

Sussex Partnership NHS Foundation Trust

# Lindridge

## Inspection summary

CQC carried out an inspection of this care service on 24 July 2019. 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?	Requires Improvement ●

### About the service

Lindridge is a care home providing personal and nursing care to up to 70 people with a variety of needs related to their mobility and long term medical conditions, some people at the service were living with dementia. One area of the home was dedicated to providing people with short term support to help them return to their own homes. At the time of this inspection there were 49 people living at the service.

People received care in one purpose built building across four communities. People lived on communities suited to their needs and rehabilitation goals. One area was unoccupied at the time of this inspection.

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

People told us they felt safe and our observations and findings supported this. Staff took action in response to risk and there were systems to ensure incidents and concerns were monitored and responded to. People's medicines were managed safely with a variety of checks and audits in place to ensure good practice was sustained. The home environment was clean and people were supported by sufficient numbers of staff.

People were satisfied with the food and told us their healthcare needs were met. There had been recent refurbishment works and we saw recent improvements to the environment for people living

with dementia. Staff had the right training and support for their roles, including clinical support for nursing staff. 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 told us staff were kind and caring and we observed interactions that supported this. We observed people being supported in a way that encouraged them to maintain independence or develop skills. People's dignity and privacy were promoted by staff who provided care in a respectful and personalised manner.

People had access to a range of activities and they told us they liked the variety and had input into these. Care plans were personalised and staff had gathered important information about people's preferences for end of life care. People knew how to complain and complaints had been responded to appropriately.

People told us they had seen improvements in leadership at the service and we found an increased number of audits and checks. We saw improvements to record keeping but identified instances where records didn't reflect care delivery. There was a plan to improve documentation, as well as plans to improve the environment. People, relatives and staff had regular meetings and these had been used to involve them in improvements as well as to gather feedback and suggestions to improve their care.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection: Good (Report published on 15 December 2018)

Why we inspected

This was a planned inspection based on the previous rating.

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**