

Westwood Court (Winsford) Limited

Westwood Court Care Home

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

Westwood Court Care Home is a care home providing personal and nursing care to up to 56 people. At the time of the inspection there were 54 people living at Westwood Court Care home. Care and support were provided in one purpose built building, over two floors.

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

People were protected from abuse and felt safe living at Westwood Court Care Home. Risks associated with people's individual needs were well managed to reduce the risk of harm. People were supported to take their medicines safely and as prescribed by trained and competent staff. Safe recruitment procedures were followed to ensure that only suitable staff were employed.

People's care was effective, tailored to their needs, choices and preferences. An assessment of people's needs was carried out and regularly reviewed to ensure they could be met. Staff received training relevant to their roles. People were supported by staff to maintain their health and well-being with access to a range of health and social care services.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Staff treated people in a kind and caring way with consideration to dignity and respect. People were able to express their views in a variety of ways and were involved in decisions about their care. People were treated as individuals and without discrimination.

People's care was responsive to their needs, choices and preferences. Each person had a personalised care plan. There was a wide and varied programme of activities available each day, personalised to people's preferences. There was a procedure to handle and respond to complaints, people and relatives knew who to speak with if they had any concerns. People's future wishes for end of life care were discussed and incorporated into care plans.

The service was well-led. Audits and checks were in place to assess and monitor the quality of the service. There was a positive and inclusive culture within the service. The service worked effectively with other agencies and there was a strong focus on continuous learning.

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

The last rating for this service was good (published 01/09/2018). Since this rating was awarded the registered provider of the service has changed. We have used the previous rating to inform our planning and decisions about the rating at this inspection.

Why we inspected

This service was registered with us on 15 February 2019 and this the first inspection.

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?

Good ●

The service was safe.

Details are in our Safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our Effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our Caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our Well-Led findings below.

Westwood Court 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.

Inspection team

The inspection was carried out by an inspector, an Expert by Experience, a specialist advisor and an inspection manager. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service. The specialist advisor was a nurse.

Service and service type

Westwood Court 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

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 the service and made the judgements in this report.

We reviewed information we had received about the service since the last inspection and sought feedback

from the local authority. We reviewed the latest Healthwatch report which provided a positive view about the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with nine members of staff including the registered manager, deputy manager, clinical lead, nurses, care staff and activities co-ordinator. We toured the premises and made observations of staff interactions throughout the day to help us understand the experience of people who could not talk to us.

We reviewed a range of records. This included six people's care records and multiple medication records. We looked at three staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People felt safe living at Westwood Court Care Home.
- People were protected from the risk of abuse by staff who had received training and were aware of the steps to follow should abuse occur. Staff felt able to raise concerns and were confident they would be listened to.
- Policies and procedures to protect people from abuse and whistle-blowing (reporting to external agencies) were in place and staff knew where they were kept.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Accidents and incidents were recorded and monitored, records were detailed and clear. The registered manager maintained oversight to identify emerging patterns, and to capture learning to prevent reoccurrence.
- Risks were assessed in line with people's needs with plans in place to reduce the risk of harm.
- Fire safety was well managed. Regular fire drills took place and staff felt prepared, we were told "It (fire drill) was good, I would know what to do." Arrangements had been made for emergency accommodation in the event of full evacuation. Staff received practical guidance to ensure they were familiar with the route to take.

Staffing and recruitment

- People and relatives said there were "plenty" of staff to meet people's needs. People commented; "Yes, I can find them if I need them" and "Yes, there are plenty of staff, they don't take long to come." During the inspection we found staff were attentive and people were supported in a timely manner.
- There was a reliable system in place to ensure the number of staff on duty was sufficient to meet people's needs. Staff felt there were enough staff. They said, "There's plenty of staff, just the right amount" and "We are never short staffed. There's always someone who will cover."
- Safe recruitment procedures were followed to ensure that staff were suitable to work at the service.

Using medicines safely

- People's medicines were managed and administered safely by trained and competent staff following best practice guidance. Systems were effective in ensuring people received their medicines as prescribed.
- Safe procedures were in place for medicines received and disposed of. Stocks were well managed.
- Clear protocols were in place for medicines taken as and when required.

Preventing and controlling infection

- The home was visibly clean and tidy throughout.
- Staff were aware of the procedures to follow to prevent and control the spread of infection.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant 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

- A detailed assessment of people's needs was carried out before they received a service to ensure the service was confident they could provide effective care and support.
- People's needs, choices and preferences were fully reflected in detailed care plans which were regularly reviewed.
- A relative told us of the huge improvement they had seen in their family member since moving to Westwood Court. They said, "I really can't praise this place enough for what they have done for (relative)."

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

- People's nutritional needs were assessed and regularly reviewed. Staff were knowledgeable about their dietary needs. Menus were also available in pictorial format
- Lunchtime was observed to be a calm and enjoyable experience. Staff were attentive and supported people in line with their needs in a discreet, polite and courteous manner.
- Choice was offered verbally and using visual prompts. People chose where they wanted to eat their meal. Alternatives and additional portions were offered. People said they had enjoyed their meal and that they "Usually do."

Staff support: induction, training, skills and experience

- New staff received an induction before working unsupervised to prepare them for their role. A staff member said, "When you are on induction the senior will give you guidance about each person."
- Staff had access to a wide range of training relevant to their roles. The clinical lead was proactive in providing guidance around new areas of clinical practice and medicines.

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 service was working within the principles of the MCA.
- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests.
- There was an effective system in place to manage DoLS authorisations and to ensure associated conditions were being met.
- Should medicines need to be administered covertly (hidden), staff were clear about the procedures to follow in relation to the MCA and safe administration.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- People were supported by staff to maintain their health and well-being. Staff liaised effectively with a wide range of external professionals. A relative told us "They are on the ball, they are quick to get the doctor out if needed. They know (relative) well."
- There was a sensory room used to provide therapeutic sessions. We observed a session in progress. The member of staff hosting the session told us "The sessions provide a calm start to the day for people which really helps."

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

- Design and decoration of the service met people's needs. There was a programme of refurbishment due to begin and furnishings were being updated.
- Consideration had been given to the needs of people living with dementia. For example, coloured door frames and red toilet seats and handrails to aid recognition.
- Corridors were being decorated with a variety of themed paintings, for example seaside and countryside which enhanced the atmosphere and aided recognition.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

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

- People were supported by caring and respectful staff who knew them well. One person told us "It's brilliant being in Westwood Court". We observed positive, warm and caring interactions between people using the service and staff.
- Staff spoke with passion about the care they provided and the people they supported. They said, "I'm proud of the care we give" and "Treat people as you would want to be treated. I feel protective of them, they are like family."
- Relatives were complimentary about the staff approach, they said "Staff are friendly, very down to earth. They care for (relative) and nothing is too much trouble" and "The girls are brilliant. They are so loving, have a laugh and bring out the best in (relative)."
- People and staff were treated as individuals and without discrimination, including those with characteristics protected by law. A staff member told us that the service was "fully inclusive", adding "We respect the individual."

Respecting and promoting people's privacy, dignity and independence

- People's privacy was respected during the delivery of care and confidential documents were securely stored.
- People were supported by staff to maintain their independence in line with their needs, wishes and choices. This was evident from our observations and was well reflected in care plans.
- People were treated with dignity and respect by staff. One person said, "On the whole I am treated alright" and a relative commented "Yes they are (treated with dignity) actually." Staff said they would be happy for their family to live at Westwood Court. They said, "100% because of the respect we give to the residents, we treat them like our own family" and "Definitely, it's just a nice friendly environment to be in."

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

- People, and where appropriate their relatives, were supported to express their views and be involved in decisions about the care provided.
- Quality surveys were distributed to people, relatives and staff. There was a good response to the most recent survey and responses sampled provided positive views. Analysis was to be carried out by the registered manager to identify what the service was doing well and any potential learning.
- Where appropriate people were supported to access advocacy services. An advocate is a person who supports people who do not have family or friends to help them to ensure their rights are protected.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Staff knew people well and demonstrated a clear understanding of people's likes, dislikes and preferences.
- Each person had a well-developed, personalised care plan providing staff with detailed guidance about the person's wishes, choices and support needs.
- People and relatives, in addition to information within care plans, evidenced that care had been responsive to people's needs promoting an improved quality of life. One person said "They (staff) help me all the time. They understand me." Relatives commented "I can walk away now and know (relative) is absolutely fine" and "I can't tell you enough how brilliantly they have done with my (relative). (Relative) is sleeping better, awake in the day, a different person."

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- There was a wide and varied programme of activities available each day. We observed activities taking place throughout the day which people were obviously enjoying. Meetings were held to seek people's wishes and to inform development of the programme.
- People were supported to maintain relationships which were important to them. Relatives told us they visited often and felt welcome.
- Technology such as Facetime calls were used to help people keep in touch with family who lived far away.

Improving care quality in response to complaints or concerns

- There was a policy and procedure in place to handle and respond to complaints. Any received had been investigated and dealt with appropriately in line with the provider's complaint policy. The procedure was available in an accessible easy read format.
- People and relatives knew who to speak with if they had concerns. One person added "I am not worried about a single thing" and a relative said they had no concerns at present however when they did, "The manager dealt with it immediately".

End of life care and support

- People's future wishes for end of life care were discussed during advanced care planning meetings and incorporated into their care plans.
- Staff spoke with passion about providing high quality end of life care and the importance of having knowledge of people's wishes. They said, "It's about keeping people comfortable and respecting their wishes at that time."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People's communication needs were assessed, reviewed and reflected within their care plans.

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.

This is the first inspection for this newly registered service. This key question has been rated good. 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; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager and staff were clear about their roles and responsibilities. One person told us "It's very well run. They look after you."
- The registered manager understood requirements relating to their registration and we had been informed about important events that had occurred within the service.
- Quality assurance systems were established and operated effectively. Regular audits and checks were carried out with completion of any actions identified monitored.
- All staff we spoke with demonstrated a passion to deliver good quality care. We were told "We work as a team to make sure standards are kept high to their individual needs" and "You've got to have a heart to work here, every member of staff wants to be here."

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- There was a positive and inclusive culture within the service. Staff told us "I am well supported. I feel I can talk to the team leader, unit manager, manager. I have a good relationship with them all" and "It's brilliant, very supportive. I feel I've had all the support I need."
- The registered manager and staff promoted person-centred care. Records and comments from people, relatives and staff demonstrated that outcomes for people were good.
- People were able to express their views in a variety of ways including ongoing conversation, meetings and surveys. People's opinions and choices mattered. One person told us "I go to residents' meetings, we have a big discussion and sort things out."

Continuous learning and improving care; Working in partnership with others

- The management team demonstrated a strong focus on capturing learning to continuously improve the service.
- The registered manager incorporated learning from training delivered by the Immigration Service into recruitment procedures and the unit manager was proactive in sourcing information about new medicines which was then cascaded to enhance staff knowledge.
- The service worked effectively in partnership with other agencies.

