

## Barchester Healthcare Homes Limited

# Newlands


### Inspection report

Newlands Park  
Workington  
Cumbria  
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Date of inspection visit: 29th June 2015  
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### Ratings

#### Overall rating for this service

Requires improvement 

#### Is the service responsive?

Requires improvement 

### Overall summary

This was an unannounced inspection that took place on 30th June 2015. At our last inspection of 2nd and 4th December 2014 we found the service to be in breach of Regulation 9 HSCA 2008 (Regulated Activities) Care and welfare of service users. This corresponds to Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This was because people who used the service were not protected against the risks of receiving care or treatment that was inappropriate or unsafe because some of the care planning records lacked specific details and some were not up to date.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. At this visit on 29th June 2015 we found that care plans were much more detailed and up to date and we judged that the service was no longer in breach of this regulation.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Newlands on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Newlands is a purpose-built nursing home. The building is divided into three units. There is one unit for people who, due to mental health issues, may have challenging behaviour. This unit is called the Lakeland unit. There is also a special unit for people living with dementia – the Lonsdale unit. The rest of the home caters for people who have physical nursing needs.

The home is situated in a residential area of Workington and is near to the amenities of this small town. There is a large car park and secure garden areas.

Accommodation is in single rooms. In the Lakeland unit every room has an ensuite toilet and shower. In the rest of the home the single rooms have ensuite toilet facilities. There are suitable shared areas in the home.

# Summary of findings

The home is owned by Barchester Healthcare Homes Ltd (Barchester) who has other similar services throughout the country. The home has a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

At this focussed inspection we only looked at the area where we had found the breach in December 2014. We looked at the care planning for specific people in all areas of the home. We met people who looked well cared for and people said they were happy with the way they were supported. We looked at a selection of care plans from all areas of the home and found these to be detailed and up to date. We looked at the assessments for care planning and we found that needs were covered in the plans we read.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service responsive?**

The service was not responsive.

Care planning had been brought up to date. This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for responsive at the next comprehensive inspection.

**Requires improvement**



# Newlands

## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook an unannounced focused inspection of Newlands on 29th June 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 2nd and 4th December 2014 had been made. The team inspected the service against one of the five questions we ask about services: is the service responsive? This is because the service was not meeting some legal requirements.

The inspection was undertaken by two adult social care inspectors.

We reviewed the information we held about the service, such as notifications we had received from the registered provider. A notification is information about important events which the service is required to send us by law. We planned the inspection using this information.

We spoke with ten people who used the service and with two visitors. We observed interactions in all three units.

We spoke with ten members of the care and nursing team, the cook and the maintenance person. We also spoke with the registered manager and the operations manager.

We read a total of ten care files across all units in the service. The files included assessments, care plans, records of care delivery and daily notes.

We spoke to a health care commissioner on the day of the inspection visit and had spoken to social workers and health care professionals prior to our visit.

# Is the service responsive?

## Our findings

At our last inspection of 2nd and 4th December 2014 we found the service to be in breach of Regulation 9 HSCA 2008 (Regulated Activities) Care and welfare of service users. This corresponds to Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This was because people who used services were not protected against the risks of receiving care or treatment that was inappropriate or unsafe because some of the care planning records lacked specific details and some were not up to date.

At this inspection on the 29th June 2015 we spoke to people in the home and we observed how they were. People told us that they were happy with the care and support provided.

We also observed people in the Lakeland and Lonsdale units and we saw that the staff treated people appropriately and responded in a timely fashion to their needs. We noted that the staff monitored people well when they were disorientated. We saw several examples of staff pre-empting individual needs.

We read a number of care plans in depth and we also checked on some elements of specific plans. We did this to check that care planning had improved to ensure that individual plans met people's needs.

We checked on care plans for people in the nursing unit and saw that plans were in place for nursing interventions. We looked at a detailed plan about diabetes and another plan for tissue viability. We spoke to the deputy manager who told us that she had been working on all of the plans to ensure the nursing processes were recorded appropriately.

We read care plans for people in the Lakeland unit and we saw that these plans were detailed and current. Where necessary they included specific plans for behaviours that might challenge. These were of an acceptable standard.

We saw that the plans in the Lonsdale unit had improved. These helped staff to care for people living with dementia. We saw that these plans were up to date and had been reviewed on at least a monthly basis. The content was relevant to the needs of the people we met. We spoke to a health care professional who had reviewed the care of a recent admission. This person was happy with the care delivery and told us that the care plan was appropriate to meet this person's needs.

We discussed the improvements with the management team and we were told that staff were being encouraged and supported to improve their care planning skills. They were aware that this improvement needed to be sustained.

We could not improve the rating for responsive from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.