

Developing Lives Services (2000) Limited

Meyrick Lodge

Inspection summary

CQC carried out an inspection of this care service on 12 May 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 unannounced comprehensive inspection took place on 12 May 2017.

Meyrick Lodge is a care home registered to accommodate a maximum of six people with learning disabilities. At the time of the inspection five people were living at the home.

There was a registered manager employed at the home. 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 told us they were, "Happy" living there and relatives gave positive views about the home and the care and support their relative was given.

People told us they felt safe at the home. Staff had been trained in safeguarding adults and were aware of the types of abuse and how to identify, prevent and report abuse. There was an effective, inclusive system of training in place for staff, people and their relatives.

Plans were in place on how to support people in the event of an emergency.

Staff were friendly, kind and caring and gave individual, person centred care to everyone living at Meyrick Lodge. There were robust recruitment practises in place to make sure that appropriate staff were employed to support people.

People's needs were assessed and areas of risk were assessed and reviewed to ensure peoples' safety. Support was offered in accordance with people's wishes and their privacy was protected. Staff knew people well and understood their physical and personal care needs and treated them with dignity and respect.

Staff and people told us they felt the staffing levels were appropriate to meet people's needs. Staffing levels were planned and adjusted to make sure people were given individualised care.

People's medicines were securely stored and managed and people were supported to take their prescribed medicines.

Staff were knowledgeable about the Mental Capacity Act 2005 and its principles and understood how people living at Meyrick Lodge preferred their care and support to be given.

People were provided with a choice of healthy food and drink ensuring their nutritional needs were met. Systems were in place to support people with budgeting, shopping and cooking. People's health needs were monitored which included appropriate referrals to health professionals when required.

People were supported to take part in a range of activities, hobbies and work placements to maintain their independence and promote a healthy lifestyle. People could choose where they spent their time.

People told us they were happy to raise any issues or concerns with the manager and felt confident they would be listened to.

The service was well led with a clear management structure and an open, friendly culture. There were systems in place to promote a continuous drive for improvement.

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