

Princess Lodge Limited

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## Inspection summary

CQC carried out an inspection of this care service on 01 December 2016. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Requires Improvement ●

Princess Lodge Limited is registered to provide accommodation for 32 people who require nursing or personal care. People who live there have health issues related to old age and/or dementia. At the time of our inspection 31 people were using the service.

Our inspection was unannounced and took place on the 1 December 2016. At our last inspection in January 2016 the provider was meeting all the regulations but we identified that some areas in the key questions of effective, responsive and well-led required improvement. We found on this our most recent inspection the provider had made the necessary improvements.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People were safely supported by staff in all aspects of daily living. Staff understood their role and responsibilities in relation to protecting people from abuse and avoidable harm. Records in relation to risks were reviewed and updated regularly. Staffing levels were adequate and people's needs were met in a timely manner. Staff recruitment procedures that were operated by the provider were effective. Sufficient quantities of people's medicines were available and these were stored, disposed of and administered effectively.

Staff accessed training in a variety of subject areas that were specific to the needs of people using the service. The provider ensured that all new staff were provided with an induction before fully commencing in their role. Staff had regular supervision and opportunities to discuss their performance and development needs. People's human rights were respected by staff who worked within the principles of the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards. People were supported to access a good variety of food and frequency of access to drinks. Staff supported people to maintain their physical and mental wellbeing.

Staff knew how best to interact and communicate with each person and this enabled them to readily offer people the appropriate reassurance or emotional support they needed. Staff took the time to verbally explain any questions people had about their stay, care and/or treatment. Staff communicated with people in a respectful manner and supported them in a dignified and discreet way. People were supported to maintain relationships with their families and able to have visitors at any time, without restriction.

People were involved in planning their care and received it how they would like it to be. People's preferences, likes and wishes were well known by staff. The provider employed a dedicated activities coordinator who had tailored their interactions and interventions with people in a way that met their individual preferences. Family and friends who visited were made welcome. People were being supported to maintain their religious observances. The provider acknowledged, investigated and responded to complaints in a timely manner and in accordance with their own policy.

The provider had not been completely open and inclusive or properly sought the consent of people in their decision to use video surveillance at the home. The provider was keen to actively involve people to express their views about the service provided. The registered manager understood their responsibilities for reporting incidents and events to us and other external agencies that had occurred and had affected people who used the service. People knew the registered manager and staff approached the management team without hesitation. The registered manager and provider undertook regular checks and audits to monitor the safety and effectiveness of all aspects of the service.

You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161