

West Sussex County Council

Stanhope Lodge

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Stanhope Lodge is a residential care home providing personal care to people with a learning disability and/or Autistic people. The service accommodates people across nine buildings, each of which has separate adapted facilities. People have access to gardens surrounding the service.

The service was registered for the support of up to 28 people. At the time of this inspection 17 people were using the service.

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

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

This was a targeted inspection which considered systems and processes to safeguard people from the risk of abuse and staff recruitment. Based on our inspection of safeguarding from the risk of abuse and recruitment we found:

Right Support:

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People knew who to tell if they experienced something, they were not comfortable with. People and staff, we spoke with knew about abuse and how to report it.

Right Care: People were taken seriously when they did raise concerns and were supported to understand what might happen next. Concerns were reported to the correct agencies, for example the police, local authority safeguarding team and CQC. Investigations were undertaken and outcomes shared appropriately.

Right Culture: The ethos, values, attitudes and behaviours of leaders and care staff ensure people had staff that were appropriately recruited and trained to identify abuse.

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

Rating at last inspection

The last rating for this service was good (published 10 September 2019).

Why we inspected

We undertook a targeted inspection to follow up on specific concerns which we had received about the

service. The concerns were about safeguarding people from the risk of abuse and safe recruitment of staff. A decision was made for us to inspect and examine those risks.

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 COVID-19 and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Stanhope Lodge on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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.

Inspected but not rated

Stanhope 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 the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about safeguarding people from avoidable risk of abuse and staff recruitment procedures and practice.

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 carried out by 1 inspector.

Service and service type

Stanhope Lodge is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Stanhope Lodge is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

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 (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 3 people who used the service and 3 relatives about their experience of the care provided. We spoke with 6 members of staff including the registered manager, Quality Assurance Lead, deputy manager and support workers.

We reviewed a range of records. This included 2 people's care records. We looked at 3 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about safeguarding people from the risk of abuse and staff recruitment. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People and those who matter to them had safeguarding information in a form they could use. People and their relatives told us they felt safe. One person said, "I just feel safe, we know all the staff, if I didn't think something was right, I would say, go over to the office. I haven't had to do that."
- Staff were trained how to recognise potential signs of abuse and put this training into practice. They were able to describe to us what they would look out for and what may trigger them to raise a concern. A staff member said, "It's about the protection of the person I would always report it." Another staff member, while discussing the sort of things that could be abuse said "It is just not appropriate, there is no excuse, always report it."
- Any incidents of potential abuse had been reported appropriately to the local authority safeguarding team as well as CQC and there was evidence of the registered manager carrying out full investigations into these.
- Where people had accidents and incidents, these were recorded in detail. Records showed what had happened, what action was taken and the outcome of the incident. The registered manager reviewed and logged these incidents to look for themes and trends.
- Staff raised concerns and recorded incidents and near misses and this helped keep people safe. One staff said, "We discuss what has happened and look for ways to do better."

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS

authorisations were being met.

Staffing and recruitment

- Staff recruitment and induction training processes promoted safety, including those for agency staff. The provider undertook recruitment checks including disclosure and barring Service (DBS) checks to provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- People were involved in the recruitment process, with some people taking part interviewing staff. One staff member told us, "I wasn't expecting a person who lives here to ask me questions, but it was a really nice experience."
- There were enough suitable staff to support people with basic needs such as personal care. The registered manager told us the staff teams were made up of both permanent contracted staff and temporary agency staff.

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.

Visiting in care homes

- The service supported visits for people living in the home in line with current guidance. People and relatives told us they were able to visit.