

SUSASH Blackpool Ltd

Carlin Lodge

Inspection report

40 Carlin Gate
Blackpool
FY2 9QT

Tel: 01253596369

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22 September 2020

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Good ●
Is the service well-led?	Good ●



Summary of findings

Overall summary

About the service

Carlin Lodge is a Care Home registered to provide care for up to 15 older people or people living with dementia. It is a detached home close to Queens promenade in North Shore Blackpool. Bedrooms are situated on all floors and are all ensuite. There are also separate assisted bathing facilities. There is a choice of communal lounges and seating areas. There is a small garden seating area at the front of the home. At the time of our inspection 11 people lived at Carlin Lodge.

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

People told us they felt they were cared for safely by the staff team. Staff demonstrated a good understanding about how to safeguard people from the risk of abuse. People were able to be as safe and as independent as possible because staff assessed risks and helped them manage avoidable risks. Staff supported people with their medicines according to national guidelines. Staff recruitment procedures were robust and there were enough staff to care for people safely.

The building was maintained and equipment serviced as required. The home was clean and hygienic so the risk of infection outbreaks were reduced and managed. The infection prevention and control policy was up to date. Staff almost always followed this, if not, the registered manager took prompt action to keep people safe.

We received positive feedback from people supported, relatives and staff about the leadership and management of Carlin Lodge. They told us they felt involved in the way the home was run. The registered manager and senior management team monitored the service to check on the quality and to make sure staff were providing good care. They understood and acted on legal obligations, including conditions of CQC registration and those of other organisations. They worked in partnership with other services and organisations to keep people safe and improve their well-being.

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

This service was registered with us 02/05/2019 and this is the first inspection.

Why we inspected

This was a planned focussed inspection in line with our inspection programme. We have made changes to the way we work due to Covid-19. This is to avoid putting pressure on services that are caring for people. During this inspection we looked at two key areas, safe and well-led. We do not look at all the five key questions during a focussed inspection. Therefore, the service was not given an overall rating

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.

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.

Carlin Lodge

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 safe and well led domains but did not provide an overall 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

This inspection was carried out by one inspector.

Service and service type

Carlin 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 announced. We gave a short notice of the inspection. This was because we needed to discuss the safety of people supported, staff and inspector with reference to Covid-19.

We started the inspection activity on 21 September 2020 and ended on 22 September 2020. We requested information to be sent to us by the service on 21 September 2020. On 22 September 2020 we made a site visit and spoke with people supported and made telephone and video calls to relatives and staff.

What we did before the inspection

We reviewed information we had received about the service since registration. This included notifications we had received from the provider, about incidents that affected the health, safety and welfare of people supported by the service. We sought feedback from professionals who work with the service, including Blackpool local authority and Healthwatch. We used this information to plan our inspection. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. 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 the service and made the judgements in this report.

During the inspection

We spoke with four people who lived at Carlin Lodge and four relatives about their experience of the care provided. We spoke with the registered manager and three care staff. We also spoke with one of the directors of the organisation.

We reviewed a range of records. This included two people's care records and several medication records. We looked at Covid19 risk assessments for people supported and staff and one staff recruitment and several supervision records. We also looked at a variety of management records. We did this to ensure the management team had oversight of the service and they could respond to any concerns highlighted or lead in ongoing improvements. We walked around the building to check the home was clean, hygienic and a safe place for people to live.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

- The registered manager made sure the home had thorough safety hygiene practices.
- The infection prevention and control policy was up to date. Staff almost always followed this correctly and used personal protective equipment (PPE) effectively and safely. Where a staff member wore their PPE incorrectly the registered manager dealt with this promptly.
- Staff encouraged people to carry out safe Covid-19 practices to reduce the risk of an infection outbreak. Staff and people supported were accessing testing which helped prompt management of any infection.
- Staff had completed additional infection control, PPE and Covid-19 training. They had an area within the home to put on and take off uniforms and PPE as needed and had washing and sanitising facilities throughout the home.

Systems and processes to safeguard people from the risk of abuse; Assessing risk, safety monitoring and management

- People were protected from the risk of abuse and avoidable harm. They said they felt safe because staff looked after them. A relative said, "The staff are helpful friendly and keep everyone safe."
- The registered manager had managed risk through effective procedures. They completed assessments to make sure people were safe from avoidable hazards. This included mobility, falls, nutrition and Covid. Staff supported people to remain as independent as they were able, while protecting them from unnecessary risks.
- Staff were trained in safeguarding vulnerable adults and knew what to do if they felt someone was being harmed or abused. They had arrangements in place to support people in emergency or unexpected situations.

Using medicines safely

- People received their medicines safely. We observed staff giving people their medicines as prescribed and in line with good practice guidance. Medicine administration records (MARs) were completed accurately and medicines stored securely.
- Staff were trained in managing medicines safely and had regular checks to make sure they were giving people their medicines correctly.

Staffing and recruitment

- Staff recruitment was thorough and reduced the risk of appointing unsuitable staff. The registered manager made recruitment checks before any new staff member could work at the home.
- There were sufficient, suitably skilled and experienced staff to meet people's needs. People said staff

spent a lot of time with them. One person told us, [There were] "Plenty of staff. They sit and talk and laugh with you." Relatives told us staff took the time to be with and listen to their family members. One relative said, "Although we haven't been since the lockdown when we did, staff were calm and didn't rush round and round."

Learning lessons when things go wrong

- Staff learnt from situations that did not go as well as planned. They reported and documented any accidents, incidents and near misses. The registered manager monitored and reviewed these and took action where improvements should be made. This reduced the risks of similar incidents.
- The registered manager was aware of their responsibility to report any issues to relevant external agencies and did so promptly.

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.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager and provider planned and delivered effective, safe and appropriate person-centred care. They were open and transparent and focused on providing a good standard of care.
- People were complimentary about the registered manager and their leadership. They knew people and their care and support needs and made sure these were met.
- People said the registered manager was approachable, easy to talk with, listened and dealt promptly with requests or concerns. Comments included; "[Registered manager] is fabulous. She always has time to talk to you." And, "She manages this home really well. It been a difficult time and she has made it easier."
- The registered manager regularly sought people's views and those of their relatives. One person told us, "All the staff are easy to talk to. They sit and chat to us and ask what we want." One relative said, "They ring us to check in, let us know what is happening and keep us in touch." Another told us, "The registered manager encourages staff to make time to involve us relatives and keep us up to date with things."
- Staff told us they felt supported by the registered manager. They said the registered manager listened to and acted on suggestions and gave them feedback on their work. They said they could discuss ideas in staff supervision, handover or informally. One staff member said, "It is really nice here "[registered manager] is good. Everyone gets on well and works together." Another staff member told us, "I am happy working here and get good support from the manager and owners."

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 and registered manager understood the requirements and their responsibilities under the duty of candour.
- The registered manager and provider met their responsibilities to apologise to people and/or their relatives when mistakes were made and act on their duty of candour. They told us there had been no recent events that had required such a response.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- There was a clear staffing structure and lines of responsibility and accountability which people understood
- The registered manager had effective systems to check people were supported correctly. They carried out

frequent audits on the quality and safety of the service and took action if shortfalls were found.

- The registered manager met with the provider frequently (usually virtually during the pandemic) to keep them informed about the management of the home.
- The registered manager followed current and relevant legislation along with best practice guidelines. This helped them keep people safe and to meet their diverse needs. They understood legal obligations, including conditions of CQC registration and those of other organisations.

Continuous learning and improving care; Working in partnership with others

- The registered manager encouraged continuous learning and development within the service through meetings, discussions and training to assist in providing good outcomes for people.
- The management team looked at current legislation, standards and evidence-based guidance. They evaluated any accidents and incidents to see if lessons could be learnt and to reduce risks of similar events.
- The registered manager maintained good working relationships with partner agencies. They had been involved in piloting closer and more frequent working relationships that positively impacted people's health and wellbeing.
- Staff had developed links within the local community, although most of these were on hold because of the restrictions in relation to the Coronavirus pandemic.