

Arrowsmith Rest Homes Limited

Westfield Rest Home

Inspection report

2 Westfield Road
Blackpool
Lancashire
FY1 6NY

Tel: 01253344899

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29 November 2022

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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

Westfield Rest Home provides accommodation for up to older people, including people living with dementia. At the time of the inspection 17 people lived at the home.

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

The building was clean and maintained. A recently opened extension to the home was now occupied by people, it has had extensive refurbishment. One person said, "It is lovely now we chose the wallpaper. The staff keep the building clean and tidy." Staff were seen to wear appropriate personal protective equipment (PPE). There were sufficient staff to meet people's care needs. Staff were employed following a thorough recruitment process. Safeguarding training was mandatory and with regular updates, staff were aware of the processes to follow to enable people to be safe. Risks were assessed and carefully monitored to ensure individuals safety. People received their medicines safely.

The registered manager had auditing systems to maintain ongoing oversight of the service and make improvements where necessary. Surveys had recently been sent out to people and relatives, early response had all been positive. Quality assurance systems ensured people were able to give their views of the service. The management team acted upon suggestions or ideas that were made by people to improve Westfield Rest Home, to ensure the service continued to develop. One person said, "You can talk to [registered manager] if you see ways to improve things and that is very good." People were happy with the way the home was managed and staff felt valued and enjoyed working at Westfield Rest 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 Good (published 07/01/2020).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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, which will help inform when we next inspect.

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.

Westfield Rest 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 Health and Social Care Act 2008.

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

Westfield Rest 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.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced. Inspection activity started on 29 November 2022 and ended on 30 November 2022.

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 commissioners who work with the service. We also looked at information we had received and held on our system about the home, this included notifications sent to us by the provider and information passed to us by members of the public. The provider did not complete the required Provider Information Return. This is information providers are required to send us annually with key information about the service, what it does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 4 people who lived at Westfield Rest Home, 4 members of staff and the registered manager. We observed staff interaction with people, also, we reviewed a range of records. These included care records of people, medication records, and 2 staff files in relation to recruitment. We also reviewed a variety of records relating to the management of the service. We had a walk around the premises and looked at infection control measures.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at their quality assurance systems the provider had in place.

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 remains the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Using medicines safely

- Appropriate records for the receipt, administration and disposal of medicines were kept. There were written protocols to guide staff on the administration of medicines prescribed 'as and when' required. We observed medication being administered at breakfast time. We saw people received their medication safely and at the right time. A staff member said, "We are a small home so everyone who gives out medicines have had training and receive regular guidance and updates."
- The registered manager had good systems to manage medicines safely. In addition, the registered manager had auditing processes to monitor medicines and identify any issues and act upon them so that people were kept safe.

Staffing and recruitment

- Staff recruitment processes were robust. Pre-employment checks were completed to help ensure suitable people were employed. One staff member said, "I had all the checks done before starting to work here."
- There were sufficient staff at the time of the visit to support people's care needs. People we spoke with told us they did not have to wait long if they required help. One person said, "Yes I can say if need staff there is always someone around."

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe and confident with staff that cared for them.
- There were effective safeguarding processes in place. The management team and staff had a good understanding of safeguarding people. They understood their responsibilities for keeping people safe and the processes for reporting any concerns.
- Staff told us they had received training in areas of safeguarding adults which was regularly updated. Records confirmed this.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The registered manager had good processes in place to manage people's safety and reduce risks. Risks to people and the service were assessed and managed well. This helped to protect people's safety.
- The registered manager reviewed incidents as part of lessons learned, to ensure risks were assessed to prevent reoccurrence where possible.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.

- We were assured that the provider was meeting shielding and social distancing rules.
- 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 the provider was making sure infection outbreaks can be effectively prevented or managed. The provider was facilitating safe visiting in line with government guidance. This meant people could visit their relatives all days of the week in line with government guidance. Indoor visiting was suspended during the COVID-19 outbreak other than in exceptional circumstances; essential care givers were able to continue to visit indoors.

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 remains the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- Staff and people spoken with described a caring, relaxed environment to live and work. One person said, "A lovely, friendly family home. I like it because it's small and we know each other well."
- Staff also were very complimentary about the registered manager in terms of support and attitude. A staff member said, "Great place to work, the manager is very supportive and hands on."

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

- The registered manager had good auditing systems to maintain ongoing oversight and continued development of Westfield Rest Home. They had systems in place to address any issues or shortfalls to improve the home. Audits looked at included, medication, the building and care records of people.
- The registered manager encouraged candour through openness. The registered manager and staff were clear about their roles, and understanding of quality performance, risks and regulatory requirements.

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

- The registered manager encouraged people to provide their views and about how the home was performing, for example recent surveys had been sent to relatives and staff. One survey said, 'Really happy with the care [relative] is safe here.' Positive results were received from recent surveys.
- The registered manager and staff involved people in the running of the home and gave consideration to their equality characteristics. This ensured people were treated fairly and as an individual.

Working in partnership with others

- Records highlighted advice and guidance was sought from health and social care professionals when required.
- The registered manager worked with other agencies and relatives to share good practice and enhance care delivery. We confirmed this by talking with social workers who had contact with Westfield Rest Home.