

Blue Sky Care Limited

Richmond Lodge

Inspection summary

CQC carried out an inspection of this care service on 28 March 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 ●

Richmond Lodge is a residential home that provides care for up to five people who are living with a learning disability. At the time of our inspection there were five people living in the home. At the last inspection, in June 2015, the service was rated Good. At this inspection we found that the service remained Good.

People were safe and continued to receive safe care. The risks to people's safety were regularly reviewed and processes were in place to protect people from avoidable harm. Sufficient numbers of staff were in place to keep people safe and safe recruitment procedures ensured people were protected from the risks of unsuitable staff. People's medicines were managed safely and people received their prescribed medicines when needed.

People's right to make their own decisions about their care and support needs, where able, was respected by staff. Where decisions were made for people, they were made in line with the principles of the Mental Capacity Act 2005 (MCA). People were encouraged to eat and drink healthily. Staff were well trained and felt supported to carry out their role effectively. People's day to day health needs were monitored and referrals to external professionals were made where needed and in a timely manner.

People were treated with kindness, dignity and respect by the staff. People had developed positive relationships with staff which contributed to a positive atmosphere within the home. People's

support records were person centred and focused on what was important to them. Support was provided for people in line with their personal preferences. People were provided with an 'easy read' complaints process that supported people living with a learning disability. Effective systems were in place to manage any complaints that the provider may receive.

The service was well-led. The current registered manager split their time between two services, but this did not impact on the quality of the service provided. People, relatives, staff and professionals commented positively about the registered manager. There was a calm, open and friendly atmosphere at the home which resulted in a high quality of service for people. Effective auditing processes were in place, with regular input from representatives of the provider.

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**