

Grandville Lodge Limited

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Inspection summary

CQC carried out an inspection of this care service on 11 March 2020. This is a summary of what we found.

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| 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 ● |

About the service

Grandville Lodge Limited is registered to provide accommodation and personal care for a maximum of 19 people and people living with dementia in one adapted building. There were 18 people living at the service at the time of our inspection visit.

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

People continued to receive safe care. Staff were aware of their responsibilities to protect people from abuse and avoidable harm. They had received safeguarding training and had policies and procedures to support their practice. Action was taken when accidents or incidents occurred. Risks associated with people's care needs, including the environment, had been assessed and were regularly reviewed, monitored and managed well. The provider completed recruitment checks before staff commenced their employment, to ensure they were suitable to care for people. There was sufficient numbers of staff available who were sufficiently experienced and competent. People received their prescribed medicines safely and staff followed infection control and prevention best practice guidance.

People continued to receive effective care from staff who received ongoing training and support. People's individual needs had been assessed using recognised assessment tools. People lived in a comfortable environment and a refurbishment was in progress. People were supported to access health care services, and they received a choice of meals and drinks that met their individual

nutritional needs and preferences. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People continued to receive care from staff who were caring, kind and compassionate. People were involved as fully as possible in their care. Independence was promoted and privacy and dignity respected.

People continued to receive a responsive service. People's individual diverse needs, preferences, routines and social history and pastimes had been discussed with them. Care plans provided staff with guidance that supported them to provide individualised care. Opportunities to participate in activities were provided and this was an area that was being further developed. People had access to the provider's complaints policy and procedure. End of life care wishes were discussed with people, relatives and health care professionals.

People continued to receive a service that was well managed by an experienced, dedicated and committed registered manager. The provider had systems and processes that monitored the quality and safety of the service. People, relatives and staff were involved in the development of the service. The staff worked with external professionals in meeting people's ongoing care needs to achieve positive outcomes. The service was a part of the local community.

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 Good (published 6 July 2017).

Why we inspected

This was a planned inspection based on the previous rating.

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