



The Regulation and
Quality Improvement
Authority

Rose Lodge Community Care
RQIA ID: 10939
185 Belsize Road
Lisburn
BT27 4LA

Inspector: Caroline Rix
Inspection ID: IN021314

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**Unannounced Care Inspection
of
Rose Lodge Community Care**

28 April 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 28 April 2015 from 09.30 to 15.30 hours. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Rose Lodge Care Homes Ltd / Dorothea Margaret Kidd	Registered Manager: Dorothea Kidd
Person in charge of the agency at the time of Inspection: Dorothea Kidd	Date Registered: 28 May 2009
Number of service users in receipt of a service on the day of Inspection: 136	

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Theme 1: The views of service users and their carers/representatives shape the quality of services provided by the agency.

Theme 2: Management systems and arrangements are in place that support and promote the quality of care services.

4. Methods/Process

Prior to inspection the following records were analysed:

- Previous inspection report
- Previous returned quality improvement plan
- Records of notifiable events for 2014/15
- User Consultation Officer (UCO) report

Specific methods/processes used in this inspection include the following:

- Discussion with the registered person/manager
- Consultation with staff
- Staff surveys review
- Examination of records
- File audits
- Evaluation and feedback.

Prior to the inspection the User Consultation Officer (UCO) spoke with three service users and five relatives, either in their own home or by telephone, on 13 and 14 April 2015 to obtain their views of the service. The service users interviewed live in the outskirts of Lisburn and receive assistance with the following:

- Management of medication
- Personal care
- Meals
- Sitting service

The UCO also reviewed the agency's documentation relating to three service users. During the inspection the inspector met with seven care staff and their feedback is contained within the body of this report.

The following records were examined during the inspection:

- Four care plans and risk assessments
- Four HSC Trust referrals
- Four service user agreements
- Care review, quality monitoring visit/ survey feedback records
- Four service user daily logs
- Monthly monitoring reports for January, February and March 2015
- Annual quality review report for 2014/15
- Compliments log and three records for 2014/2015
- Complaints log and three records for 2014/2015
- Notification of incidents log and record for 2014/2015
- Staff meeting minutes for March 2015
- On-call communication record
- Staff duty rota for April/May 2015
- Four staff training records
- Four staff monitoring/supervision records

5. The Inspection

Rose Lodge Community Care Services is a Domiciliary Care Agency, based at 185 Belsize Road, Lisburn. Under the direction of the registered person/manager Ms Dorothea Kidd, a staff of 59 provides a variety of services to 136 people living in their own homes, with their aim to encourage service users independence and choice.

Rose Lodge Community Care Services provide all aspects of personal care, catheter and stoma care. Care staff assist with medication and nutritional requirements where needed along with laundry, housekeeping.

Their services are provided to all age groups and are commissioned by the South Eastern HSC Trust. Rose Lodge Community Care Services currently provide services to people in the areas of Lisburn, Lambeg, Annahilt, Hillsborough, Drumbo and Dunmurry.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced care inspection dated 15 & 16 October 2014. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the last Care Inspection

Previous Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13 Schedule 3 (2)(4)(10)	The registered person/manager is required to expand their 'Recruitment and Selection' procedure to include obtaining applicant details of next of kin, their process if references not provided and include a statement by the registered provider/manager that the person is physically and mentally fit for the purpose of the work he is to perform.	Met
	Action taken as confirmed during the inspection: The 'Recruitment and Selection' procedure dated October 2014 was examined which had been expanded to include all the required information.	

5.3 Theme 1 - The views of service users and their carers / representatives shape the quality of services provided by the agency.

Is Care Safe?

Service user referral information received from HSC Trust social workers via the brokerage system contained limited information regarding service user and/or representative's views. The referrals detailed the services being commissioned and relevant risk assessments. The agency care plans and risk assessments completed during their initial visit at service commencement contained evidence that service users and/or representative's views had been obtained and incorporated, where possible. It was good to note that service users or their representatives are included in decision making regarding their care plan, either at service commencement or during reviews. They are also given the opportunity to comment on the quality of service either during home visits, by telephone or annual surveys for the agency.

The documentation relating to three service users were reviewed by the UCO during the home visits. The care plans and risk assessments examined were accurate, up to date and included basic information regarding the service user's condition.

The UCO was advised that new carers are usually introduced to the service user by a regular member of staff; this was felt to be important both in terms of the service user's security and the carer's knowledge of the required care.

Examples of some of the comments made by service users or their relatives are listed below:

- "Excellent carers who look after me well."
- "Don't know what I would do without them."

Overall on the day the inspector found that care delivery was safe.

Is Care Effective?

The people interviewed by the UCO raised no concerns were raised regarding the quality of care being provided by the carers from Rose Lodge Community Care. The UCO was informed by all of the people interviewed that they had made no complaints regarding the service, however they are aware of whom they should contact if any issues arise.

Questionnaires are sent out by the agency on a regular basis to obtain the views of the service from service users or their representatives. Management visits take place on a regular basis to discuss the care, but none of the people interviewed were able to confirm that observation of staff practice had taken place. However records viewed in the agency office confirmed that direct observation of staff practice was carried out within service user's homes on a regular basis, most recently during March 2015. No staff practise issues were identified during these spot checks and records noted positive comments received from service users/relatives regarding staff e.g. 'my carer knows all my needs so well.'

The complaints records sampled during inspection were found to be appropriately detailed and demonstrated the actions taken to resolve the matters in a timely manner.

The compliments records reviewed during inspection contained extremely positive feedback regarding the care provided and these had been shared with staff at team meetings and individually.

The most recent monthly monitoring reports reviewed evidenced working practises are being systematically reviewed along with detailed information relating to ongoing quality monitoring feedback and actions taken. Service user records viewed in the agency office evidenced how feedback received had been followed up. These records found that the agency carried out care review visits with service users at least annually, or when changes to their needs were identified.

It was noted in the agency's log sheets that one service user with dementia regularly refuses assistance which was discussed with the registered manager during the inspection. Records confirmed that the care manager and family are reviewing the care needs of this service user.

Staff training records evidenced that the subject of dementia awareness had been provided in May 2014 and January 2015, with five staff also having completed an intensive Best Practise dementia care course via Stirling University, which is to be commended.

Staff interviewed on the day of inspection confirmed that they were provided with details of care planned for each new service user or when changes to current service users' needs are agreed. They provided examples to demonstrate how they promote service user independence and choices. Five staff surveys were received following the inspection day. These confirmed that staffs were satisfied with the training received in relation to core values, communication methods and mental health care. One survey comment suggested more detailed dementia training would be helpful. This suggestion was shared with the registered person/manager.

Examples of some of the comments made by service users or their relatives are listed below:

- "Good service."
- "Never had any reason to complain."

Overall on the day the inspector found that care delivery was effective.

Is Care Compassionate?

Service users or their relatives informed the UCO that they felt that the carers are appropriately trained and knowledgeable regarding the service user's condition. Examples given included an understanding of dementia and how to encourage the service user, and working with service users with limited verbal communication and mobility.

Great importance was placed on the benefit of care being provided by consistent carers as it enables a good relationship to develop; this is accommodated by the agency as far as possible.

No concerns were raised regarding the carers treating the service users with dignity or respect, or that care is being rushed. Service users, as far as possible, are given their choice in regards to meals and personal care, and are allowed to complete tasks themselves if appropriate.

A number of service user records viewed contained a section detailing their life story which had been completed with assistance of the family, for those who have been care needs due to dementia. This is to be commended as it provides staff with a fuller understanding of the service users past history.

Staff interviewed confirmed that training provided had been relevant to allow them to meet their service users' particular needs. They also confirmed that service users' views and experiences are taken into account, as far as possible, in the way service is delivered.

Example of a comment made by a service user or their relative below:

- "Couldn't wish for better."

Overall on the day the inspector found that care delivery was compassionate.

Areas for Improvement

No areas for improvement were identified regarding this theme.

Number of Requirements	0	Number Recommendations:	0
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5.4 Theme 2 – Management systems and arrangements are in place that support and promote the quality of care services.

Is Care Safe?

A range of management systems, policies and processes relating to communication channels with service users and their relatives were viewed. These included daily contacts, on call arrangements and management of missed calls. Where relevant, records confirmed that information had been communicated to the commissioning trust via telephone calls and emails.

Overall on the day the inspector found that care delivery was safe.

Is Care Effective?

The UCO was informed by the service users and relatives interviewed that there were no concerns regarding the carer's timekeeping and they are usually contacted by the agency if their carer has been significantly delayed. However it was noted by the UCO through review of the agency's log sheets that there are occasions when there is a variation in call times. This was discussed with the registered person/manager who provided confirmation from the trust care manager relating to flexibility of call times agreed between a service user and the agency. There were no reported occasions when calls were missed by the agency staff.

The registered person explained that on occasions, calls were noted as 'missed' when in fact the service user had not been home, but the agency had not been informed by the care manager/social worker/hospital discharge team or family. This was verified on review of the on call log records.

Staff interviewed confirmed that they felt supported by senior staff, demonstrated a clear understanding of their reporting processes if running late for next service user visit or were unable to gain access a service user's home. They also discussed the challenges of staffing on weekend rotas, which they found stressful. The registered person/manager verified that an

alternative weekend working arrangement had been suggested however staff had declined. Minutes of the management team meetings confirmed staffing levels are reviewed weekly and appropriate actions taken when potential problems identified.

Overall on the day the inspector found that care delivery was effective.

Is Care Compassionate?

During UCO contacts, no concerns were raised regarding the length of calls; none of the people interviewed felt that care was being rushed.

Overall on the day the inspector found that care delivery was compassionate.

Areas for Improvement

No areas for improvement were identified regarding this theme.

Number of Requirements	0	Number of Recommendations:	0
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5.3 Additional Areas Examined

The inspector reviewed the agency's RQIA notification of incidents log, with three reports received during the past year. Review of these vulnerable adult incident reports evidenced that each had been appropriately recorded and report to RQIA and the referring HSC Trust within the required timeframes.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Dorothea Margaret Kidd	Date Completed	25/05/2015
Registered Person	Dorothea Margaret Kidd	Date Approved	25/05/2015
RQIA Inspector Assessing Response	Caroline Rix	Date Approved	23/06/15

Please provide any additional comments or observations you may wish to make below:

Please complete in full and returned to RQIA agencies.team@rqia.org.uk from the authorised email address