

Bainscare Limited

# Westbourne Care Home

## Inspection report

Westbourne  
9 Bedford Road  
Hitchin  
Hertfordshire  
SG5 2TP

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29 November 2021

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Tel: 01462459954

Website: [www.westbournecarehome.co.uk](http://www.westbournecarehome.co.uk)

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Westbourne Care Home is a care home providing accommodation for up to 27 older people, including people living with dementia. At the time of the inspection there were 23 people living at the home.

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

People felt they were safe and well supported by the service. There was a new manager in post who people and staff were positive about and the changes they were making. Individual risks were assessed, and staff were aware of these risks and the action needed to reduce the risks.

Work was ongoing to update care plans to ensure they were accurate and ensure they reflected people's needs accurately. Areas in the laundry room were a potential infection control and fire safety risk. This was addressed by the manager at the time of our visit.

People told us staff were kind and helpful, but at times they were busy. Staffing levels at night had been reduced. This was in response to a recent dependency assessment and a change to night staff duties. There was no negative impact found in relation to this at the time of our inspection.

A fire drill was planned as this had not been completed since June 2021, even though there was a change to staff and staffing levels at night. The provider told us they test staff knowledge about fire safety.

Reviews of events and accidents were carried out and any actions needed were completed. There was an analysis to look for themes or trends. Medicines were managed safely.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Requires Improvement. (Published 22 April 2021)

### Why we inspected

We undertook this targeted inspection to check on specific concerns we had about people's safety in relation to falls, pressure care, staff Covid-19 vaccination status, care needs not being met and staffing.

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 give a rating or change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

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 COVID-19 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.

### **Inspected but not rated**

# Westbourne Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about falls, medicines, staffing, infection control, vaccination status and people's welfare.

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 undertaken by two inspectors.

#### Service and service type

Westbourne 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 who was applying to be 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.

#### What we did before inspection

We reviewed information we had received about the service since our 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 used all of this information to plan our inspection.

During the inspection-

We spoke with seven people who used the service about their experience of the care provided. We spoke with the manager, providers and six staff members. We reviewed a range of records. This included four people's care records and medication records. We also received feedback from two visiting professionals.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# 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 a specific concern we had about falls, medicines, staffing, infection control, vaccination status and people's welfare. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People told us they felt staff worked safely and looked after them well. One person said, "I would talk to them if I was worried, [Manager] is good, sorts things out quickly." Another person said, "The staff are nice."
- People's individual risks were assessed and reviewed. However, not all care plans had been updated to reflect current needs. For example, one person's plan said that they needed to be repositioned by staff every two hours. While there were regular notes relating to personal care, there were no recent care records for the person being repositioned. The manager told us this plan needed to be updated as the person was able to move themselves. We noted that there were no pressure injuries in the home.
- There was a record of accidents and incidents in the home. This was followed up by actions to help reduce the risk of any reoccurrences. Staff were aware of individual risks and how to support people. The information and any new events were discussed at daily meetings. All staff knew of the importance to report and document any falls or incidents.
- The management team carried out regular fire checks. However, there had not been a fire drill since June 2021, even though there had been new staff and a change to staffing levels at night. The provider told us that a drill was planned by the regional manager the next day.
- Staff had received fire and health and safety training. However, the laundry room needed to be reorganised. There were items that could be a fire hazard stored on top of the tumble dryers and a sheet hanging over the boiler. We raised it with the manager who immediately addressed the concerns and told us a checklist would be implemented to manage the area safely.

### Staffing and recruitment

- People told us there were mostly enough staff available to meet their needs. Some people said at times they needed to wait. One person said, "It's hard sometimes when you need the toilet." However, people said that this did not happen often, and staff were helpful. Another person said, "Occasionally staff a bit short, doesn't really affect me."
- Staff told us there were enough staff to meet people's needs. They said some days were busier than others. They told us that agency staff used were regular to the home and that really helped. Staff were aware of new staff starting and the ongoing recruitment.
- On the day of the visit we found people had their personal care needs met and records showed care was delivered regularly. We were told that at night, staff had been reduced from three staff to two staff. The manager told us this was based on their recent dependency assessment and that staff roles had changed. They said, "Previously night staff were peeling potatoes and things. This has stopped, they only focus on

care now so two is enough." They went on to say that staffing could be increased if needs increased.

- We reviewed accident and incident logs, and reviewed care notes for any potential impact on people due to reduced staffing at night but we did not find an increase in concerns.

#### Using medicines safely

- Staff were trained to support people with their medicines safely.
- The management team carried out spot checks and audits to help ensure medicines were managed safely.
- We checked a random sample of medicines and their medicines records and found they were accurate and administered as prescribed.

#### Preventing and controlling infection

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, the laundry room needed to be addressed. There was dirty washing all over the room, including the floor, risking cross contamination. The manager told us this was being actioned immediately following our feedback.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. We had received information that a staff member was working unvaccinated against Covid-19. The manager told us, and the rota showed, that an unvaccinated staff member had worked two shifts since the regulations stated staff must be vaccinated to work in a care setting. The manager believed there was an exemption certificate and the staff member was removed from the rota when this was not received. The manager told us, "We appreciate the new rules around Covid-19 are in place to protect our residents, and please feel assured we will be taking this very seriously going forward."

We have also signposted the provider to resources to develop their approach.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.