

St. Martin's Care Limited

Washington Manor Care Home

Inspection report

Hollin Hill Road
Concord
Washington
Tyne and Wear
NE37 2DP

Tel: 01914670015

Website: www.smcgroup.co.uk

Date of inspection visit:
22 July 2020

Date of publication:
14 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service caring?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Washington Manor Care Home is a residential care home providing personal care to 59 people. The service can accommodate up to 68 people aged 65 and over.

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

Prior to our inspection we received concerns about aspects of the care provided at the home. This was a targeted inspection to check on specific concerns we had about medicines management, staffing levels, dignity, responding to incidents and communication. The provider had been proactive in accepting these concerns and identifying areas for improvement. They sent us a detailed action plan to drive improvement and agreed to provide regular updates on their progress.

People told us they were well cared for. They confirmed they felt safe and said staff treated them with respect.

People told us they received their medicines when they were due. Accurate records were kept to confirm which medicines staff gave to people. Management completed regular checks to ensure staff followed the agreed procedures.

There were enough staff to meet people's needs. Staff were visible around the home and responded quickly to people's requests for assistance.

People felt they could give feedback about the home and their views were listened to. Relatives felt communication should be improved, especially the service being more proactive in keeping them updated.

Incidents and accidents were investigated and action taken to keep people safe.

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

Rating at last inspection

The last rating for this service was good (published 28 November 2019).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about medicines management, staffing levels, dignity, responding to incidents and communication. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do

not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner. The provider agreed to send us regular updates on progress.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service caring?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Washington Manor Care Home

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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check on specific concerns we had about medicines management, staffing levels, dignity, responding to incidents and communication.

Inspection team

One inspector carried out this inspection.

Service and service type

Washington Manor Care Home is a 'care home'. People in care homes receive accommodation and nursing or 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 registered with the Care Quality Commission. The provider was recruiting a new manager as the registered manager had recently left to take on a new role.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was to ensure we could visit the service safely.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan

our inspection.

During the inspection

We spoke with four people who used the service and the interim manager. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We reviewed a range of records including multiple medication records, training and incident and accident records. A variety of records relating to the management of the service, including the improvement plan for the home.

After the inspection

We contacted relatives to gather their views about the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check on specific concerns we had about medicines management, staffing levels and responding to incidents. We will assess all of the key question at the next comprehensive inspection of the service.

This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- The provider had reviewed staffing at Washington Manor Care Home. Action was planned to ensure the correct number and skill mix was available to provide person centred care. The provider monitored staffing levels to ensure they remained at the required level.
- There were enough staff on duty to meet people's needs. People confirmed staff responded as soon as they could when they needed assistance. They commented, "I am well looked after. If I need anything, I just press my buzzer and they are there to help" and "They respond quickly. If they don't com straightaway there is always a good reason. It is very rare that I have to wait."
- Staff were visible around the home, they responded quickly when people needed help.
- We did not look at staff recruitment on this targeted inspection. On previous inspections no concerns had been identified in this area.

Using medicines safely

- Medicines were managed safely. The provider had undertaken a full review of medicines management at Washington Manor. Staff had their competency reassessed and refresher training was planned.
- People confirmed they received their medicines when they were due.
- Staff kept up to date records to confirm the medicines people received.
- Senior staff regularly checked care staff followed the provider's agreed medicines management processes.

Learning lessons when things go wrong

- The provider analysed incidents and accidents to ensure trends were identified and improvements made.
- Staff investigated individual incidents and accidents.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had about dignity and communication. We will assess all of the key question at the next comprehensive inspection of the service.

This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Respecting and promoting people's privacy, dignity and independence

- Staff treated people with dignity and respect. People told us staff treated them well and provided good care. They told us, " I am well looked after. Staff are very friendly, they are great" and "They do look after me, it is very good."
- When staff interacted with people, this was done in a friendly and professional way. People commented, "All of them [care staff] are very nice. They work extremely hard. They are all nice to us" and "Everybody is very friendly. I always think how fortunate I am because it is a good home. I am very lucky."
- The provider was planning to deliver person centred care awareness sessions for all staff.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had about medicines management, staffing levels, dignity, responding to incidents and communication. We will assess all of the key question at the next comprehensive inspection of the service.

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

Continuous learning and improving care

- Following recent concerns about the care provided at the home, the provider was proactive in developing a robust action plan to improve the quality of care provided. The action plan included a commitment to review the current quality assurance processes to ensure they were effective.
- When we visited the service the provider had already started making changes. This included reviewing and changing staffing structures to promote consistency of care. Other changes included enhanced training and development opportunities for staff.
- People confirmed they felt able to share their views and give feedback. They said when things didn't go right, staff did their best to rectify matters. They said, "The staff are absolutely wonderful, not perfect. They make mistakes but they put things right" and "They do listen mind. We have a meeting every so often and we tell them what we like." Relatives gave mostly positive feedback, however they felt communication could be improved.
- The provider's improvement plan included actions to improve communication, including regular resident and relative meetings and a suggestion box.