

Westlive Limited

Farthings Nursing Home

Inspection report

Wilson Square
Little Bispham
Thornton Cleveleys
Lancashire
FY5 1RF

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Farthings Nursing Home is a nursing home providing personal care to support up to 60 older people who may have a sensory impairment. At the time of our inspection there were 43 people living at the home. It is a large purpose-built building providing passenger lift access to both floors. There are multiple communal spaces for people's comfort and enjoyment. Farthings Nursing Home will be referred to as Farthings within this report.

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

The provider ensured good levels and deployment of staff consistently met each person's needs in a timely way. A relative told us, "The high staffing levels has meant staff have had the time to help [my relative] improve beyond my expectations." The home was clean and bright with sufficient stocks of PPE, which staff consistently used as per national guidance.

The registered manager guided staff to follow the principles of the MCA to protect people from restrictive practices. They provided extensive training to ensure an effective, skilled workforce. The registered manager created detailed care plans and risk assessments to guide staff to mitigate the risks of malnutrition and dehydration.

The management team regularly completed various audits to oversee quality assurance and retain everyone's safety. People and relatives were very complimentary about the registered manager. One person said, "She really cares and manages the home well, they're lucky to have her."

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 good (published 07 November 2017).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we received about the service. The inspection was prompted in part due to concerns received about staffing levels, infection control, managing behaviours that challenge the service, nutrition, training and quality assurance. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm.

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.

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

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.

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 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 effective?

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

Farthings Nursing 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.

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.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Farthings 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 had a manager 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. However, we saw evidence that the new manager was in the process of registering with CQC.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we held about the service. We sought feedback from the local authority commissioning team. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we

inspected Farthings and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about Farthings with one person, a relative, three staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Farthings was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led Farthings in ongoing improvements. We checked care records and looked at medication procedures, infection control protocols, leadership and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed the home's training records.

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 specific concerns we had about staffing levels and infection control processes. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing

- The provider ensured good levels and deployment of staff consistently met each person's needs in a timely way. The registered manager commented she was proud of the team for pulling together to cover shifts. Consequently, they mitigated risk by never having to use agency staff.
- People, staff and visitors confirmed there were sufficient staff at Farthings. One person told us, "The reason why I decided to stay here is because I feel completely safe. There is always someone around to help." A staff member added, "The amount of staff is really great. It means we have more time to help keep the residents upbeat during this pandemic."

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 specific concerns we had about managing behaviours that challenge the service, nutrition and training. We will assess all of the key question at the next comprehensive inspection of the 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.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- The registered manager guided staff to follow the principles of the MCA to protect people from restrictive practices. Staff were able to describe good practice and confirmed they had relevant training. One employee stated, "To us, it's the little day-to-day things like supporting someone to choose their clothes, but to the resident that's massive because it's their independence."

Staff support: induction, training, skills and experience

- The registered manager provided extensive training to ensure an effective, skilled workforce. One person told us, "I have absolute confidence in the knowledge and expertise of staff, that's why I would never want to leave the Farthings."

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

- The registered manager created detailed care plans and risk assessments to guide staff to mitigate the risk of malnutrition and dehydration. Whilst people were protected during the pandemic by being socially distanced, staff increased interactions to help them experience positive and pleasurable mealtimes. People confirmed they were provided with a variety of meal options and enjoyed their food. One person said, "It's all hearty, wholesome food. The chef is fantastic."

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 had specific concerns about.

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

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

- The registered manager regularly completed a variety of audits to oversee quality assurance and maintain everyone's safety. They worked hard to address any identified issues, particularly in adapting to the changing guidance in managing the pandemic. In response to this, the management team had developed strong policies and procedures to mitigate risks.
- People and relatives were very complimentary about the registered manager. They described a warm, caring atmosphere. One relative said, "They keep asking if there is anything they could do better, but I wouldn't want to change a thing, they already go above and beyond."
- Staff were clear about their roles and felt valued as employees. One employee explained, "[The registered manager] is the best manager I have ever worked for. She really cares about the residents and staff, but also runs a very tight ship."