person-centred and included each person's life history and preferences. This helped reduce failed placements and to support people to quickly settle. One person said, "I settled in very well because the staff are very good, like my friends really."
- The registered manager assessed people's communication needs and told us they would implement systems and equipment to improve their engagement.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- The registered manager provided activities for each person's stimulation. One person said, "There's loads to do. We always enjoy the film afternoons. I never get bored." The provider teamed up with a South Wales school. Pupils sent letters and provided activity ideas, such as quizzes and cooking recipes. They planned to videoconference with people and visit in the summer.

End of life care and support

- At the time of our inspection no-one received end of life care. However, the registered manager collected relevant details to guide staff should this need arise. An employee said, "It's the last thing you can do for some one, so it's essential you keep them comfortable, look for the signs of any pain and give them relief."

Improving care quality in response to complaints or concerns

- The provider displayed details to guide people and relatives about raising any issues.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider promoted inclusive, transparent care delivery to optimise people's experiences. Those we spoke with confirmed the home was well-organised. A relative told us, "There's good leadership here. I know how [the management team] work and both are very approachable."
- The registered manager demonstrated they listened to people and developed Napier Lodge following any incident. A relative stated, "I've not had any complaints in three years. They are very keen to get our opinions about how they can improve."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The registered manager audited service delivery as part of their quality assurance oversight. They evidenced they addressed identified issues to maintain everyone's welfare.
- Staff confirmed they felt a part of the reflective practice, debrief sessions and review of service development following a recent incident. One employee said, "It's been a learning curve, but I was involved in it all. I'm proud about the improvements we are making."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager sought feedback from people and relatives to check their experiences as part of their ongoing development. Recent satisfaction questionnaires were positive about the home. Comments included, 'Staff are friendly and on the ball' and, 'You are a small home with a big heart. Just the right size to give each person the individual care they need.'

Working in partnership with others

- The management team worked with other health and social care agencies to develop the service and share good practice.