

South Devon Rural Housing Association Limited

Forder Lane House

Inspection summary

CQC carried out an inspection of this care service on 02 September 2020 and 03 September 2020. This is a summary of what we found.

Overall rating for this service	Good 
Is the service safe?	Good 
Is the service well-led?	Good 

About the service

Forder Lane House is a residential care home providing personal and nursing care to 22 people aged 65 and over at the time of the inspection. The service can support up to 25 people.

People's experience of using this service and what we found

The provider had made improvements to the service following our last inspection in July 2019.

Risks to people were now assessed and managed safely. Risks were monitored regularly, and daily checks were made to ensure people were receiving the care they needed to mitigate risk.

Risks associated with premises safety had been addressed and maintained to ensure the environment was safe for people. The provider had taken steps ensure people were safe from the risks from falling from a height.

Improvements had been made to the provider's quality assurance system which was used effectively to identify any shortfalls. When areas for improvement had been found we saw that swift action had been taken to address them.

There was clear managerial and provider oversight of the service to ensure systems in place were being followed and used to drive improvement at the service. Staff and relatives were very positive about the interim management team.

Staff followed appropriate infection control practices to prevent cross infection. However, not all staff had received training about risks related to Covid 19, including handwashing and use of personal protective equipment (PPE). This was addressed immediately.

The provider had systems in place to safeguard people from the risk of abuse and staff knew how to respond to possible safeguarding concerns. Medicines were managed safely.

During the inspection we observed there were sufficient numbers of staff to meet people's needs. Safe recruitment procedures were in place.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (9 September 2019).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

This was a planned inspection based on the previous rating.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161