

# The Fortune Centre of Riding Therapy Lanfranco House

## Inspection report

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## Ratings

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 ●

# Summary of findings

## Overall summary

About the service:

- Lanfranco House offers residential and learning support for up to seven people who are known throughout the Fortune Centre of Riding Therapy as 'Associates'. Associates are provided with accommodation, care and support to encourage independent living and key life skills. At the time of the inspection there were seven people living at Lanfranco House.

People's experience of using this service:

- All the people we spoke with told us they felt safe living at Lanfranco House. Relatives told us they found Lanfranco House provided a safe place for their son or daughter to live and had no concerns.

- People had individual risk assessments completed which ensured they were supported to live their lives as independently as possible while minimising any identified risks.

- People received care and support in an individualised way, which was planned and delivered to meet their needs.

- Lanfranco House was staffed with sufficient levels of trained staff who were themselves supported with a system of regular supervision and annual appraisals. Staff felt well supported and felt the training they received was well delivered, beneficial and pitched at the correct level.

- People's medicines were being managed safely, stored securely and administered by trained staff.

- We have made a recommendation regarding the safe storage of medicines.

- People and their relatives were fully involved in assessing and planning the care and support they received. People were referred to health care professionals as required.

- People led active lives and were supported to maintain and increase their independence. People's privacy was protected and they were treated with dignity and respect.

- People and relatives knew how to make a complaint and felt confident they would be listened to if they needed to raise any concerns.

- People and relatives expressed confidence in the management team and felt the service was well led.

- More information in Detailed Findings below.

Rating at last inspection: Good (The date the last report was published was 23 August 2016).

Why we inspected: This was a planned inspection based on the rating at the last inspection. The service remains rated as Good overall.

Follow up: We will continue to monitor this service and plan to inspect in line with our inspection schedule for those services rated as Good.

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

We always ask the following five questions of services.

### **Is the service safe?**

The service was safe

Details are in our Safe findings below.

**Good** ●

### **Is the service effective?**

The service was effective

Details are in our Effective findings below

**Good** ●

### **Is the service caring?**

The service was caring

Details are in our Caring findings below.

**Good** ●

### **Is the service responsive?**

The service was responsive

Details are in our Responsive findings below.

**Good** ●

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

The service was well-led

Details are in our Well-Led findings below.

**Good** ●

# Lanfranco House

## Detailed findings

### Background to this inspection

#### The inspection:

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

#### Inspection team:

The inspection team consisted on the first day of the inspection of one CQC Inspector and one CQC Inspection Manager. On the second day of the inspection the inspection was completed by one CQC Inspector.

#### Service and service type:

The Fortune Centre of Riding Therapy (FCRT) provides a three year residential Further Education through Horsemastership course for 16 to 25 year old people with learning disabilities. Lanfranco House is one of three registered locations that make up the FCRT. People at Lanfranco House learn and develop independence and life skills through their interaction with horses.

Lanfranco House is a care home. People in care homes receive accommodation and personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a registered manager in post. The previous registered manager had left the service at the end of December 2018, however the provider was in the process of employing a replacement registered manager who was due to commence their employment in February 2019. The provider had ensured there were appropriate staff in place to manage the service in the interim period. A registered manager is a person who has registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

The service had been developed and designed in line with the values that underpin the registering the Right

Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

Notice of inspection:

The inspection on day one was unannounced.

What we did:

Before the inspection we reviewed information we held about the service. This included information about incidents the provider had notified us of and contacting health professionals for their views on the service. The provider had completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what it does well and improvements they plan to make.

During the inspection, we spoke with all of the people living at Lanfranco House, seven members of staff which included the team leader for Lanfranco House, the head of safeguarding and wellbeing, the education systems co-ordinator, the staff training and development co-ordinator, independent living support staff and the maintenance manager. Immediately following the inspection we spoke with three relatives on the telephone and obtained their views on the service Lanfranco House provided. We also received e-mail feedback from a further relative.

We observed how people were supported and to establish the quality of care students received we looked at records relating to their care and support. This included individual care and development plans, treatment and support records and Medicine Administration Records (MARS). We also looked at records relating to the management of the service including; staffing rotas, staff recruitment, supervision and training records, premises maintenance records, training and staff meeting minutes and a range of the providers policies and procedures.

# Is the service safe?

## Our findings

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- Everyone we spoke with told us they felt safe with the staff at Lanfranco House and enjoyed living there.
- Staff received safeguarding training and spoke knowledgeably on how to spot the signs of potential abuse. They were aware of the correct action to take should people raise concerns with them.
- Relatives told us, "It's very safe... I have no concerns."

Assessing risk, safety monitoring and management

- Risks to people and the service were assessed and staff demonstrated detailed knowledge on how people preferred their care and support to be given.
- Risk assessments were detailed and personalised and guided staff to support people safely whilst still maintaining their independence.
- Risk assessments were regularly reviewed and reflected the changing needs of each person to ensure their safety.
- Hazardous substances were kept secure when not in use. There were systems in place to ensure all equipment was regularly checked, serviced and well maintained to ensure the safety of the service and premises.
- Lanfranco House had regular water systems checks to reduce the risk of legionella. Certificates showed Lanfranco House was free from legionella. Legionella are water borne bacteria that can be harmful to people's health.

Staffing and recruitment

- People, relatives and staff told us there were enough trained staff available on each shift to ensure people were supported safely.
- The staffing rotas reflected people were cared for by appropriate numbers of staff at all times. The provider had their own 'bank' staff they could call on if they needed cover in the event of staff sickness or planned absence.
- One person told us, "There are always staff I can talk to, they always listen to me."
- Recruitment records showed staff were recruited safely. Robust procedures were in place to ensure the required checks were carried out on staff before they commenced their employment at Lanfranco House. This ensured staff were suitable to work with people in a care setting.

Using medicines safely

- There was not a system in place to record daily temperatures for storage of medicines. This could mean medicines may be compromised if temperatures became out of the safe range for storage. We recommend the provider implements a system to ensure the safe storage of medicines at Lanfranco House.
- Medicines were managed and administered safely. Records showed stock levels of medicines were correct. People had their allergies recorded and there was a clear system to ensure 'PRN' as required

medicines were administered to people safely.

- Staff received medicine training and had their competency checked annually to ensure they were safe and competent to administer medicines to people.
- Regular medicine management audits were completed to address any issues in medicine administration.

Preventing and controlling infection

- Suitable measures were in place to prevent and control infection. Personal protective equipment was available for staff who wore it when it was appropriate to do so.
- Staff spoke knowledgeably about infection control practices and how important it was that they were followed correctly to ensure people's safety.
- Lanfranco House and equipment were clean and well maintained.

Learning lessons when things go wrong

- The provider had implemented a new electronic system for reporting, recording and reviewing safeguarding concerns, incidents and accidents. This had led to an improvement in the oversight and management of incidents and had ensured staff could be proactive in ensuring the safety of people at all times.
- Information regarding incidents and accidents was discussed during staff meetings and handovers. This ensured information regarding lessons learned could be shared and proactive action put in place where possible.



# Is the service effective?

## Our findings

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law.

- People's care and support was planned and delivered in line with current legislation and good practice guidance. Assessments, individual care and development plans were individualised for each person and reflected their preferences and wishes.
- Support, care and development plans were regularly reviewed and updated in consultation with people, family and health professionals when appropriate.

Staff support: induction, training, skills and experience.

- Staff told us they had received a thorough induction programme and had felt supported throughout the whole process. Staff received regular supervision sessions and annual appraisals.
- One member of staff said, "I'm well supported, there is always someone I can go to for help and I feel listened to and appreciated." Another member of staff told us, "I love it here. It's so rewarding supporting the people."
- Staff told us they spent time shadowing existing staff in order to get to know people living at Lanfranco House really well before they started to care and support them independently.
- Staff told us and records showed, staff were provided with the training and skills to support people effectively.
- People and relatives told us they felt the staff were well trained and supported people effectively in ways they preferred.
- Training was provided in a variety of methods and included, group training sessions, individual training, e-learning and practical face to face training. One member of staff told us, "They have been brilliant at providing any additional training I need, it's great."

Supporting people to eat and drink enough to maintain a balanced diet.

- People living at Lanfranco House were supported to maintain a more independent living arrangement.
- People told us how they organised their meals, ordering and buying the ingredients and working out a rota for which person cooked and prepared the meal for them all each night. People told us they enjoyed preparing and cooking the meals and knew each others favourite meals.
- People were given choice with their meals, fresh fruit, yoghurts, snacks and a variety of hot and cold drinks were available at all times at Lanfranco House.
- People were supported to receive appropriate nutrition. If required, referrals were made to appropriate health professionals for further advice and guidance.
- One person told us, "We have BBQ's in the summer...out there in the garden, they were really good."

Staff working with other agencies to provide consistent, effective, timely care.

- A variety of specialised healthcare professionals supported people at Lanfranco House and worked closely with staff. Effective working relationships had been built between staff and these healthcare

professionals.

- One person told us how staff had acted quickly when they had needed to see a GP. They told us, "[staff] always come with me when I see them." They told us staff were always there for support and advice when they needed it.

Adapting service, design, decoration to meet people's needs.

- People's bedrooms were highly personalised and included items and belongings that were of comfort to them. People told us they were involved in decorating their bedrooms. One person said, "I choose the colour, it's my favourite."
- Shared communal areas, were comfortable, homely and bright. People showed us their pictures on the walls and their bedroom doors which could have their name or a picture of their choice on them if they wished.
- Lanfranco House had an ongoing programme of redecoration and maintenance. Carpets, soft furnishings, windows and floor coverings had all been replaced within recent years. This resulted in a warm, relaxed, friendly environment for people to live in and enjoy.
- Staff told us they would be making changes to the second flight of stairs to ensure the safety of people living at Lanfranco House.

Supporting people to live healthier lives, access healthcare services and support

- There were systems in place to monitor people's on going health needs. A range of health professionals were involved in assessing, planning, implementing and evaluating people's care and treatment to ensure they received the right healthcare. Records reflected this was the case for ongoing or emerging health issues.
- People were referred to appropriate health care professionals such as speech therapists, dieticians or specialist health services when required.
- People had 'hospital passports' completed on them. These documents contained summarised relevant information regarding each person to ensure they were cared for safely should they need to go into hospital or move to another service.

Ensuring consent to care and treatment in line with law and guidance

- The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.
- The service worked within the principles of the MCA.
- People's care records continued to identify their capacity to make decisions. People had been involved and had signed their care records to show they consented to their care and support.
- Where appropriate people had Powers of Attorney (POA) in place. A POA is a written authorisation to represent or act on another person's behalf.
- Staff had received training in The Mental Capacity Act 2005 and spoke knowledgeably regarding how it applied to the people they supported at Lanfranco House.

## Is the service caring?

### Our findings

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; equality and diversity.

- People described staff as, kind, caring, friendly, supportive and helpful. Relatives spoke highly of staff, comments included, "We know all the staff... Staff are fantastic at all times" And "We are very impressed with Lanfranco, the staff put so much effort into making things happen. Staff support [person] very well and do things over and above to support her." A further relative told us, "I'm very, very happy... the staff really care, they are all nice and kind and very good at their jobs. I'm delighted [person] managed to get a place at Lanfranco House it has worked out brilliantly."
- Staff demonstrated a thorough knowledge of each person, how they preferred to receive their care and support and what interactions worked best for each person.

Supporting people to express their views and be involved in making decisions about their care.

- People told us they were involved in how their care and support was planned and delivered. Records showed people, family members, staff and health professionals were all involved in decisions regarding ongoing care and support.
- Relatives told us they were kept well informed at all times and felt fully involved in people's care and support.
- Staff told us about many examples of how they had supported people to make decisions regarding their support and care. For example, how they encouraged and supported people to do their own washing and cleaning, which enabled people to develop independent living skills.
- People were supported to understand their care and treatment choices. People had a pictorial version of their weekly itinerary. The clear pictorial format ensured people could follow their own daily schedule.
- Staff had worked with relatives, guardians and healthcare professionals to instigate beneficial meetings between all parties. This enabled people to meet up with everyone involved in their care, enabling their voice and views to be put across to all parties, which had a positive impact on people.

Respecting and promoting people's privacy, dignity and independence

- The aim and ethos of Lanfranco House is to promote people's independence by enabling them to live as independently as possible within a supportive, safe community. People were encouraged and supported to participate in everyday household tasks such as sorting and doing their laundry, learning to budget for groceries and learning to manage their money and travel independently on a variety of public transport.
- We observed people were treated with dignity and respect by a consistent staff team who knew them very well.
- People's privacy was respected. People held their own keys to their bedrooms and staff knocked before entering people's bedrooms to maintain their privacy.
- People's personal information was kept secure and staff understood the importance of maintaining secure documents and care records to ensure people's confidentiality was maintained.

# Is the service responsive?

## Our findings

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control.

- Relatives spoke positively about the personalised care people received at Lanfranco House, comments included, "The ethos is so much about independence and she has blossomed since she has been back. She loves to be out and about and is very active they are so good at teaching self reliance and independence... she loves her jobs and absolutely loves the horses." And "Lanfranco House gives her independence and the staff support her to achieve, it has been very good." Another relative said, "The staff are so good at encouraging her to join in with the activities."
- People's assessments were detailed, regularly reviewed and supported staff to understand people's strengths and weaknesses and provided the basis for people's individual care and support.
- People had individual care and development plans. These focussed on promoting people's independence and the best methods that could support the person to achieve this. For example, to travel independently into town the person had to learn how to use and understand transport timetables, money management for buying their ticket and independently travel to and from the town.
- People's individual care and development plans had personalised goals for them to achieve. The goals were linked to various like skills such as money management, equine, work experience, cookery, laundry, self-care and independent travel. Examples of goals were, to gain a bank statement independently, to chop vegetables safely and to practice getting the bus independently in the local area.
- There was a system in place to record daily interventions with each person. The entries reflected all the action and interventions the staff had supported each person with and gave a clear record of events or incidents and action taken that had occurred.
- People enjoyed telling us about all the different activities and trips they took part in. There was a large variety of activities for people to participate in and enjoy. These included, swimming, cinema, watching films, choir, taking part in the local pantomime, visit to Harry Potter World, Monkey World, trips to local craft and county shows and working in local café and care homes.
- All the people spoke passionately about their involvement and work with the horses at The Fortune Centre of Riding Therapy( FCRT). They told us they enjoyed working on the stable yard and looking after and riding the horses. People learned to care for themselves and each other and live more independent lives through the interaction with the horses.
- Information was shared with people in formats which met their communication needs in line with the Accessible Information Standard.

Improving care quality in response to complaints or concerns.

- People and relatives knew how to make a complaint and were confident any concerns would be addressed.
- One relative told us, "I know who to contact at any point. They always listen and any problems have been sorted out quickly."
- The providers complaint policy gave information on how to make a complaint and the timescales any complaint would be actioned within.

- There was a weekly house meeting where all the people living at Lanfranco House attended. This enabled people to freely express any worries or concerns they had which were then addressed.

# Is the service well-led?

## Our findings

The service was consistently managed and well-led. Leaders and the culture they created promoted high quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility.

- People, relatives and staff told us they felt the service was well led, with a clear management structure in place.
- Staff and relatives felt communication was effective throughout Lanfranco House and the FCRT. One relative said, "I'm more than happy, communication is very good and we are always fully informed." Another relative told us, "Much improved communication now it's on site."
- Effective communication systems were in place to ensure that staff were kept up to date with any changes to people's care and support.
- Staff and relatives spoke positively about the service and felt there was a friendly, relaxed, supportive culture at Lanfranco House.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements.

- Staff were clear about their responsibilities within their role. They were confident in the quality of care and support they were able to offer people and told us they, "Loved working at Lanfranco House."
- There was a clear staff structure at Lanfranco House to ensure the quality of care was monitored and reviewed on a regular basis.
- There was a schedule of audits in place to ensure the quality of service was maintained and any shortfalls identified and acted upon.
- Notifications to CQC as required by the regulations had been appropriately made.
- One relative said, "The service continues to grow and develop. It's all good."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics.

- There was a system of annual quality assurance questionnaires in place for obtaining the views of the service from people, relatives and health professionals. Results from these questionnaires were analysed and any areas of weakness or concern identified and acted upon.
- Staff felt there was an open, honest and supportive culture at Lanfranco House. Staff felt comfortable to put forward any ideas they may have to improve the care, support or wellbeing for people and were confident these would be acted upon.
- Regular staff meetings were held to keep staff up to date with changes and developments within Lanfranco House and the people who lived there. Meeting minutes were clear, detailed and made available for all staff. This ensured any staff that had been unable to attend had sight of the discussions that had

taken place.

Continuous learning and improving care.

- There was a process of continual improvement and quality assurance in place. There was a variety of audits completed to ensure the quality of the provision was maintained.
- Staff explained how the new software package for recording of incidents and accidents had led a much improved understanding of people's behaviours. There was evidence that learning from incidents and investigations took place and appropriate changes were implemented.
- Information regarding incidents and accidents was discussed during staff meetings and handovers. This ensured information regarding lessons learned could be shared and proactive action put in place where possible.

Working in partnership with others.

- The service worked collaboratively with all relevant external stakeholders and agencies. Staff and relatives told us the support and guidance they had received from the variety of health care professionals had made positive impacts on the lives of the people who lived at Lanfranco House.
- Relatives told us they were regularly consulted and were invited to attend review meetings, parent's days and open days when they were held.