

Lotus Care Home Limited

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Inspection report

11 Robb Road
Stanmore
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Tel: 02084163458

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12 January 2017

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We undertook this announced inspection on 12 January 2017. Lotus Care Home Limited is registered to provide personal care and accommodation for a maximum of two people with learning disabilities or autistic spectrum disorder. At this inspection there were two people living in the home.

At our last comprehensive inspection on 2 February 2016 we found one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the service did not have effective quality assurance systems for assessing, monitoring and improving the quality of the service.

After the comprehensive inspection, the registered provider sent us an action plan telling us how they would meet legal requirements. We undertook this focused inspection on 12 January 2017 to check they had followed their plan and to confirm they now met legal requirements in relation to good governance.

This report only covers our findings in relation to good governance. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Lotus Care Home Limited' on our website at www.cqc.org.uk.

At this focused inspection, we found that the provider taken action to comply with good governance. Checks on the quality of care provided by the service had been carried out. These included checks on care documentation, condition of the premises, medicines administration charts and temperatures of the room where medicines were stored. These audits of the service had been carried out by the registered manager of the home.

A satisfaction survey of relatives had been carried out. Only one completed form had been received. This was positive and indicated that the relative concerned was satisfied with the services provided. One suggestion had been made regarding the care provided. This was responded to soon after the inspection. Two professionals we spoke with informed us that people who used the service were well cared for. .

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well led.

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Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection took place on 12 January 2017 and was announced. We told the provider two days before our visit that we would be coming. We gave the provider notice of our inspection as we needed to make sure that someone was at the home in order for us to carry out the inspection. One inspector carried out this inspection. At the time of this inspection the service had two people who used their service.

Before our inspection, we reviewed information we held about the service. This included any notifications and reports provided by the service or the local authority.

We spoke with the registered manager and senior officers of two day centres where the residents attended. We did not speak with any people who used the service as this was not relevant to this follow-up inspection. We reviewed a range of records related to good governance. These included two care records of two people who used the service, medicine administration charts (MARs) policies and procedures as well as audits and checks carried out on the service.

Is the service well-led?

Our findings

The service has a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements of the Health and Social Care Act and associated Regulations about how the service is run.

At the previous inspection on 2 February 2016 we noted that there was no comprehensive quality assurance system of audits. There was no written evidence of regular audits of complaints, policies and procedures, staff records and care documentation. The lack of regular and comprehensive quality assurance audits for monitoring and improving the quality of the service may affect the safety and quality of care provided for people and was a breach of Regulation 17 Good Governance.

At this inspection, the registered manager provided us with evidence of quality monitoring systems. We saw evidence that audits had been started. These audits of the service had been carried out by the registered manager. Checks on the quality of care provided had been carried out. These included monthly monitoring of weights of people and observation of care workers interaction with people who used the service. There were also checks on care documentation, condition of the premises, medicines administration charts, temperatures of the room where medicines were stored. We suggested that further topics such as staff supervision and training could be added. The registered manager agreed to this and promptly added these to the audit form.

Care plans contained up to date information and daily updates regarding people. The service had a range of policies and procedures to ensure that care workers were provided with appropriate guidance to meet the needs of people. These addressed topics such as safeguarding, medicines, health and safety and infection control. The service had a safeguarding policy which included the role of the DBS (Disclosure and Barring Service) and the responsibility of the service to report staff implicated in abuse to the DBS.

A recent satisfaction survey of relatives had been carried out. Only one completed form had been received. This was positive and indicated that the relative concerned was satisfied with the services provided. One suggestion had been made regarding the care provided. The registered manager stated that it would be responded to. Following the inspection we were informed by the registered manager that they had discussed the suggestion with the relative concerned and action was planned following this.

We spoke with the senior officers of two day centres where the two people who used the service attended. They informed us that people who used the service appeared well cared for and they had no concerns regarding the care provided at the home.