

Acquah Lodge Limited

# Acquah Lodge- 60 Dalkeith Grove

## Inspection summary

CQC carried out an inspection of this care service on 20 December 2018. This is a summary of what we found.

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

The inspection of Acquah Lodge- 60 Dalkeith Grove took place on the 20 December 2018 and was announced. The provider was given two days notice because the location provides a domiciliary care service. The services they provide include personal care, housework and assistance with medicines. At this inspection the service was providing care for a total of 3 people with learning difficulties living in a supported living accommodation setting located in Harrow. This is the first inspection as the service was newly registered in January 2018. The service only started caring for the three people in September 2018.

Not everyone using Acquah Lodge- 60 Dalkeith Grove received a regulated activity; CQC only inspected the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

The care service has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities using the service were supported to live as ordinary a life as any citizen.

There was a registered manager in post at the service. A registered manager is a person who has registered with the CQC 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.

We received positive feedback from people and relatives of people who used the service. They spoke highly of care workers and informed us that they were satisfied with the care and services provided. They informed us that people had been treated with respect and they were safe when cared for by the service. There was a safeguarding adults' policy and care workers were aware of the procedure to follow if they suspected people were being abused. The service had a policy on ensuring equality and valuing diversity. Care workers had a good understanding of equality and diversity (E & D) and protecting people's human rights. They were aware of the importance of treating people as individuals and showing respect for them regardless of their background or individual circumstances.

There were suitable arrangements for the administration of medicines. Risk assessments contained guidance to care workers on how to care for people and minimise potential risks. We however, noted that one person with epilepsy did not have a risk assessment. This was provided soon after the inspection. Personal emergency and evacuation plans (PEEPs) were prepared for people. This ensured that care workers were aware of action to take to ensure the safety of people.

The service had a recruitment procedure to ensure that care workers recruited were suitable and had the appropriate checks prior to being employed. We examined four records of care workers. We noted that these records had the necessary documentation such as a Disclosure and Barring Service check (DBS), references, evidence of identity and permission to work in the United Kingdom.

The service had a training programme to ensure care workers were competent and able to care effectively for people. Certificates were seen in the records of care workers. We however, noted that care workers had not received all the required training such as care of people with challenging behaviour, first aid, administration of medicines, safeguarding and care of people with epilepsy. The registered manager stated that her care workers were new and she had already scheduled training for them. Care workers had the necessary support and supervision from the registered manager. Teamwork and communication within the service was good.

Care workers were caring in their approach and able to form positive relationships with people. There were arrangements for encouraging people and their representatives to express their views and make suggestions regarding the care provided and the management of the service. Individual assessments and care plans had been prepared which took into account their choices and preferences. Care workers encouraged people to be as independent as possible and participate in various academic and therapeutic activities which people expressed a preference for.

The service had a complaints procedure and people and their representatives knew who to contact if they had concerns. No complaints had been recorded. The registered manager stated that none had been received.

Infection control measures were in place and care workers observed hygienic practices.

Checks and audits of the service had been carried out. These included areas such as meals provided, medicines, incidents and health and safety.

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**