

Habilis Operations Limited

Wyngate Residential Care Home

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

Wyngate Residential Care Home is a care home which can provide personal and nursing care for up to 26 older people, some of whom may live with dementia or physical illness. At the time of the inspection 22 people were living in the home.

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

People were supported by sufficient numbers of staff who understood their role in safeguarding them from potential abuse. The risks to people's safety were assessed and measures in place to support people and reduce these risks.

People's medicines were safely managed and staff undertook good practices in infection prevention and control.

Staff were responsive to people and their relatives and the registered manager had a quality monitoring process in place to review the quality of care people received. The staff at the service worked with external health professionals effectively.

Further information is in the detailed findings below

Rating at last inspection

The last rating for this service was good (published 13 March 2019).

Why we inspected

We undertook this focused inspection to follow up on specific concerns which we had received about the service. The concerns related to infection prevention practices, staffing levels and neglect of service users. A decision was made for us to carry out a focused inspection looking at Safe and Well Led.

We looked at infection prevention and control measures under the Safe key question. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from these concerns. We will 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 well-led?

Good ●

The service was well led

Details are in our safe findings below.

Wyngate Residential 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 team consisted of two inspectors, one who visited the site and a second inspector working off site who contacted staff and relatives by telephone on the day of the visit.

Service and service type

Wyngate Residential 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.

Notice of inspection

The inspection was announced on the day of the visit prior to the inspector travelling to the service.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We received feedback from the local authority team who work with the service.

During the inspection

We spoke briefly with three people, a member of care staff, two housekeepers, the cook and the registered manager. We spoke by telephone with the relatives of three people who used the service about their experience of the care provided. We undertook further telephone calls with four members of staff including a

senior care worker and a care worker, a member of the housekeeping team and the cook. We reviewed a range of records. This included two people's care records and multiple medication records. We looked at three staff files in relation to recruitment and a variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at training data, staff rosters and policies.

Is the service safe?

Our findings

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People's relatives told us their family members were safe at the service. They had confidence in staff to protect people from potential abuse and the communication from the registered manager and staff was good. One relative gave an example of when their family member had a fall. The relative told us the paramedics were called by staff and responded quickly. The ambulance crew spoke to the relative on the phone and they felt it was clear they and the care team worked together well. The relative said, "This gives us confidence."
- Staff showed good knowledge of their roles in managing any potential safeguarding issues. They received training in safeguarding practices. All the staff we spoke with told us they had confidence in the registered manager to address any safeguarding concerns raised to them.
- The service had processes in place to learn from events or incidents at the service. The registered manager used handovers, supervisions and staff meetings to discuss events and ensure staff learning.

Assessing risk, safety monitoring and management

- The risks to people's safety were assessed and the service used nationally recognised assessment tools to guide them when establishing the risks to people's safety. Measures were in place to reduce these risks.
- The registered manager responded when any potential risks were highlighted to her. For example, the fire service had recently highlighted the need to update and review the service's fire risk assessment. The registered manager had updated the risk assessment, made positive changes to the fire protocol and made sure all staff were aware of the changes to ensure people were supported safely.

Staffing and recruitment

- People were cared for by sufficient numbers of staff. One staff member said, "We feel we have the time to do what (care) is required." Relatives told us they felt their family members received care that met their needs. Our observations showed people received care in a timely way.
- Staff received training for their roles. However, the registered manager was aware some staff required refresher training and was working with these staff to ensure they completed the updates in a timely way.
- There were safe recruitment processes in place to ensure people were supported by suitable staff. Checks such as references from previous employers and checks through the disclosure and barring service (DBS) were made. This check is made to ensure potential staff do not have any criminal convictions that may affect their suitability to work with vulnerable people.

Using medicines safely

- People's medicines were managed safely. Staff received training in the safe handling of medicines.
- We reviewed the arrangements for the storage, administration and disposal of people's medicines and found these were managed safely in line with national guidance. Staff maintained an accurate record of the

medicines they administered, including prescription creams. Regular checks were made to ensure the medicines storage room and fridge were maintained at the correct temperature.

- The procedures for the use of 'controlled drugs' (medicines which are subject to special storage requirements) were managed safely in line with legal requirements.
- People who had been prescribed 'as required' medicines had documentation in place to provide staff with guidance, so people received these when they needed them.

Preventing and controlling infection

- People lived in a clean and well maintained environment. Staff supporting them followed good hygiene practices to reduce the risks of infection.
- During the Covid-19 pandemic the management team had worked with staff to adjust the cleaning schedule and products used to specifically reduce the risk of Covid-19 spreading at the service. Staff wore appropriate personal protective equipment (PPE) and practiced good hand washing techniques when supporting people with care. The registered manager had refreshed staff's infection prevention and control training and had ensured training on putting on and removing PPE safely was provided for staff.
- Relatives told us the service had been following government guidelines around safely managing visiting to the service to reduce the risk of relatives bringing Covid-19 into the home. One relative said, "They (staff) are managing Covid-19 well as far as we can see. When we could visit they offered us the protective stuff."

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. At this inspection this key question 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.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; 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

- People were supported in a positive and inclusive environment. Their care was delivered in a person-centred way. Relatives gave examples of how people's different needs were supported by staff. This included both their individual physical needs and emotional wellbeing. One relative described how staff had helped their family member celebrate their birthday as their family could not be with them.
- Relatives told us the registered manager and her team were open and responsive when they spoke with them. They felt during the Covid-19 pandemic the staff team had worked hard to keep them informed of events and were responsive to any changes in people's needs. One relative said, "Any concerns we might have can be raised with [Registered Manager]. She is reliable and will get back to you if you have any questions. Overall, we couldn't be happier."

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

- The registered manager had quality monitoring processes in place to support good care for people. She shared information with staff and took action when required to ensure people were supported in line with any changes to their needs. The registered manager was also reviewing the auditing processes to support senior staff to develop their skills. For example, she had requested a further computer to allow senior staff to support her with different aspects of the auditing process.
- The registered manager told us they were supported by the provider. The provider told us they planned to continue to support the registered manager by encouraging collaboration with their other care home. They wanted to share good practice and further improve the care people received.
- The registered manager understood their responsibilities to inform us of significant events at the service as they are required by law to report to us. We receive regular communication and notifications from the manager on events at the service.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others;

- During the Covid-19 pandemic the registered manager had worked hard to ensure people and their relatives kept in touch with each other. They used window visits or providing a safe environment for socially distanced visits. Relatives told us the service had worked to support them to stay in contact with their family member in a safe way.

- Regular staff meetings were held to keep staff informed, they were also supported with supervisions. One staff member said, "We have the chance to make suggestions at team meetings and we are not ever worried about raising things." Staff told us their suggestions were discussed and the registered manager worked with them to put them into action.
- The registered manager and her staff team worked to build good relationships with the external health professionals who supported the people in their care. The registered manager told us they had been using technology to ensure their local GP had access to up to date information when the service needed support from them.