

South Devon Rural Housing Association Limited

# Forder Lane House

## Inspection summary

CQC carried out an inspection of this care service on 07 December 2016 and 09 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?	Good ●

The inspection took place on 7 and 9 December 2016 and was unannounced. Forder Lane House provides care and accommodation for up to 25 older people. On the day of the inspection 22 people lived in the home. Forder Lane House is owned by South Devon Rural Housing Association Limited.

A manager was employed to manage the service. 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 told us they were cared for by staff who knew them well. Comments included, "Staff are really caring, really good." Staff spoke about people with respect and compassion and had received training to meet people's needs. Staff were supported in their role by an ongoing programme of supervision, appraisal and competency checks; they also told us they received sufficient support from senior staff whenever they needed it.

People told us they felt safe using the service. There were risk assessments in place to help reduce any risks related to people's care and support needs. Staff had received training in how to recognise and report abuse and were confident any allegations would be taken seriously and investigated to help ensure people were protected.

People were kept safe by suitable staffing levels and we observed unhurried interactions between people and staff. This meant people's needs were met in a timely manner. Recruitment practices were safe. Checks were carried out prior to staff commencing their employment to ensure they had the correct characteristics to work with vulnerable people.

People had their healthcare needs met. For example, people had their medicines as prescribed and on time. People were supported to see a range of health and social care professionals including social workers, chiropodists, district nurses and doctors.

People told us they enjoyed the food and mealtimes were a positive experience. People told us meals were of sufficient quality and quantity and there were always alternatives on offer for them to choose from. People were involved in planning the menus and their feedback on the food was sought. Where people had specific needs or wishes relating to food, these were catered for.

The registered manager and staff had attended training on the Mental Capacity Act 2005 (MCA). Staff were knowledgeable about the Mental Capacity Act and how this applied to their role.

People, and where appropriate, their family members, were involved in planning their care and staff sought their consent prior to providing them with assistance. People's care plans reflected their needs and wishes and were updated regularly.

There was a positive culture within the service. The registered manager had clear values about how they wished the service to be provided and these values were shared by the whole staff team. Staff talked about providing a homely atmosphere for people and respecting people's individual choices.

There was a management structure in the service which provided clear lines of responsibility and accountability. A registered manager was in post who had overall responsibility for the service.

They were supported by other senior staff who had designated management responsibilities. People told us they knew who to speak to and any changes or concerns were dealt with swiftly and efficiently.

Feedback received by the service and outcomes from audits were used to aid learning and drive improvement across the service. The manager and staff monitored the quality of the service by regularly undertaking a range of regular audits and speaking with people to ensure they were happy with the service they received. People and their relatives told us the management team were approachable and included them in discussions about their care and the running 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