

Acorn Lodge Limited

# Acorn Lodge Care Centre

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This inspection took place on 5 April 2017 and was announced.

At our previous inspection on 5, 6, 7 and 8 April 2016 a breach of legal requirements was found. After the inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to notifications.

We undertook this focussed inspection to check that they had followed their plan and to confirm that they now met the legal requirements in relation to the breach found. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Acorn Lodge Care Centre' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

There was a registered manager in post at the time of our inspection. 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.

Acorn Lodge Care Centre provides accommodation for up to 98 people who require nursing or personal care. At the time of our inspection 95 people were living in the home.

At our previous inspection we found that the provider did not always notify the CQC of notifiable incidents.

At this inspection, we found that improvements had been made.

The provider was aware of the type of incidents that they were required to notify the Care Quality Commission (CQC) of and had reviewed their notifications procedure with the management team. A new log record had been created to correlate safeguarding incidents with their notification reference.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service well-led?**

We found that action had been taken to improve how the service was run.

The provider had submitted statutory notifications of notifiable incidents that had taken place. Learning had taken place since the last inspection and improvements had been made in line with their action plan.

This meant that the provider was now meeting the legal requirements and we have improved the rating for this question from requires improvement to good.

**Good** ●

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## **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.

We undertook this focussed inspection on 5 April 2017 and it was announced. The provider was given 24 hours' notice to ensure somebody would be available to assist us with the inspection.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our inspection on 5, 6, 7 and 8 April 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service Well led? This was because the service was not meeting some of the legal requirements.

The inspection was carried out by one inspector.

Before the inspection, we looked at the information we held about the service. This included notifications of significant incidents reported to the Care Quality Commission (CQC) and the last inspection report published on 3 June 2016. During our inspection, we spoke with the registered manager and reviewed key documents in relation to the management of notifications.

## Is the service well-led?

### Our findings

At our previous inspection that took place on 5, 6, 7 and 8 April 2016, we found the provider had failed to send in a statutory notification to the Care Quality Commission (CQC) as required.

At this inspection we found that improvements had been made. The provider was now meeting the regulation.

We reviewed their records of incidents that had taken place since the previous inspection. The provider kept a log of these and had created a new log record for all incidents to include the notification reference to confirm that it had been submitted to the CQC. We saw that even if incidents had not been considered as a safeguarding pathway from the local authority, they were still notified to the CQC. The provider was aware and knew under what circumstances to submit a notification to CQC.

We saw their action plan that was implemented after the last inspection and it highlighted that the safeguarding log had been reviewed.

We saw minutes from a management meeting which was held one week after the last inspection. These evidenced that the outcomes of the inspection had been discussed and showed that all members of the management team had been briefed and the regulations had been reiterated to them.

There had been occasions when the provider had encountered technical difficulties with the CQC portal when submitting notifications. In this situation, they contacted the CQC to let us know about the issue and also included an overview of the incident and what action, if any, had been taken.

We spoke to the registered manager about their responsibilities in relation to notifications. They said, "It has been agreed that whoever receives the information or raises an alert informs the whole management team so we are all aware and notifications will not be overlooked." They added, "It was put into place with immediate effect."