

Horizon Healthcare Homes Limited

Beckside Lodge

Inspection report

199 Cooper Lane
Bradford
West Yorkshire
BD6 3NU

Tel: 01274315835

Date of inspection visit:
30 August 2016
31 August 2016

Date of publication:
07 November 2016

Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Good 

Summary of findings

Overall summary

We inspected Becksidge Lodge on 30 and 31 August 2016 and the first visit was unannounced. We told the provider we would be returning the following day to complete our inspection. Our last inspection took place on 30 April 2014 and, at that time, we found all of the regulations we looked at were being met.

Becksidge Lodge is a purpose built home which provides accommodation and personal care for up to 10 people with a learning/physical disability. It is located on Cooper Lane in Bradford and is close to local shops and amenities.

At the time of our visit there were 10 people using the service.

There was a registered manager in post. 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.

At the time of our inspection the registered manager was on annual leave. We saw staff were committed to providing the same excellent standard of care at all times and the culture was embedded so that senior staff were not reliant on the presence of the registered manager to deliver an outstanding service to people.

The environment at Becksidge Lodge had been extremely well planned throughout. There were 10 large single bedrooms with en-suite toilets and showers a large lounge, sensory room, kitchen/diner, a large bathroom and a further kitchen/diner/lounge. This allowed people to find a space to relax in or to be in a more social, lively area. Corridors and doorways were wide which made access to all of the rooms easy for wheelchair users.

People's bedrooms were highly personalised and other areas had been tastefully decorated and furnished. There was a real sense of 'home' which was shared by people who used the service, relatives, staff and visitors.

Staff had been recruited safely and had been well trained. There were enough staff on duty with the skills and knowledge to provide people with the care and support they needed. Staff received regular supervision sessions and felt supported in their roles. The turnover of staff was very low and many of the staff had worked at the service since it opened three years ago. All of the staff we spoke with told us how much they enjoyed working at Becksidge Lodge and how rewarding they found their jobs.

People told us they always felt safe at the home. Staff had a good understanding of how to control risks to people's health, safety and welfare.

People and their relatives had been involved in planning their care and support. Care plans were

individualised and staff worked in a very person centred way. They knew each individual well and how they liked to be supported and respected this at all times. Staff understood how people communicated their needs and responded accordingly. Staff supported people to be as independent as possible and this had increased their opportunities and experiences.

The service was exceptionally caring. People told us they liked the staff and found them helpful, kind and caring. Staff knew individuals very well, worked in a very person centred way and had built strong relationships with people. People and /or their relatives also told us staff had worked with individuals to enable them become more independent. The efforts of staff to support people to become more independent had transformed their opportunities to access the community.

We also found people were having brilliant opportunities to attend a variety of activities, take holidays, make new friends and to participate in the local and wider community. This was giving people new experiences and they were finding new things to do which they enjoyed and enabled them to develop new skills and lead fulfilled lives.

We found people had access to healthcare services and these were accessed in a timely way to make sure people's health care needs were met. The medication system was managed safely and people received their medicines at the right times.

People told us meals were good and they had a take away every Friday night. We saw the menus provided both choice and variety.

We found the service was meeting the legal requirements relating to Deprivation of Liberty Safeguards (DoLS).

The registered manager provided strong leadership and was held in unanimously high regard by people who used the service, relatives and staff. There were systems in place to monitor the quality of the service. When areas for improvement were identified action was taken to address the shortfalls. People using the service were asked for their views and these were acted upon. This meant people had a real say about how the service was run.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Staff were being recruited safely and there were enough staff to support people and to meet their needs.

Staff understood how to keep people safe and understood how to identify and manage risks to people's health and safety. The premises were clean and well maintained.

People's medicines were handled and managed safely.

Is the service effective?

Good ●

The service was effective.

Staff received training appropriate to their job role which was continually updated. They also received supervision and felt supported and valued in their role.

The registered manager and staff had completed training in respect of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards and understood their responsibilities under the Act.

Staff supported people to maintain good health and to have an appropriate and varied diet.

Is the service caring?

Outstanding ☆

The service was extremely caring.

The registered manager and staff were committed to a person centred approach where people they supported always came first and were esteemed as individuals.

The service actively sought opportunities to help promote people's life experiences and independence and this had made a significant positive difference that had transformed some people's lives.

Is the service responsive?

Outstanding ☆

The service was extremely responsive.

People's health, care and support needs were assessed and individual care plans were in place. People and/or their relatives were involved in the development of these plans so care and support was delivered in the way people wished.

People had fantastic opportunities to participate in the community, to try new experiences and take part in a range of activities and to make new friends.

There was a complaints procedure in place and any concerns raised were dealt with.

Is the service well-led?

The service was well-led.

There was a registered manager who provided strong leadership and direction to the staff team.

Audits were carried out to make sure the systems that were in place were working as they should be.

The service sought and acted upon feedback from people who used the service, relatives and outside agencies to improve the quality of care and support provided.

Good ●

Beckside Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 30 and 31 August 2016. The first visit was unannounced but we told the provider we would be returning the following day to complete our inspection.

The inspection team consisted of one adult social care inspector.

Before the inspection we reviewed the information we held about the service. This included speaking with the local authority contracts and safeguarding teams. We asked the provider to complete a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. This document was completed and returned to us.

Over the two days of our inspection we spoke with three of the people who lived at Beckside Lodge, one night care worker, four care workers, the deputy manager, the registered provider, the operations manager and the aroma therapist. We spoke with three relatives by telephone to get their views about the service. The registered manager was on annual leave.

We looked around the building including bedrooms, bathrooms and communal areas. We also spent time looking at records, which included; three people's care records, two staff recruitment files and records relating to the management of the service.

Is the service safe?

Our findings

We asked people who used the service if they thought there were enough staff. One person said, "Where I was before I had to wait ages for staff if I used the call bell. They come quickly here. We've got a minibus and there is always a driver on." Another person told us, "At weekends they make sure there is someone who can drive the mini bus."

There was a board in the main dining area with photographs of the staff on duty for the day and night shifts. This meant people using the service could see which staff were available to support them. We discussed staffing levels with the deputy manager and they told us that the required number and skill mix of staff was determined by the needs of the people living in the home.

The deputy manager told us staffing numbers responded directly to the support needs of people using the service to ensure both their personal care and social care needs were met. There were five care workers on duty from 8am to 8pm and two waking care workers at night. In addition to this a driver for the minibus worked four days a week. All of the staff we spoke with told us these staffing levels were consistently maintained and were sufficient to meet people's needs.

The deputy manager also told us the shift patterns for staff had changed so when they were out on trips or activities with people their time was not restricted.

Safe staff recruitment procedures were in place. These included ensuring prospective staff completed an application form which detailed their employment history and qualifications. Checks on staff character to ensure they were suitable to work in a caring role were completed. These included obtaining a Disclosure and Barring Service (DBS) check, obtaining references and ensuring an interview was held. This meant checks were being made to make sure staff were suitable and safe to work with the people who lived at Becksid Lodge.

We asked people who used the service if they felt safe at Becksid Lodge and they all told us they did. One person said, "I feel safe because staff come straight away if I need them." A relative said, "I feel [name] is 100% safe." Another relative said, "[Name] is in safe hands." A third relative told us, "I was concerned about [name's] safety before they moved in, but now I have no worries at all I know they are safe."

We saw there were safeguarding policies and procedures in place. We spoke with five members of staff about their understanding of safeguarding and what they would do if they thought people who lived at the home were at risk. All of them told us they would not hesitate to report any concerns to the registered manager or more senior management.

We looked at the training matrix and saw staff training in relation to safeguarding was up to date. We saw the registered manager had made appropriate referrals to the safeguarding team when this had been needed. This meant staff understood how to keep people safe.

We asked people who used the service what they thought of the accommodation at Becksides Lodge. One person said, "I have a fantastic bedroom, the best ever." Another person said, "I love it here, what I like is it's small." "A relative told us, "The building is very generously proportioned and the facilities are second to none."

The home was purpose built in 2013 and since then had been extended to provide the current facilities. When we looked around we found it to be spacious, light, airy, clean and tidy throughout. There were 10 large single bedrooms all with en-suite showers and toilets. There was one kitchen/diner, a large lounge, a sensory room, another kitchen combined with a lounge/diner and a house bathroom with a specialist Jacuzzi sensory bath. Corridors and doorways were wide allowing wheelchair users easy access around the building. There was ramped access to the garden and plenty of car parking space to the side of the building.

We found the building was well maintained, appropriately decorated and comfortably furnished. We saw a range of checks were undertaken on the premises and equipment to help keep people safe. These included checks on the fire, electrical and gas systems, lifting equipment and water temperatures. A system was in place for staff to report any issues with the building to ensure they were promptly repaired. This meant the environment was kept in a good state of repair.

Procedures were in place to act in the event of an emergency to help keep people safe and comfortable. These included individual fire evacuation plans for people using the service.

Care records, for people using the service, contained identified areas of risk. Risk assessments were in place which covered, for example, moving and handling, nutrition and tissue viability. We saw where risks had been identified, action had been taken to mitigate the risk. For example, one person had been assessed as being at risk of skin damage. We saw they had a specialist mattress in place and were sitting on a specialist cushion in their wheelchair. This meant staff were identifying risks to individuals and taking action to reduce those risks.

We asked people who used the service about their medicines, One person told us, "Staff look after mine, if I want some for pain I just ask and they get them for me. I am on a lot less medicines now." Another person told us, "Staff look after my mine. [Name of care worker] brought them to my bedroom this morning to give them to me and I get them at the right times."

We found medicines were stored securely. The temperatures of the storage area and fridge were monitored to make sure medicines were stored at the recommended temperatures.

All staff who administered medicines had received training and competency checks had been made to make sure they followed the correct procedures.

We saw the care worker who was responsible for administering medicines on the second day of the inspection checked the medicines to be given against the medication administration record.(MAR). This ensured the correct medicines were being given at the right time. Once the persons medicines had been prepared they were taken to the individual, together with the persons own glass and spoon. The care worker then stayed with the person until the medicines had been taken. We saw people being supported to do this in a kind and patient way. The care worker then signed the MAR to confirm the medicines had been given.

We saw there was a system in place to keep a check on how much medication was being held at any given time. We checked the stocks of three medicines and found them all to be correct.

Some prescription medicines contain drugs controlled under the misuse of drugs legislation. These medicines are called controlled drugs. We inspected the contents of the controlled drugs cabinet and found stocks tallied with those in the controlled drug register. Staff were aware of the correct procedure for the administration and storage of controlled drugs.

We found staff were pro-active in getting people's medicines reviewed . For one person the reduction in their medicines had been very effective and meant they were sleeping less during the day and were able to participate in more activities.

We concluded medicines were managed safely and people received their medicines as prescribed.

Is the service effective?

Our findings

We asked people using the service if they thought staff had received enough training. One person said, "The staff are well trained, they are always doing courses to better themselves." Another person told us, "The staff are well trained they wouldn't be here otherwise."

We looked at the training matrix and saw staff training was mostly up to date and where training needed to be updated, staff had been told they needed to complete the necessary course. One member of staff told us, "[Name of registered manager] tells us when we need to update our training."

We saw staff had completed additional training to ensure they could meet the specific needs of people who used the service. For example, autism, safe swallowing, percutaneous endoscopic gastrostomy (PEG) feeding, epilepsy and administration of emergency rescue medicines.

All of the staff we spoke with and observed demonstrated they had the necessary knowledge and skills to meet the needs of the people using the service. They were able to describe people as individuals and knew about people's likes, dislikes and preferences. This showed us staff worked in a person centred way.

Staff we spoke with told us they felt supported in their role and confirmed they received formal supervision every other month, where they could discuss any issues on a one to one basis. They also told us they received an annual appraisal, which focused on their practice and on-going professional development. They told us staff turnover was very low and many of the staff had worked at Becksidge Lodge since it opened three years ago.

The provider had a career structure in place so staff could progress from care workers, to senior care workers and then pursue further qualifications to equip them to move in to management roles.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty so that they can receive care and treatment when this is in their best interests and legally authorised under the MCA. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). We saw appropriate DoLS applications had been made to the supervisory body. We looked at two authorisations which had been returned and saw there were no conditions attached to either which staff at the service needed to action.

We saw in one care file a best interest meeting had been held to discuss the use of bed rails as the person was at risk of falling out of bed. The person's family, community matron and staff from the service had all been involved to ensure the decision to use bed rails was in the best interest of the person. This showed us

staff understood the principles of the MCA.

Our observations showed staff explained what they were proposing to do and asked people's permission before carrying out any intervention to ensure it was what the person wanted or needed. This showed staff ensured people were in agreement before any care was delivered.

People who used the service told us meals were discussed at the monthly residents' meeting where they could make suggestions for changes to the menus. People told us meals were good. One person said, "The meals are nice and we get a take away every Friday night." Another person said, "The food is gorgeous."

We saw a four weekly cycle of menus were in place and choices were available for each meal. The main meal was served in the evening and there was a board in the dining room with pictures of the meals which were available for the week. The menus included individuals' particular choices and any specific dietary or cultural needs.

At breakfast time people could have whatever they wanted and staff made people their breakfast whenever they chose to get up. People were encouraged to eat independently, however, when people needed support staff did this with patience and kindness.

Staff were very skilled at supporting people to choose what they wanted and we saw people were encouraged to try new things. For example, at lunchtime one person was shown a jug of orange cordial and a bag of tea bags, they pointed at the tea bags, so staff made them tea. There were a selection of cold meats in a packet and staff were showing these to another person and encouraging them to try something different.

One person told us when they first moved to Becksidge Lodge they had only weighed 5 stones, but now weighed 8 stones, which was a much healthier weight for them. They also said they were weighed every month.

In one of the care files we looked at we saw the person had been assessed as being nutritionally at risk, but was putting on weight. We spoke with their relative and they told us they were eating well and when they had last visited they had seen them eat a huge portion of the meal.

We concluded people's nutritional and cultural dietary needs were being met.

One person who used the service explained there was a specialist healthcare facility in Bradford for people with learning disabilities where they could see GP's, nurse, dentist and podiatrist. They also told us they had received a lot of physiotherapy and said their health had improved since they had lived at Becksidge Lodge. Another person told us, "The night staff noticed my feet were swollen, so I stayed in bed yesterday to try and get them down. Staff kept coming up to see me and I had my lunch in bed. We've got a minibus and if you have an appointment a member of staff goes with you." A third person told us "If I need to go to the doctor staff take me. When I was in hospital they came to visit me."

We saw each person had a health file which contained contact details of any health care professional who was involved in their care. We also saw what had happened at each health care appointment was written up in detail, together with any action that needed to be taken. For example, any changes in medicines and date and reason for next appointment. This showed us people's health care needs were being met.

The home was extremely well designed which allowed people to maximise their independence. Eight people

who used the service were wheelchair users. Corridors and doorways were wide which allowed people who could propel themselves easy access to all of the rooms. In one of the dining areas there were adjustable height tables which could be raised or lowered to meet people's individual needs.

One of the people using the service told us the wood effect flooring in the main entrance and corridor was new and had replaced the carpet. They said they found it easier to propel their wheelchair on this. We heard the provider discussing their plans to replace more of the carpets for this reason.

Is the service caring?

Our findings

We asked people using the service if they liked the staff. One person said "The staff are fine. The smaller units are better you get to know the workers and they are kind, caring, helpful and friendly here." Another person told us, "I love it here. The staff are so friendly and have a laugh. There is a brilliant atmosphere and it's a lovely, awesome place to be."

One relative told us, "All of the staff are good but some are outstanding and they all work in a person centred way. I am very happy with the care and support [name] receives." Another relative told us, "The staff are friendly and [name] gets on with them because of the way they react when they see them. It looks like a home and feels like a home. It's changed my idea of what care homes are like." A third relative told us, "As soon as I walked into Becksidge Lodge I knew it was the right place for [name]. They love it there and they are always smiling."

We asked staff what it was like working at Becksidge Lodge. One person said, "It's like another home to me, I have never thought 'I've got to get up and go to work' it's like a home from home. I know everyone on a personal level, their likes and dislikes and can deliver person centred care." Another care worker told us, "I would live here myself if there was a room, it's a lovely place to work and I hope it's a lovely place for these guys to live. It's a very rewarding working here." A third care worker told us, "Amazing, I love it, it's like home from home, it's not like work you're involved getting people out and about and sharing experiences with them." A fourth person said, "I would live here myself it's like home from home."

We found there was an extremely warm, welcoming, relaxed and friendly atmosphere in the home. From the moment people woke up, staff were engaged and dedicated towards giving individual care. Staff used every opportunity to engage with people who used services and visitors. We saw staff were constantly attentive to people's needs and understood them, giving people their whole attention when they were receiving support. Equally staff gave people space to enjoy their own company where this was their preference. For example, we saw in one care file the person did not like crowded places and liked to be quiet. We saw staff take them to the well equipped sensory room, where they looked very relaxed. We saw other people liked to be in the main kitchen /dining area where there was more lively conversation taking place. The layout of the building allowed people to find their own space, which suited them.

One person we spoke with told us their relative communicated with facial expressions and told us staff were very skilled at knowing exactly what they wanted. We saw staff understood what people wanted and responded appropriately. For example, we saw one person was a little unsettled, staff knew this was because they were hungry and after they had eaten their breakfast they relaxed.

We looked at three care files and found they were all prefaced with a photograph and "What's great about me, what's important to me and what you need to know to support me." This provided a very quick overview of people's personalities, personal preferences and interests. When we spoke with staff we found they had detailed knowledge about the people they supported and were passionate about providing support in a way that valued each person as an individual.

In 2015 the building was extended to provide two more bedrooms and communal space. We saw how at every stage of the build people had been consulted and people were involved with the opening of the new facility in February 2016. For example, there were pictures of people 'on site' with their hard hats on with the builders. This showed us people were respected and fully involved in the whole process.

People's bedrooms had been decorated to their individual tastes, one person told us their room had been decorated twice in the three years they had lived there. Another person told us they had chosen their favourite colour for their bedroom. All of the bedrooms had been highly personalised and people had made their own mosaic name plates for their doors. In the entrance hall there was a photograph of each person who lived at Beckside Lodge displayed in a 'family tree' style frame. Again this gave a real sense of home.

Two people told us they were planning a joint birthday party and would be inviting friends and family to the party at Beckside Lodge. A relative told us a party had been arranged earlier on in the summer for families so they could all get together. All of the people we spoke with told us birthdays made people feel special.

Staff were exceptional at working with people to improve their independence which had made significant positive differences to their lives.

One person using the service told us they had become more independent since they had moved to Beckside Lodge. They told us they had worked with a physiotherapist and care workers at the home and were now able to transfer using a board rather than a hoist. This had made a massive difference to them as this meant they could go out in the community as they were now able to use disabled toilet facilities. This meant the person's dignity had also been positively promoted. Another person said, "As soon as I was ready to get up this morning [names of care workers] came to help me get ready. I do as much as I can for myself and they help me with the rest. If you can do it you do and you get help with what you can't."

A relative told us, "Staff have taken time with [name] and taught them how to use a transfer board, they have come so far in two years." Staff also told us this person's verbal communication had improved and they were continually working with them to continue this work. For example, getting the person to call staff by their name.

We asked care workers how they supported people to become more independent. These were examples they gave us. "We will put jam and butter on people's plates and encourage them to put it on their own toast." "[Name] understands everything we say to them and with encouragement when we have been out will take their coat to their bedroom." "We get people to come with us to help put away laundry." "[Name] likes to help put the rubbish out and will wipe the table." We also saw on the menu board kitchen assistant duties were allocated to people using the service. One person told us, "I help with chopping and washing up."

One relative told us, "We are always made to feel welcome. When it's someone's birthday they do all the catering and invite family and friends." Another relative said, "We are always made to feel welcome." We looked in the compliments book and saw the following entries, "It was like coming home the second you walk through the door. Friendly down to earth staff, well thought out home." "It feels like a welcoming home as well as looking fantastic." "I had the privilege to entertain the resident's. I was made to feel extremely welcome and I thoroughly enjoyed the visit."

Is the service responsive?

Our findings

The deputy manager explained before anyone moved into Becksid e Lodge they would be assessed to make sure staff would be able to meet their needs, taking into consideration the needs of the people already living there. If they considered they could offer a service the individual was invited to visit, to stay for a meal and stay overnight as many times as they wished to make sure Becksid e Lodge was the right place for them.

To make sure there was a smooth transition from home to Becksid e Lodge for one person they had visited them at home so staff could replicate the routines they were used to in the mornings and at night.

The three people we spoke with all told us they had been involved in developing and reviewing their support plans. One person told us they could make changes at any time and staff would make sure they were implemented. For example, they had asked for their emergency call bell to be pinned to their bedcovers during the day, to make it easy to reach. When we looked in their bedroom we saw this had been done.

We saw the support plans gave detailed information about people's care needs during the day and at night. There was then 'step by step' guidance about how staff should support people with their personal care. People we spoke with told us staff went through the 'step by step' guidance with them to check it was the way they wished to be supported. This showed us staff were working in a very person centred way.

There was a specialist Jacuzzi sensory bath at Becksid e Lodge which people could plug memory sticks into to listen to music of their choice. Each person had their own music play list on a memory stick so when they had a bath this could be used. We saw in one care file the person really enjoyed music and a bath. The care plan in relation to bathing stated, "The longer the better." This showed us staff understood what experiences people enjoyed and they made sure they happened.

We saw comments from outside agencies had been sought through a survey in 2015. We saw the following comments had been made; "I have seen new residents arrive and their happiness and well being clearly grows within weeks." "It is so moving to see the residents truly receiving client centred care." "New service users to Becksid e Lodge have thrived in the environment affirming to me that so much of the disability is dependent on context." "It's a real thrill to hear from service users and to witness the change at Becksid e Lodge, where the opportunity to thrive and develop is so effectively activated."

We asked people who used the service what activities were on offer they told us there were plenty of things on offer to keep them occupied. One person told us, "I get out more here than I did at home."

One relative told us, "[Name] goes out everyday and has been given opportunities to try activities, which as a family we couldn't have done. [Name] has learnt how to do mosaics and we have found out they love arts and crafts." Another relative said, "[Name] is always busy and I have to ring up before I go and visit to make sure they are going to be in. [Name] goes all over, they go swimming every week and go to the day centre, they went to when they were at home, so they can keep in touch with their friends." The aroma therapist told us, "It's a fantastic service in a lovely setting. There are lots of activities, people go out to day centres,

arts and crafts, cinema, theatre and two people have been on a Spa day."

People who used the service had outstanding opportunities to try new activities, participate in the community and to make new friends. The service had its own minibus and there was a designated driver on duty throughout the day time shift. However, staff also explained they also used buses and trains to give people different experiences.

At the monthly residents' meeting people were asked for their 'hopes and dreams' in relation to an activity they would particularly like to do. Staff then give support to arrange for them to do their chosen activity and take photographs as a reminder. We saw people had done the following: gone to the theatre with their mum to see 'Wicked,' been on a 'Spa' day and been out to book holidays.

When people had been unable, verbally, to tell staff what they want to do staff had supported them to experience a range of activities to see which ones they enjoyed by their reaction. For example, they had found out one person liked watching football and tennis, train and bus rides and a particular genre of films. Another person did not like crowded places but loved to go to parks or places with animals.

Activities were planned for each individual person twice a day, every day. There was a board in the dining room with a picture of each individual and information about their morning and afternoon planned activity. However, staff explained this was flexible and could be changed if people wanted to do something else.

The deputy manager told us an aroma therapist came every week on a Tuesday and offered each person a treatment which they enjoyed. They also said this person also offered acupuncture and reflexology if people wanted these treatments. People we spoke with told us how much they enjoyed these sessions and one person said they felt the acupuncture had helped them with a particular health issue.

One person who used the service told us a music therapist also visited the service every Thursday. They told us they were playing the guitar and writing their own songs. Staff told us these sessions were very popular and helped people with their confidence.

Another person told us they had completed a Jamie Oliver cookery course with some other people who used the service. They told us they also cooked things like stir fry's at Becksid Lodge.

Two people told us they were going to start college in September. One person said, "Now my health is better I'm going back to college in September to do art therapy and singing."

People also attended day centres, went carriage riding, out to parks, canal boat rides, day trips to Blackpool and other places that were of interest to individuals.

One support worker told us they used the "Love to Meet" network which enabled them to meet up with other people and their families. This gave people the opportunity to make new friends.

People also had the opportunity to go on a holiday of their choice with staff support. A care worker told us, "I took a service user on holiday for a week. Seeing them bloom and achieve makes the person feel special." Staff had also supported one person to go on holidays with their family.

People who used the service were supported to keep in touch with people who were important to them. One person told us they used 'face time' to keep in touch with one relative. Another person told us, "I go to my sisters on a Sunday they [staff] take me and then come back and pick me up."

We saw there was an easy read complaints procedure in place with pictures of who people should go to if they had any concerns.

We asked people who used the service what they would do if they had any concerns or complaints. One person said, "I could go to [name of registered manager] if I had any concerns." Another person told us they would go to the deputy manager or registered manager and would feel able to do this. A relative told us, "[Name of registered manager] is outstanding if I had any concerns I would have no hesitation speaking to him."

We looked at the concerns and complaints log and saw no complaints had been received, but any concerns which had been raised had been logged together with the action taken to resolve the issue. For example, an issue had been raised about one person's oral hygiene and this had been addressed through the support plan. This showed us any concerns were taken seriously and action had been taken to resolve them.

Is the service well-led?

Our findings

We asked people who used the service about the registered manager. One person told us, "[Name], awesome, lovely guy who is happy all the time and really kind."

We asked care workers about the leadership of the home. One person said, "Brilliant manager, I can't fault him. If you need help you get it." Another person said, "This is the best care home I have worked in. It's a good company and management are approachable. [Name of registered manager] does room checks and if jobs have not been done you're told. Service users come first and we know we must spend time and interact with them." A third person told us, "The best manager I have ever come across. He is very approachable, down to earth and tells you like it is. You can rely on him to do what he needs to do." A fourth person said, "The manager is on the ball and checks everything is getting done."

A relative told us, "The provider has a good ethos and I never feel profit comes before people."

We found an open and transparent culture in the service with the people who used the service at the centre of everything. It was clear everyone was working together to provide people with the best possible quality of life.

We asked everyone we spoke with if they would recommend the service and everyone told us without any hesitation that they would. One person who used the service told us they had recommended the service to one of their friends who now lived at Becksidge Lodge as well.

The organisation had achieved the standard 'Investors in People' award which recognised them as a great employer, who could lead, support and manage people well for sustainable results.

We saw accidents and incidents were being analysed to see if any additional measures could be put in place to prevent reoccurrences. For example, incidents involving one person had reduced as staff had become more confident and knew the triggers, signs and situations to be aware of. This showed us the management systems in place were effective.

We saw there were a range of audits taking place. These included audits of care plans, medicines, staff training, staff supervision and medication. We saw where any issues had been identified action had been taken to rectify them.

We wanted to know how people could influence the service. In 2015 surveys had been given to people using the service, relatives and external agencies. We saw the registered manager had produced a report in January 2016 about the findings. We saw overall there was a high level of satisfaction with the service. Where people had raised individual issues, action had been taken to resolve them. For example, one person had asked for lower worktops in the kitchen to promote independence with cooking. A portable hob had been purchased in response and the registered manager had suggested this adaptation to be included in any homes the provider built in the future.

Residents' meetings were held every month. One person told us, "Nearly everyone goes they are fun. We talk about 'hopes and dreams' and what special activity we want to do the next month, the food, menus and any repairs that need to be done." Another person said, " We have a monthly residents' meeting and we are asked if there is anything we want to bring up. We talk about activities and what special activity we want to do, like a Spa day. I'm thinking about what I want to do next month." This showed us people's views were important and staff were looking at ways to improve the service they provided.