

Mrs Maria Evans

# Trewan House

## Inspection report

335 Ditchfield Road  
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Cheshire  
WA8 8XR

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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

### About the service

Trewan House is a residential care home providing personal care and accommodation for up to 44 people aged 65 and over. There were 27 people living at the home at the time of this inspection.

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

People received their medicines safely and as prescribed. One person said, "I get my medication, no worries about that at all. It is spot on."

The home was clean and hygienic. We observed staff following the relevant guidance and best practice in relation to infection prevention and control (IPC). Staff wore the required personal protective equipment (PPE) and disposed of it safely and in line with current IPC guidance. The home had a COVID-19 testing programme in place for people living at the home and staff.

People said staff came quickly when they needed them. One person said, "They always come when I want them. I press and they come, never have to wait long." Staff were visible around the home throughout our inspection and responded to requests for support promptly.

People told us they felt safe living at the home. Comments included, "They have people [the staff] coming around to see everything is alright. It makes me feel safe" and "Yes, it is safe. I was just having a chat with one of the carers, every one of them is nice." There were systems in place to safeguard people from abuse.

Staff were kind, caring and committed to their roles. They had developed friendly relationships with people; in some cases over a period of many years. One person said, "I would say it's the first choice for anybody. It is so well run and managed, and all the staff all have been lovely. They can't do enough."

People and their relatives were familiar with the registered managers and were very complimentary about them. Comments included, "The people manage and own it as well, it's very good. They are about all the time you see, nice to know they are around about" and "They [the registered managers] are really lovely people, they are people I can talk to. If I have any queries I can ring."

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 good (published 22 March 2018).

### Why we inspected

We received concerns in relation to the management of medicines and infection prevention and control practice at the home. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service has remained good. This is based on the findings at this inspection. We found no evidence during this inspection that people were at risk of harm from the concerns raised. Please see the safe section of this full report.

#### 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 well-led?**

**Good** ●

The service was well-led.

Details are in our well-Led findings below.

# Trewan House

## 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

This inspection was carried out by two inspectors. An Expert by Experience also assisted by carrying out telephone calls to gather feedback from people living at the service and relatives. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

Trewan House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The service had two managers registered with CQC. 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 the inspection

We checked the information that we held about the service. This included statutory notifications sent to us by the provider about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send us by law. We also gathered feedback about the service from the local authority. We used all of this information to plan our 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.

During the inspection

We spoke with seven people who lived at the service and six relatives about their experience of the care provided. We spoke with 10 members of staff including the registered managers, senior carer, carers and other staff.

We reviewed a range of records. This included two people's care records and four people's medication records. We looked at three staff files in relation to recruitment and staff supervision. 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.

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.

### Using medicines safely

- Medicines were safely administered, stored and recorded by staff who had the required knowledge and skills. One person said, "I get my medication, no worries about that at all. It is spot on."
- The provider had systems and checks in place to ensure the safety and quality of medicines administration was maintained, such as regular audits and staff competency checks.

### Preventing and controlling infection

- The home was clean and hygienic. Cleaning schedules and products had been reviewed and amended in response to COVID-19.
- We observed staff following the relevant guidance and best practice in relation to infection prevention and control. Staff wore the required personal protective equipment (PPE) and disposing of used PPE safely.
- Staff had received refresher training on infection prevention and control practice, including the use of PPE.
- The home had a COVID-19 testing programme in place for people living at the home and staff.

### Staffing and recruitment

- There were enough staff available to meet people's needs. People told us staff came quickly when they needed them. Comments included, "They always come when I want them. I press and they come, never have to wait long" and "[The staff] Always see to what you need and they come at night time, when you call."
- Staff were visible around the home throughout our inspection and answered people's call bells promptly.
- Staffing levels were planned and met people's needs at the home. However, the provider's documentation to demonstrate this process could be improved.
- Staff were safely recruited. Appropriate checks were carried out to ensure new staff were suitable to work with vulnerable adults.

### Systems and processes to safeguard people from the risk of abuse

- People were safeguarded from the risk of abuse. People told us they felt safe living at the home. Comments included, "They have people [the staff] coming around to see everything is alright. It makes me feel safe" and "Yes, it is safe. I was just having a chat with one of the carers, every one of them is nice."
- Staff had received safeguarding training and understood their role in recognising and reporting safeguarding concerns.
- Information and guidance about how to raise safeguarding concerns was displayed in various places at the home and there were systems in place to appropriately manage any concerns raised.

### Assessing risk, safety monitoring and management

- Risks associated with people's care were effectively assessed, monitored and managed. People had

personalised risk assessments which were reviewed regularly and gave staff the information needed to manage the risks associated with their care.

- The environment was well-maintained and regular safety checks were carried out on utilities and equipment.
- Fire safety was effectively managed.

Learning lessons when things go wrong

- Accidents and incidents were effectively recorded, responded to and reviewed by staff.
- There were systems in place to analyse accidents and incidents that occurred to ensure staff had taken appropriate action and lessons were learned and steps taken to prevent recurrence, when necessary.
- Relevant policies and procedures were in place to help guide staff.



# 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; and how the provider understands and acts on their duty of candour responsibility

- There was a positive culture amongst staff. They were kind, caring and committed to their roles.
- Staff knew the people they were supporting and had developed friendly relationships with them; in some cases over a period of many years. One person said, "I would say it's the first choice for anybody. It is so well run and managed, and all the staff have been lovely. They can't do enough."
- The registered managers were knowledgeable, experienced and had provided good, stable leadership to support staff and people living at the home through the challenges of the pandemic.
- The registered managers understood their responsibilities regarding the duty of candour and promoted openness and transparency within the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Ratings from the last CQC inspection were clearly displayed within the home as required.
- CQC had been notified of all significant events which had occurred, in line with the registered provider's legal obligations.
- There was a range of regularly reviewed policies and procedures in place to help guide staff.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People and their relatives were familiar with the registered managers and were very complimentary about them. Comments included, "The people manage and own it as well, it's very good. They are about all the time you see, nice to know they are around about" and "They [the registered managers] are really lovely people, they are people I can talk to. If I have any queries I can ring."
- People and their relatives told us they were able to give feedback about their care, both informally in regular conversations with staff and formally such as during residents and relatives meetings or questionnaires. One person said, "I think it is very well managed. They have activities and games. They come and see if you want anything. I have lots of books to read and magazines."

Working in partnership with others

- Staff sought advice from, and made referrals to, other health and social care professionals to ensure people's health and wellbeing was maintained. One relative commented, "The management is fantastic. When they did the handover from the hospital the staff there said they had never known a manager being so

thorough when transferring to a care home."

- Staff positively engaged with organisations and professionals who could provide them with additional support and guidance regarding COVID-19, such as the local infection prevention and control team.

Continuous learning and improving care

- The provider had systems in place to monitor, assess and improve the quality and safety of service being provided.
- Records were well-maintained and demonstrated appropriate action and improvements were made when needed.