

The Villas Care Homes Ltd

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Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

The Villas Care Home is a care home providing personal and nursing care for up to 16 people. There were 14 people living at the home at the time of our inspection. The service provides support to people with a learning disability, autistic spectrum disorder and mental health.

The service did not have a manager, the deputy was acting as manager at the time of our inspection. 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 coronavirus and other infection outbreaks effectively.

People's experience of using this service:

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. People were given choice and control and supported to live a full life and engage in activities that they enjoyed.

People were kept safe by staff who had received training in how to safeguard people from abuse and the actions they needed to take to protect people from the risk of harm. People were supported by staff who had undergone a robust recruitment process and had the training to enable them to meet people's needs. Enough staffing numbers were in place to meet the individual needs of people, this enabled people to take part in activities of their choice. People's medicines were managed safely.

People were treated with dignity and respect and staff engaged well and understood the needs of people who they were supporting. Robust systems were in place to monitor the quality of the service and there was a focus on continuous development to improve quality outcomes for people.

Rating at last inspection:

The last report for The Villas Care Home was published on 26 July 2018 and the service was rated good.

Why we inspected:

The inspection was brought forward due to concerns received about staff not wearing adequate PPE or social distancing. A decision was made for us to inspect and examine those risks. We undertook a focused inspection to review the key questions of safe and well-led only.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our

reinspection programme. If we receive any concerning information we may inspect sooner.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Villas Care Homes Ltd on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The Service was Safe.

Details are in our Safe findings below.

Is the service well-led?

Good ●

The service was Well-Led.

Details are in our Well-Led findings below.

The Villas Care Homes Ltd

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.

The inspection was prompted in part due to anonymous information of concern received by CQC.

Inspection team:

The inspection was carried out by two inspectors.

Service and service type:

The Villas is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 manager registered with the care quality commission, the deputy was acting as the home manager at the time of our inspection. The administrator was acting as a deputy manager to support the manager.

Notice of inspection:

The inspection site visit activity took place on 18 November 2020 and was unannounced.

What we did:

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority commissioners responsible for monitoring the service. We used all of this information to plan our inspection. The provider completed a provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

During the inspection

We spoke with five people who used the service about their experience of the care provided. We also spoke with the acting manager, acting deputy manager, two care staff, two domestic staff and the cook. We looked at care and support records for five people including care plans. We reviewed recruitment files for five staff and staff training records. A variety of records relating to the management of the service, including medicines and policies and procedures were reviewed.

After the inspection:

We asked the manager to provide us with a variety of additional information. We used all this information to help form our judgements detailed within this report.

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 comprehensive inspection this key question was rated as Good. At this inspection this key question has sustained a Good rating. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- There were systems in place to report safeguarding concerns. These were reviewed and analysed by the manager.
- Staff understood their safeguarding responsibilities and were trained in keeping people safe and to identify signs of abuse.
- People using the service were vulnerable and staff knew to report any concerns through to the manager or directly through to safeguarding if they felt there was a significant risk to a person.
- People's care plans were detailed with regard to safeguarding to ensure all staff knew how to best support and protect people.

Assessing risk, safety monitoring and management

- Personalised risk assessments were in place to support staff to protect people from harm. They balanced protecting people with supporting them to maintain their independence and positive risk taking.
- Staff demonstrated a good understanding of people's individual needs and what activities they wanted to be involved in. Staff also showed that they understood the actions they needed to take to keep people safe.
- Risks associated with the environment were monitored and managed.

Staffing and recruitment

- Staff told us there were enough staff deployed to support people. There was an assessment of need completed to ensure there was enough staff to enable people to be supported with their care needs and activities.
- Staff were safely recruited records showed that criminal records checks and references had been carried out, to show they were suitable to work with vulnerable people.
- Most of the staff we spoke with had been employed at the service for several years. This maintained consistency for those using the service.

Using medicines safely

- Medicines were securely stored, and people were supported to take the medicines they had been prescribed. However, there was no pharmacy information on giving medicine covertly, we spoke to the manager about this and the information was obtained from the pharmacy directly after the inspection.
- Medicines administration records had been fully completed. They gave details of the medicines people had taken and this was regularly monitored by an internal audit system.
- Staff with responsibility for administering medicines had received training in safe administration of medicines. Staff were assessed annually to ensure that they remained competent and safe to give people

their medicines.

Preventing and controlling infection

- We observed that the cleaning cupboard was left open, staff told us it was normally locked, we mentioned this to the manager who, after the inspection had a Yale lock fitted to the door. There was no information regarding the cleaning products that were used. We again discussed this with the manager, and this was addressed after the inspection.
- Staff were aware of infection control and regular cleaning. Shortly after we entered the premises, we had our temperature taken, this was due to the ongoing pandemic. We had hand sanitiser to use and there were posters regarding the virus and encouraging regular handwashing and sanitising.
- Staff had received training to enable them to understand their responsibilities to protect people from the risk of infection. One domestic staff told us how they changed PPE and cleaning equipment to reduce the risk of cross contamination.

Learning lessons when things go wrong

- Feedback from people using the service was sought and information was used to make changes and improvements.
- The service had systems in place to review, monitor and analyse all accidents and incidents. This enabled them to make changes and improvements.

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 our previous inspection this key question was rated as Good, at this inspection the rating has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Audits were in place to monitor the quality of the service. The systems and processes in place to monitor the service included key areas such as medicines management, care planning, risk assessments and accidents and incidents.
- The manager had a good oversight of the service and worked on continuous improvement. This included engaging with staff to gain feedback at all levels of the service.
- The deputy manager had stepped up to manage the home when the registered manager had left the service. During this time, they had ensured that the home was managed effectively and that the service was not affected by not having a registered manager in post. The provider gave us assurances of action they were taking to appoint a registered manager. This had proved difficult during the pandemic.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour which is their legal responsibility to be open and honest with people when something goes wrong

- The manager supported staff and staff told us that they had a good relationship. Staff understood how people wanted to be supported throughout the service. People told us that staff were kind and understanding.
- The manager understood and acted upon their duty of candour, ensuring that notifications were reported through as required. Notifications are events which providers are required to notify us of by law.
- Care plans were extensive, updated regularly and had relevant information in all aspects of care and support.
- The manager was open and honest when we discussed the service. There was good communication in place with people, relatives, and staff.
- We looked at the provider's systems to deal with complaints and incidents. These showed the provider was aware of their responsibilities under duty of candour. They had worked closely with stakeholders to improve care and support for people using the service.

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

- People were supported to have opportunities and to embrace how they wanted to live. We observed equality of opportunity in the way that people were supported and encouraged to develop how they wanted to live and engage with others. This was also reflected in the staff team.

- People told us staff were kind and that they could engage in what interested them.
- People's equality characteristics had been considered and measures put in place to support cultural needs in all aspects of support.

Continuous learning and improving care; Working in partnership with others:

- The manager and the deputy were working hard to improve the service and ensured that people were referred to professionals as and when this was needed. They had both stepped up to take on the responsibility and ensured that all aspects of the service were managed well.
- Good relationships had been forged with visiting professionals and we observed where timely referrals had been made throughout the care planning.
- The provider and the manager had taken a multi-agency approach in engaging with professionals both to make improvements to the service and to improve support to people.