

Leyton House Community Care Ltd

Leyton House

Inspection summary

CQC carried out an inspection of this care service on 21 February 2023. 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 ●

About the service

Leyton House is a residential care home providing regulated activity personal care to up to 15 people. The service provides support to people with mental health issues. At the time of our inspection there were 14 people using the service. The home is divided into 3 adjoining buildings with separate facilities for each one.

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

People said they felt safe living at the service, the provider had systems in place to protect people from harm. Care plans and risk assessments were in place in good detail for staff to ensure people were safe. People's medicines were managed safely. Staff were recruited using safe recruitment practices. The provider had an effective system in place to reduce the spread of infection.

Relatives told us they can visit the home any time they would like to. The provider has a system in place to review incidents to learn from them and improve the service as a result.

People had care plans in place outlining their support needs in detail. Staff were trained in relevant subjects for their role. People were supported to eat and drink healthy meals. People had access to a wide range of health care professionals. The home meets people's needs.

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.

Staff were caring and kind. People told us staff were very helpful. Staff respected people's privacy and dignity. Staff promoted people's independence. People were supported to express their views and staff listened to them and acted on any concerns raised.

People received person centred care, staff know people's likes and preferences. People were supported to maintain relationships with family and friends. The service arranged activities for people both indoors and in the community. The provider has a clear complaints procedure in place.

The management team show good leadership, staff, people and relatives spoke positively of the staff and managers. People and relatives were able to give feedback on the service. Quality of care checks were carried out in the service by the provider. The provider worked with other agencies such as the multi-disciplinary teams.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 08 October 2018). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

At our last inspection we made 2 recommendations. The first was to look for guidance to ensure people felt safe and the second to seek guidance about transferring people between services. At this inspection we found the provider had acted on both recommendations.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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 COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Leyton House on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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