

Heartlands Care Limited

# Heartlands Care Limited t/a Lanrick House

## Inspection summary

CQC carried out an inspection of this care service on 23 December 2020 and 15 January 2021. 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?	Outstanding ☆
Is the service well-led?	Good ●

### About the service

Heartlands Care Limited t/a Lanrick House is a care home providing personal care. We were in discussions with the provider about the number of people they were registered to accommodate in Heartlands Care Limited t/a Lanrick House. They were registered for up to 32 people. At the time of the inspection there were 20 people living there. The home supported older people, some of the people were living with dementia and/or physical disabilities.

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

People were supported to partake in a range of activities and events to support their involvement in the community life of the home. Activities were varied and considered individual preferences, as well as group events. Relatives felt a part of this, even though they were not always able to enter the home at the current time. People had been innovatively supported to keep in touch with their relatives. People were involved in their care and staff were supported to get to know people. People and relatives were able to build positive relationships with staff to ensure they were supported in a personalised way.

People were supported to access information in a way that suited them. People could discuss their end of life wishes if they chose to. Complaints were taken seriously, investigated and responded

to.

People felt safe in the home and measures were in place to assess and mitigate risk. People were protected from abuse and concerns were reported when necessary. People were protected from cross infection and government guidance in relation to the COVID-19 pandemic was being followed. People received their medicines as prescribed. Lessons were learned when things had gone wrong. There were enough staff to support people and they were recruited safely.

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 were offered choices, including in relation to food and drink which people enjoyed. People had access to a range of health professionals when needed and plans were in place for their health conditions. Staff received training to be effective in their role and felt supported. The home was adapted and suitable for the needs of people living there.

There was a positive culture in the home. People, relatives and staff felt able to approach the registered manager and management team. There were quality assurance systems in place to monitor the quality and safety of the service delivered. The provider also carried out checks and the registered manager felt supported by them. The registered manager was clear about the need for duty of candour and had followed this. The previous rating was being displayed and notifications were submitted as required.

#### Rating at last inspection and update

The last rating for this service was good overall but requires improvement in well-led (published 15 June 2017). The service has remained rated as good overall. Well-led has improved to good and responsive had improved to outstanding.

#### Why we inspected

This was a planned inspection based on the previous rating. We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

#### 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](http://www.cqc.org.uk) or by telephoning 03000 616161