

Sunquest Homes Limited

Westerley Care Home

Inspection report

Westerley Care
Chorleywood Close
Rickmansworth
Hertfordshire
WD3 4EG

Tel: 01923775789
Website: www.westerley.co.uk

Date of inspection visit:
22 January 2021

Date of publication:
09 March 2021

Ratings

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

Overall summary

About the service

Westerley Care Home is a residential care home providing accommodation and personal care to 26 people some of whom lived with dementia. The service can accommodate 30 people over three floors.

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

People told us they felt safe and staff supported them the way they liked it. Relatives were very positive about how staff and management in the home kept people safe and met their needs safely.

Staff received training relevant to their roles and their competencies to provide care to people safely and following best practice were observed.

Risk assessments were in place to ensure if measures were needed to keep people safe these were implemented.

Staff were wearing personal protective equipment (PPE) in line with current guidance and areas in the home were clean. However, we observed that social distancing was not maintained, and people were sitting close to each other.

Relatives told us staff made efforts to facilitate video calls and face time with people in the home throughout lockdown. They praised staff and management for the good communication, and the commitment to meet people's needs effectively.

Governance systems and audits in place helped managers monitor the quality and the safety of the care and support people received. Feedback from relatives and people was obtained and improvements were made to the service when needed. Regular meetings and supervisions were in place for staff and people to ensure they were contributing their views about the running of the home.

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 requires improvement (published 18 May 2019) and there were multiple breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an unannounced comprehensive inspection of this service on 26 March 2019. Breaches of legal requirements were found. The provider completed an action plan after the last inspection to show what they would do and by when to improve safe care and treatment and good governance.

We undertook this targeted inspection to check they had followed their action plan and to confirm they now met legal requirements. Targeted inspections 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.

The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Westerley Care Home 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 Requires Improvement. 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.

Details are in our effective findings below.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question Requires Improvement. 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.

Details are in our effective findings below.

Inspected but not rated

Westerley Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements in relation to the breaches of Regulation 12 Safe care and treatment and Regulation 17 Good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 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

The inspection was carried out by one inspector.

Service and service type

Westerley 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 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.

Notice of inspection

This inspection was unannounced. We visited the home on 22 January 2021. We received feedback from relatives and professionals on 08 February 2021 and from staff on 18 February 2021.

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. 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.

During the inspection

We spoke with one person who used the service and two senior staff. 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. This included risk assessments for people.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We received feedback from two health and social care professional, eight relatives and three staff members.

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 requires improvement. 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 if the provider had met the requirements of the specific concern, we had about infection prevention and control and risk management. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management; Preventing and controlling infection

At our last inspection people were not always protected from the risk of infections and risks associated with people's care was not always considered and assessed. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 12.

- People told us they felt safe and staff listened to them. One person said, "I feel safe here and staff comes with me when I go out, so I am safe."
- Everyone who wrote to us felt that people were safe and well looked after in the home. One relative said, "We could not wish for a better safe and homely environment with kind and caring staff."
- There were risk assessment tools used by staff to identify where people may be at risk and then measures were implemented to mitigate such risks. For example, risk assessment for smoking, falls, weight loss and others.
- The registered manager ensured safety checks were carried out regularly to ensure the environment was safe for people to live in. For example, a fire risk assessment was carried out by a competent person and actions identified were completed.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- 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.

- We were assured that the provider's infection prevention and control policy was up to date.

We recommended that the provider refers to current guidance and best practice around implementing social distancing and create more controlled areas for people who walk with purpose to ensure better infection prevention and control in case of an outbreak. We have also signposted the provider to resources to develop their approach.

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 requires improvement. 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 if the provider had met the requirements of the specific concerns we had about good governance. 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

At the last inspection, the lack of robust management oversight at the service and failure to provide an appropriate level of service to people was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 17.

- People and relatives were complimentary about the management in the home. One relative told us, "The [management team], lead a very good team and we couldn't be happier with the care my [relative] receives." Another relative said, "Truthfully, Westerley is a lovely care home managed by a nice family, they have always allowed my family and I to raise worries and concerns. I am able to call [management team] 24/7 regarding [relative], they are extremely helpful and supportive."
- Since our last inspection the provider had improved the environment people with dementia lived in. The decoration and colour scheme for bedroom doors and corridors supported people with their orientation around the building.
- Audits were in place to help managers identify where improvements were needed. These included infection control audits, weight management and other areas. Cleaning schedules and daily checks carried out by the management team ensured the home was clean and hygienic.
- Staff told us they felt supported by the registered manager and the training they received helped them care and support to people safely and in line with best practice. One staff member said, "The managers are very kind and caring, they always listen to what I have to say, I can speak privately or in a staff meeting. I feel confident about how I have been trained. I go to my manager or deputy and report and concerns."