

Grandville Lodge Limited

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Inspection summary

CQC carried out an inspection of this care service on 06 June 2017 and 09 June 2017. 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 ●

This inspection took place on 6 June 2017 and 9 June 2017 and was unannounced.

Grandville Lodge is a residential care home for up to 19 older people some of whom may be living with dementia. When we inspected there were 18 people living in the service.

At the last inspection, the service was rated good and at this inspection we found the service remains good.

There was a registered manager in post, however they were due to retire, and on annual leave until 23 June 2017. A new manager has been appointed. The deputy manager with support from the new manager was managing the service until the new manager is registered with the Care Quality Commission. The provider told us that the registered manager would remain in post in an advisory role for 12 months to support the new 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 protected from the risk of harm and received a safe service. The service employed sufficient numbers of safely recruited staff to help keep people safe and to meet their needs. There

was an effective medication management system in place and people received their medication as prescribed. People received their care from experienced, supported, well-trained staff.

The service ensured that people had the support they needed to have as much choice and control over their lives in the least restrictive way possible. People received sufficient food and drink to meet their needs and preferences and their healthcare needs were met.

Staff knew the people they cared for well and were kind, caring and compassionate in their approach. People were encouraged and supported to remain as independent as possible. Staff ensured that people were treated with dignity and respect and their privacy was maintained at all times.

People were fully involved in the assessment and care planning process and their care plans were regularly updated to reflect their changing needs. People were encouraged and supported to participate in a range of activities to suit their individual interests. There was a good complaints system in place and people felt able to raise any complaints or concerns.

People were positive about the quality of the service. There were systems in place to monitor the quality of the service and to drive improvements. The new manager, deputy manager and staff were committed to providing people with good quality person centred care that met their needs and preferences.

The service met all relevant fundamental standards.

Further information is in the detailed findings below.

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