



Inspection Report on

Lower Lodge

Swansea

Date Inspection Completed

26/05/2022

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About Lower Lodge

| | |
|--|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Community Lives Consortium |
| Registered places | 3 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 16/01/2020 |
| Does this service provide the Welsh Language active offer? | Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service. |

Summary

People are happy at Lower Lodge and have their physical, social and emotional wellbeing enhanced by professional, caring and highly committed staff. People are seen as individuals and have good social opportunities, both in the service and the wider community. People are supported and encouraged to make choices by staff who know them well and have a good understanding of their needs and what is important to them.

People live in clean, spacious and well-maintained surroundings in which they enjoy spending time. A stringent, well-organised health and safety audit system is in place to minimise any risks. Individual and environmental risks to people are identified and recorded in personal plans and risk management documentation. The service is well managed by a management team that continues to develop the service around people and their carers.

Well-being

Care workers treat people with dignity and respect seeing them as individuals in their own right. Care workers refer to people in a positive light and demonstrated a caring and supportive attitude throughout the inspection. Care workers know people they support very well as there is a well-established and experienced staff team in place. Staff are professional but friendly in their approach and are well trained around the needs of people. Personal planning documentation is well-organised providing good information on the person. Outcomes/ goals are clear and being recorded. People and their relatives are actively involved in the care and support. People and their relatives are happy and comfortable with staff, working in an open and inclusive way.

People's physical and emotional well-being is enhanced during their period of respite. People receive good quality care and support that enhances their quality of life. People are well cared for, happy and comfortable spending time at the service. We found the environment to be relaxed, responsive and appropriate for people. There are a wide range of activities of which people are involved both in the service and the wider community. Such activities enhanced their physical and emotional wellbeing. There is good communication with relatives/ carers and external health and social care professionals.

Care and support is provided in an environment which promotes achievement of people's personal outcomes. People live in a clean and comfortable environment. People have access to pleasant and interesting communal areas, both internally and externally. We saw the home was clean, fresh and well maintained. Fire procedures and checks are routinely completed. A stringent, well-organised health and safety audit system is in place maintaining safe systems of work.

We found people are safe and any risks are minimised. There are safe staff recruitment systems in place, and care workers are experienced and well trained. The service has appropriate mechanisms in place to safeguard vulnerable individuals. There are stringent safeguarding and whistleblowing processes, and all staff receive safeguarding training as part of induction. Individual and environmental risks to people are identified and recorded in personal plans and risk management documentation. Any accidents and incidents are recorded, analysed and appropriate prevention measures in place. Deprivation of Liberty Safeguards (DoL's) authorisations are in place for people who need them. Any restrictions placed on individuals are lawful and proportionate.

Care and Support

Staff are fully aware of the care and support needs of the people they support. People have keyworkers that know them very well. Care workers approach people in a warm and friendly manner including them in any decisions. Staff are experienced in dealing with any known behaviours and how these can be avoided and/ or deescalated. Care workers are well informed and well trained around the care and support of people. We saw staff introducing someone into respite who was initially anxious on arriving at the service. This was done sensitively. Staff enabled the person to settle at their own pace whilst being available for reassurance. Most people using Lower Lodge use the day centre next to the service. They benefit from a wide range of activities both in the service and in the wider community. These include walking, going to the beach, pub lunches, cycling, gardening, games consoles and gardening. Great importance is placed on everyday skills such as preparing meals, cooking, making drinks, gardening and personal care.

Personal planning information is clear, informative and up to date. We looked at two personal files and found these are well organised. Personal planning documentation includes people's social histories, disabilities, health condition and ability to communicate. They provide staff with person centred information to enable them to confidently support people in achieving their outcomes. We saw people had a number of individualised risk assessments, which identified how their needs can be managed and risks minimised. Daily recordings made by staff evidence a range of outcomes are being achieved. Personal plans evidence the involvement of people, their carers, staff and external professionals.

People are supported to remain healthy as they can be during their respite stay. We saw care workers monitored the health and wellbeing of people on a daily basis. Areas such as the dietary and fluid intake of people when needed was being closely monitored. The emotional and physical health of people is promoted through regular exercise in the grounds and surrounding countryside. People enjoy maintaining the garden area providing them with sensory stimulation. People have good access to health and social care professionals when needed.

We found clear and accurate systems in place for the management of medication. All medication administration records (MAR) were accurately being recorded. All staff administering medication were trained and had their competencies checked on a regular basis by the manager. There are clear auditing processes in place, including those carried out by the Responsible Individual (RI). Staff check all medication when people arrive for respite and thereafter on a daily basis.

Environment

People live in a safe, pleasant and homely environment where they are happy. The service is situated in a semi-rural location in close proximity to Penllergaer valley woods. On the

same site is Woodlands Day service, a fully adapted building used by a range of individuals. The service supports young adults living with learning disabilities and autistic spectrum disorders who generally like to be able to have space to freely move around. The location offers a safe location as staffing levels are good, and the service is fully enclosed. This enables people to enjoy the large garden and grounds in which the service is situated. The service promotes inclusion enabling staff to support people to enjoy the natural beauty of the area.

The service is a large older property being part of the former country estate. The property is well maintained and nicely decorated, whilst still holding its original charm. Lower Lodge is a two-storey property and is owned by Coastal Housing Association. It has three respite bedrooms, two located on the ground floor and one on the first floor. We saw people are comfortable with staff and familiar in their surroundings. Relatives reflect positively on the service saying *"its an excellent service"* and *"x loves it there, they really look forward to going"*.

We found the service to be well maintained, decorated and furnished to a high standard. Bedrooms are spacious, warm and clean. There is good communal space, including a large lounge, dining area and a fully fitted kitchen. We found it was well equipped for the people staying there. People have access to a wet-room and toilet on the ground floor and a large bathroom on the first floor accessible by a flight of stairs. The first floor was only accessible to people with good mobility. Furnishings in communal areas are of good quality and enable people to be comfortable during their respite stay.

Risks to people have been identified and as far as possible eliminated. We found the building and services to be well-maintained and a detailed programme of maintenance and safety checks in place. This includes routine testing of water temperatures, emergency lighting and fire safety equipment. Staff report any maintenance issues directly to the landlord and feel their response is good in addressing these issues. Utilities such as gas and electricity have the relevant safety certificates in place. We noted personal emergency evacuation plans (PEEP's) in place. Fire drills are undertaken routinely, and staff have on-going fire safety training. Care workers are well-trained and know people well. There are clear risk management plans relating to agitation and behaviour.

Leadership and Management

People are supported by a well-established and professional group of staff. Staffing levels are good and flexible around the varying care and support needs of people who use the service. We found a staff team with a good mix of knowledge and experience. New staff are well-supported into the service and throughout their induction. Staff said *"I love working here"* and *"we support each other through difficult times"*. This was evident throughout the inspection, as the team were supportive of each other and keen to ensure people are being well supported. Staff rotas are well organised and reflective of the statement of purpose. We found staff had time to spend with people and did not appear rushed throughout the inspection.

Staff are well trained and supported to enable them to provide consistently good support to people. Supervision records evidence all staff are having regular supervision and an annual appraisal. The manager feels very well supported by the responsible individual, locality manager and the wider team. We found the manager to be approachable, open and available to staff and people throughout the inspection. They maintain a positive culture within the service. Training records evidence training is based on the people being supported. This includes positive behaviour support (PBS), inclusive communication, autism, polydipsia and pica. In addition, mandatory training is up to date and any updates are organised in appropriate timescales.

People are protected by stringent systems of employment and recruitment. On checking three staff files, we found the relevant checks and documentation to be in place. We found a comprehensive induction process overseen by the manager, this includes mentoring by experienced members of staff. Care workers spoke positively on the induction they received, telling us *"I feel very well supported"* and *"they have made me feel very welcome"*.

There are stringent audit systems and processes in place for monitoring the service. We found the management team maintain a clear quality assurance process satisfying regulatory requirements. The RI was accessible and visits the service on a regular basis. They complete three monthly and a detailed six-monthly report on the quality of care being provided. These reports demonstrate the impact the service is having on people and their carers. The manager completes regular audits of areas such as care planning, medication and health and safety. The manager ensures ongoing dialogue with people, relatives, external professionals and staff continues. The statement of purpose and written guide are well-written documents and reflective of the service provided. They are available in easy read/ pictorial formats as well as in the Welsh language.

Summary of Non-Compliance

| Status | What each means |
|---------------------|---|
| New | This non-compliance was identified at this inspection. |
| Reviewed | Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection. |
| Not Achieved | Compliance was tested at this inspection and was not achieved. |
| Achieved | Compliance was tested at this inspection and was achieved. |

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

| Regulation | Summary | Status |
|------------|--|--------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

| Regulation | Summary | Status |
|------------|--|--------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |

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