

Tricrest Homes Limited

# Sycamore Lodge Care Home

## Inspection report

2 Burringham Road  
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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Sycamore Lodge is a residential care home providing personal and nursing care to older people, people with dementia and younger adults. The service can support up to 45 people in one adapted building. At the time of the inspection 42 people were using the service.

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

People said they felt safe living at the service. Staff were trained to identify and respond to any concerns. Staff were aware of risks to people's safety and wellbeing and acted to reduce risks whilst still promoting people's independence and skills. People received their medicines as prescribed. Infection control was managed well, the environment was clean and well maintained and staff wore appropriate personal protective equipment.

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. People were involved in decisions and their choices respected.

There was a positive culture in the service. People, their relatives and staff felt confident they could speak up and knew they would be listened to. The staff team were motivated and enjoyed their work and were appreciative of the support they received. Systems were in place to check the quality and safety of the service and the provider demonstrated commitment to continual improvement.

For more details, please see the full report which is on the Care Quality Commission's (CQC) website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Rating at last inspection

The last rating for this service was good (published 14 November 2017).

### Why we inspected

We undertook this announced focused inspection in line with our re inspection programme. The report only covers our findings in relation to the key questions of safe and well-led. The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has not changed and remains good. This is based on the findings at this inspection.

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 coronavirus and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Sycamore Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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?**

**Good** ●

The service was safe.

Details are in our safe findings below.

### **Is the service well-led?**

**Good** ●

The service was well-led.

Details are in our well-Led findings below.

# Sycamore Lodge Care Home

## **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.

#### Inspection team

The inspection was conducted by two inspectors

#### Service and service type

Sycamore 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 CQC. This means 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 announced. We gave a short notice period of the inspection to allow us to discuss the safety of people, staff and inspectors with reference to COVID-19.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with four people who used the service. We spoke with seven members of staff including the registered manager, assistant manager, senior care worker, care workers and a nurse.

We reviewed a range of records. This included three people's care records and multiple medication records. We looked at three staff files in relation to recruitment and a variety of records relating to the management of the service.

#### After the inspection

We spoke to three relatives. We requested some information to be submitted electronically, this included policies and procedures.

# 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.

Systems and processes to safeguard people from the risk of abuse

- People felt safe. Comments included, "I feel safe and well looked after" and "I am very happy with the care and the staff are lovely"
- People were protected from avoidable harm and abuse. Staff were trained in safeguarding and had the skills and knowledge to identify and raise concerns to relevant professionals.
- Where safeguarding concerns had been raised, appropriate recording and reporting to the correct agencies had occurred.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Systems were in place to identify and minimise risks to people's safety. Care plans included risk assessments that had been regularly reviewed to ensure they remained relevant.
- Regular checks had been completed to ensure any equipment used was safe and appropriately serviced.
- Staff recorded accidents and incidents and these were analysed by the registered manager to reduce the risk of reoccurrence or to identify any trends.

Staffing and recruitment

- Safe recruitment processes were followed. All appropriate checks were completed including checks on nurse fitness to practice, this ensured suitable staff were employed.
- A safe number of staff were on duty. Staff were visible throughout the inspection and responded to people's needs in a timely manner. Staff told us staffing levels were adjusted if people's needs changed.

Using medicines safely

- Protocols were in place but information was not consistent in relation to identifying when people were in pain. The registered manager told us they would update the protocols to ensure they contained appropriate details to guide staff when administering 'as and when required' medicines.
- People told us they received their medicines as prescribed.
- Medicines were stored securely with temperature monitoring in place.
- Staff had received medicines training and their competencies were assessed.

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 meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.

- We were assured that the provider was accessing testing for people using the service and staff.
- 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.

# 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 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 registered manager and staff demonstrated a positive and caring culture. There was a calm and relaxed atmosphere in the home. Residents interacted positively with staff and other residents. Comments included, "I have friends who I can talk to and be sociable with," and "The staff help me whenever I need it, they are great."
- Staff were happy in their work and felt supported by the management team. They were encouraged to share their views and kept informed of changes within the service. A staff member told us, "[Registered manager's name] is firm but fair with everyone, I feel very supported, I love my job, it's like my family."
- The provider was responsive to issues and concerns; they understood their responsibility to be open, honest, and apologise to people if things went wrong.

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

- The registered manager was aware of their role and responsibilities and kept up-to-date with best practice. They had submitted notifications to CQC as required.
- Staff understood their roles and were aware of their responsibilities. Regular meetings took place to ensure staff understood what was expected of them.
- An effective quality assurance system was in place. The management team conducted regular audits which highlighted any concerns and areas for improvement to ensure the quality and safety of the service was maintained.
- Continuous learning was promoted by the registered manager. Systems were in place to ensure lessons were learnt when things went wrong which were shared with the staff team.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The provider sought feedback about the service from people and relatives. Staff could also give their views in meetings and supervision. Feedback was listened to, ensuring the service provided high-quality person-centred care.
- The provider was committed to improving the service; they had invested in the service to ensure they were meeting regulatory requirements and environmental improvements were made.
- The registered manager and staff worked in partnership with health and social care professionals to meet

people's needs and improve their health and wellbeing.