

# Barchester Healthcare Homes Limited

## Werrington Lodge

### Inspection report

Baron Court  
Werrington Meadows  
Peterborough  
Cambridgeshire  
PE4 7ZF  
Tel: 01733 324252  
Website: [www.barchester.com](http://www.barchester.com)

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### Overall summary

Werrington Lodge is a registered care home and provides accommodation, support and care, including nursing care, for up to 82 people, some of whom live with dementia. At the time of our inspection there were 55 people living at the home. There are two individual units with 'Memory Lane' being the name of the unit where people live with dementia. The care home is located in a residential suburb of the city of Peterborough.

A registered manager was not in post at the time of the inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

We carried out an unannounced comprehensive inspection of this service on 13 November 2014. A breach of a legal requirement was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the inconsistent application of approved safe moving and handling practices by some staff members.

We undertook this focused inspection on 08 April 2015 to check that the provider had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

At our focused inspection on the 08 April 2015, we found that the provider had followed their plan which they had told us would be completed by the 31 January 2015 and legal requirements had been met.

People told us and we saw that they were safely supported with their moving and handling needs. The staff on duty knew the people they were supporting and demonstrated their knowledge when supporting people with their individual moving and handling needs.

Staff had received additional training in relation to supporting people with their moving and handling and they and their records confirmed that they had received this training.

# Summary of findings

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

We always ask the following five questions of services.

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

The service was effective.

We found that action had been taken to improve how people were supported with their moving and handling needs. Staff were supported and trained and applied their learning when supporting people with their moving and handling needs.

This meant that the provider was now meeting legal requirements.

**Good**



# Werrington Lodge

## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of Werrington Lodge on 08 April 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 13 November 2014 had been made. The team inspected the service against one of the five questions we ask about services: is the service effective. This is because the service was not meeting a legal requirement.

The inspection was undertaken by an inspection manager and an inspector.

Before the inspection we looked at all of the information that we had about the home. This included the provider's action report, which we received on 23 January 2015, and information from notifications received by us. A notification is information about important events which the provider is required to send to us by law. We also spoke with members of the local authority.

During the inspection we spoke with three people's relatives and seven people who used the service. We also spoke with the acting manager, seven care staff, two registered nurses and two activities co-ordinators. We reviewed five people's care records and records in relation to the training of staff. We observed people's care to assist us in our understanding of the quality of care people received.

# Is the service effective?

## Our findings

At our comprehensive inspection of Werrington Lodge on 13 November 2014 we found that some people were not supported with their moving and handling needs in the way that they should have been. We found that staff had been trained in safe moving and handling techniques but had failed to apply this training into practice. This posed a risk to people's health and safety. As a result of this finding, the provider was in breach of the regulation associated with staffing and their skills and experience. The provider wrote to tell us what action they would be taking to meet the requirement of the regulation and reported that the actions would be completed by 31 January 2015.

At our focussed inspection on 08 April 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of the regulation.

People told us that they were satisfied with how they were supported with their moving and handling needs. One person said, "They usually do it very well." Another person found the staff understood their moving and handling needs and were confident that staff were trained to do their job. They said, "The staff know what they are doing." Their relative also told us that they were satisfied with how their family member's moving and handling needs were met.

People's up-to-date, detailed care records complemented the training with guidance for staff in how to safely meet people's individual moving and handling needs. A member of care staff said, "If I have been away, I always check care plans or ask the nurses if any one's moving and handling needs have changed." Another member of staff said, "The care plans tell us how to move people."

Before this inspection members from the local authority told us that they were satisfied with how people were being looked after. In addition, since our last inspection, we have received a reduced number of notifications in relation to people experiencing unsafe moving and handling practices.

Staff were aware of people's individual moving and handling needs and demonstrated this when supporting people with the use of moving and handling equipment. In addition, the equipment was appropriately used when people were supported to transfer between their beds and chairs.

Staff said that they had attended moving and handling training. A member of staff said, "We've done all our moving and handling training. It was practical (training). We were given scenarios and we had to decide on the best way of dealing with the situation. The training was very good and more in depth. It's helped my practice and it could hurt people without the training." Another staff member said, "I have had moving and handling training and we can move people safely now." Staff training records confirmed that staff had attended moving and handling training. The manager advised us that refresher moving and handling training was made available for staff returning from extended leave.

During 2014, Werrington Lodge was subject to an unsettled period, during which we had found staff had experienced difficulties with their work morale. Staff told us that they saw how things had improved and they had the training and support to do their job. A member of staff told us, "We lost our way a bit. It really took the wind out of my sails. But I'm back and I am now blowing. I couldn't do anything without checking it was alright (with the manager) first. Now, I can take the responsibility for my own decisions. I feel valued." Another member of staff said, "This is the only job when I have never thought, 'Thank goodness, that day is over.' It's very satisfying and I think we work well as a team and it makes all the difference. We get the training and support to do our job."

We were also told that staff were supported and how this had a positive effect on the atmosphere of the home. We saw people sharing a joke and making conversations with staff members when they were supported with their moving and handling needs and taking part with their hobbies and interests.