



FLH residents and families

6th September 2019

Dear All

Care Quality Commission (CQC) Inspection Outcomes

As I am sure you are all aware, there was a CQC Inspection at Forder Lane House on 24th and 25th July 2019. This was a planned inspection based on our previous CQC rating. As required by the CQC, I am now writing to provide you with a copy of the final report from the CQC and to tell you what action we have already taken and will be taking in the future as a result of the report. Firstly, I would like to tell you that the report provides much to be positive about. The inspectors highlighted the following points:

- Forder Lane House was bright, clean and homely and there were plenty of communal space for people to choose where to sit and spend their time. People also had access to attractive outside spaces with seating.
- People felt safe living at the service and safeguarding procedures were in place to protect people from harm.
- Some people had brought their own furniture and other personal items into the service to personalise their rooms.
- We observed staff talking to people in a polite and respectful manner. We saw staff being kind and caring, and people and staff participated in appropriate light-hearted banter, which created a pleasant atmosphere. People's body language demonstrated they were happy and relaxed in the presence of staff.
- Care plans contained information about people's past, likes and dislikes as well as how staff could help them meet their care needs. Staff used this information to get to know and build positive relationships and it was clear staff knew people well and valued people as individuals.
- People's diverse needs, such as their cultural or religious needs were reflected in their care plans. Staff told us they treated people as individuals and respected their choices.
- People's privacy and dignity was respected by staff. We saw staff knocking on doors before entering and respected that people's rooms were their own private spaces.



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T. (01803) 863550 F. (01803) 863685 An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.



- People were supported to maintain and develop relationships with those close to them. Relatives told us they were always made to feel welcome.
- People's needs were assessed before they moved to the home and reviewed regularly. Their support was planned in partnership with them and their families, in a way that suited them and met their preferences.
- Care plans included information about people's personal preferences and were focused on how staff should support individual people to meet their needs. For example, people's preferences about what time they preferred to get up or what food they liked to eat.
- Staff did not rush people when speaking with them and allowed them time to respond. This supported their communication needs.
- People and their relatives told us they felt comfortable raising complaints and were confident these would be listened to and acted on.
- People experienced personalised care from a staff team who were committed to ensuring they received care which was individual to them. Staff recognised the importance of knowing people well and could share details about people with us.

However, the report also highlighted some areas of the service that they felt were not always safe. They pointed to 3 specific issues:

1. **Window Restrictors** – The inspector found that Window restrictors on some windows had been disengaged and had not been fitted with tamper proof fittings. Health and Safety Executive (HSE) Guidance states that windows should not be able to open more than 100mm.
Action Taken: Tamper Proof window restrictors were fitted to all windows by day end on Friday 26th July 2019 to comply with the HSE guidance.
2. **Air Pressure Mattress settings** – Air pressure mattresses are used to reduce the risk of skin damage to those residents who are at risk of developing pressure ulcers. The Inspector found that these mattresses were not always set correctly to reduce the risk identified.
Action Taken: Air Pressure mattress checks are completed daily and a system for recording these checks has been introduced.
3. **Mitigating risks to keep people safe** – On arrival at the care home, the inspectors found that the front doors were wide open and were not fitted with any device to alert staff if someone left the building unattended. The Inspectors felt this put at risk any resident who had been assessed as not being safe to leave the building without support.
Action Taken: Discussions are ongoing with the families of any residents affected by this risk and options to change physical aspects of the building to mitigate this risk are being explored.

As a result of these issues the CQC has graded the service as “Requires Improvement” in 2 areas (“Is the service safe?” and “Is the service well-led?”). This has led to a rating of “Requires Improvement” for the service overall. Please be reassured though that the Inspectors noted they had found no evidence that people had actually been harmed as a result of the issues they had raised.

South Devon Rural Housing Association (SDR) are very proud of our residential care home, we have a history of running a home that has been rated positively by CQC and so, whilst we accept the findings of the CQC, we are clearly very disappointed. We understand why we have been given this rating but feel that this does not reflect the feel and quality of the home.

Forder Lane House welcome feedback at all times from residents, families and their friends. Bonnie and Kyri are in the home and happy to discuss any issues. Sometimes they are not always immediately available, but they will contact you as soon as they are free. Claire Barnett (Finance Director) has been a regular visitor to the home recently as she has been filling the gap between Steve Prime retiring from the role of Chief Executive and my start date of 2nd September. We both are happy to meet and have a chat with you if you would like to discuss any of the issues raised from the inspection or you have any other comments you wish to raise. Our email addresses are:

Christine@southdevonrural.com

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If you wish to ring us, please do on 01803 863550.

Yours sincerely

Christine Candlish
Chief Executive