

Wall Hill Care Home Limited

# Wall Hill Care Home Limited

## Inspection report

Broad Street  
Leek  
Staffordshire  
ST13 5QA

Tel: 01538399807

Date of inspection visit:  
25 March 2021

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20 April 2021

## Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

|                          |                         |
|--------------------------|-------------------------|
| Is the service safe?     | Inspected but not rated |
| Is the service well-led? | Inspected but not rated |

# Summary of findings

## Overall summary

### About the service

Wall Hill Care Home Limited is a residential care home providing personal and nursing care to 30 people aged 65 and over at the time of the inspection, some of whom were living with dementia. The service can support up to 35 people.

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

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 28 January 2020).

### Why we inspected

The inspection was prompted in part by notification of a specific incident. Following which a person using the service sustained a serious injury. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

We undertook this targeted inspection to check on a specific concern we had about people's safety and oversight in relation to the environment, specifically window restrictors. Targeted inspections do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. During this inspection we reviewed the part of the key questions of Safe and Well Led.

The overall rating for the service has not changed following this targeted inspection and remains good.

During this inspection we found the provider was not compliant with current guidance in relation to window restrictors in care homes. This placed people at risk of harm. The provider took immediate action during and following the inspection to make changes to the environment to reduce risks to people's safety.

### 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 good. 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**

### **Is the service well-led?**

At our last inspection we rated this key question good. 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**

# Wall Hill Care Home Limited

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about people's safety and oversight in relation to the environment, specifically window restrictors.

#### Inspection team

This inspection was conducted by two inspectors. One inspector completed the site visit and one inspector supported off site.

#### Service and service type

Wall Hill Care Home Limited 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 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 the inspection

We reviewed information we had received about the service since the 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 took this into account when we inspected the service and made the judgements in this report.

#### During the inspection

We spoke with the provider and registered manager. We reviewed the environment and range of records in relation to the governance of the environment. This included audits the registered manager completed on

the environment. We also looked at care records for one person.

After the inspection

We spoke with two professionals who were involved in the specific concerns raised in relation to the incident that occurred prior to the inspection.

# 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. 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 people's safety and the environment. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- At this inspection we only looked at risks associated with the environment. Prior to our inspection concerns were raised about the window restrictors at Wall Hill Care Home Limited. During our inspection we found the window restrictors in place did not comply with guidance from the Health and Safety Executive. For example, window restrictors could be opened by hand and did not need a special tool or key to open them. This placed people at risk of harm as the building was over two floors and some of the people living at the home were living with dementia and experienced periods of confusion.
- Prior to our inspection concerns were raised around the design of bedroom and en-suite bathroom doors and risk of these interlocking to stop staff from gaining entry to people's bedroom in a timely way should they require emergency support. We raised these concerns with the provider and during our inspection we checked eight people's bedrooms. Of the eight people's bedrooms we found one bedroom where the fire safety hinge on the bedroom door caught on the en-suite bathroom door, when this was open and therefore prevented staff from entering. This bedroom was no longer in use at the time of our inspection.
- The provider took immediate action in response to our concerns about the window restrictors and doors. For example, the provider had locked all windows in the home in consultation with the fire service and contacted a windows contractor to replace the window restrictors. The provider also arranged for the bathroom door to be removed in the bedroom we found concerns, as a temporary measure until longer term adjustments could be made.

# 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. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns.

The purpose of this inspection was to check a specific concern we had about people's safety and the environment. We will assess all of the key question at the next comprehensive inspection of the service.

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

- At this inspection we only looked at the checks the provider completed on the environment, specifically the windows. The provider was completing monthly checks on the windows at the service. However, these checks had failed to identify that the window restrictors in place were not compliant with Health and Safety Executive guidance in relation to windows. This placed people at risk of harm.
- Checks on the environment had failed to identify a risk discussed in Safe where a person's bedroom door and en-suite bathroom door's design may restrict staff from entering the person's bedroom in a timely way in the event of an emergency. This placed people at risk of harm.
- During and following the inspection the provider and registered manager was open and honest with inspectors and took action immediately to make the required improvements at the service.
- The provider was not displaying their rating on their website. Providers are required to display their ratings on their websites under our Registration Regulations. We contacted the provider following the inspection to request they update their website. We will check this has been completed.