

Bupa Care Homes (GL) Limited

Westmoor View Care Home

Inspection report

Dixons Bank
Marton
Middlesbrough
Cleveland
TS7 8PA

Tel: 01642316737

Date of inspection visit:
21 December 2016

Date of publication:
10 February 2017

Ratings

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

Overall summary

We carried out an unannounced comprehensive inspection of this service on 29 March 2016 where we found that the registered provider was meeting the legal requirements in the areas we looked at. After the inspection the local authority received safeguarding concerns, which they shared with the Care Quality Commission, which included staff compromising people's dignity, staff not interacting with people whilst providing personal care, poor moving and handling techniques, staffs lack of understanding of pressure area care and general concerns about care and welfare of people.

After receipt of the concerns there was a multidisciplinary team meeting chaired by the local authority to consider their serious concerns protocol. At this meeting the multidisciplinary team concluded that there were serious concerns about Westmoor View. Other meetings have been held to manage and monitor the serious concerns about the service. The registered provider has worked with the local authority to address the concerns. After the initial meeting the local authority placed a block on all new admissions, however, this was lifted to allow staged admissions (initially one person every two weeks) after the last meeting on 18 January 2017.

The local authority is currently undertaking an investigation into the concerns and allegations made. In addition the registered provider is also conducting investigations. However, we undertook a focussed inspection of the service on 21 December 2016 to make sure people were safe, happy and well cared for. This report only covers our findings in relation to those/this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Westmoor View Care Home on our website at www.cqc.org.uk

Westmoor View Care Home is set within terraced grounds, located off Dixon's Bank in the residential area of Marton. The service provides care and accommodation to a maximum number of 36 people, some of whom are living with a dementia. The service also provides nursing care. Westmoor View Care Home is close to shops, pubs and public transport. At the time of the inspection there were 29 people using the service.

People told us they felt safe and staff were kind, caring and attentive. Staff were able to tell us about different types of abuse. Staff were aware of action they should take if abuse was suspected and were able to describe how they ensured the welfare of vulnerable people was protected through the organisation's whistle blowing and safeguarding procedures. All staff we spoke with told us abuse and safeguarding was discussed with staff on a regular basis and that the registered manager encouraged staff to speak up if they had any reason for concern. Posters were placed in the staff room and on notice boards at the service, which encouraged staff to speak up if they had any concerns. Senior staff had held an open door session in which staff working at the service were encouraged to come and talk about any concerns or anything else they wanted to talk about. Other open door sessions had been planned.

Recently, staff had received training on dignity. Staff told us they had watched a DVD on 'A Crabbit Old Woman', which was about an elderly woman who was reflecting on their life and challenging nurses and

care staff to see the actual person and who they were. Staff told us how this training had been thought provoking and made them reflect their practice.

Other information of concern was staff using poor moving and handling techniques and staffs lack of understanding of pressure area care. The registered manager and staff told us they had received updated training on moving and handling since receipt of the concerns. They told us there was a plentiful supply of slide sheets and other equipment required for the safe moving and handling of people who used the service. During the inspection we observed staff use a hoist to move a person from one place to another. We saw that staff followed safe practice, reassured the person and told them step by step what actions they were to take to move the person. People we spoke with did not raise any concerns about moving and handling.

During the inspection we looked at the positional change charts of some people who used the service. From examination of these charts we could see that staff were not always recording the position of the person. We spoke with staff about their understanding of pressure area care and relief. Staff were able to describe, in detail, individual people who used the service and the pressure area relief they required. The registered manager and staff acknowledged that they were not using the correct codes on positional change charts. The registered manager told us they would address this immediately.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Staff were aware of the different types of abuse and the action they would take to ensure people's safety was maintained. Staff had received recent refresher training on safeguarding and whistleblowing.

Recent training on dignity had provided staff with updated knowledge on treating people as individuals.

Staff had received updated training in moving and handling. Staff were aware of the individual pressure area relief people required, but were not always completing positional change charts correctly.

Inspected but not rated

Westmoor View Care Home

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 registered provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We carried out an unannounced comprehensive inspection of this service on 29 March 2016 where we found that the registered provider was meeting the legal requirements in the areas we looked at. After the inspection, the local authority received safeguarding concerns which they shared with the Care Quality Commission, and as a result we undertook an unannounced early morning focussed inspection of the service on 21 December 2016.

Before the inspection we reviewed all the information we held about the service. We did not ask the registered provider to complete a provider information return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

We spoke with nine people who used the service and one relative. We walked around the service early morning and in addition spent time in the communal areas and observed how staff interacted with people.

During the visit we spoke with the registered manager, two nurses, the housekeeper, cook, activity co-ordinator and with four care staff.

We looked at positional charts of people who used the service. We also looked at records of visits made by other professionals employed by the registered provider to assess and monitor the quality of the service provided. We listened to the handover from night staff to day staff.

Is the service safe?

Our findings

People told us they felt safe and staff were kind, caring and attentive. One person who used the service said, "The staff are lovely. There are some that are better than others but that's just preference isn't it." Another person said, "There are some lovely staff, they do anything they can for you." Another person said, "They help me when I ask for it, I like to do things I can for myself but if I need help they are there." A relative we spoke with said, "The nursing staff are right on top of things. I visit four to five times a week and if there is something wrong they are there to meet me at the door to tell me or if I am not coming in they always ring me. The communication is good."

We spoke with the registered manager and staff about safeguarding adults and action they would take if they witnessed or suspected abuse. Everyone said they would have no hesitation in reporting safeguarding concerns. Staff were able to tell us about the different types of abuse and were able to describe how they ensured the welfare of vulnerable people was protected through the organisation's whistle blowing and safeguarding procedures. All staff told us abuse, safeguarding and whistleblowing was discussed with staff on a regular basis.

The registered manager told us as soon as they were aware of the safeguarding concerns; discussions had taken place with staff about safeguarding and whistleblowing. They told us posters encouraging staff to speak out were placed in the staff room and on notice boards and we saw evidence of this during our inspection. In addition senior staff within the organisation had held an open door session within Westmoor View in which staff working at the service were encouraged to come and talk about any concerns or anything else they wanted to talk about. We were told another open door session was planned for an evening after our inspection, giving staff further opportunity to speak confidentially with senior staff. Staff we spoke with during the inspection confirmed this.

We spoke with staff about safeguarding and whistleblowing. One staff member said, "If I saw anything that wasn't right I would speak out there and then. I would then report it to the manager." Another staff member said, "I feel confident in reporting anything." And another staff member said, "This is a lovely place to work. We are a great team. Our training has taught us that if we were worried about anything to do with safeguarding then we should report this immediately."

We arrived early morning for our inspection to enable us to spend time with both day and night staff and to see how they interacted with people who used the service. Early morning, care staff were busy helping people who used the service and although they had been made aware of our presence they were not aware we were walking around the service. We could hear staff communicating empathetically and kindly with people. One person had fallen during the night and we heard staff speaking very kindly and in a caring way to this person.

One of the safeguarding concerns raised to the local authority was that some staff spoke over the person who used the service and with other staff whilst providing personal care. The registered manager told us that after they had been made aware of this, all staff had received training on dignity. Staff confirmed this

and told us they had watched a DVD which, they described as "Powerful." They told us this DVD had reiterated the importance of respect and dignity and reminded them how each person should be treated as an individual. Staff told us the DVD was called 'A Crabbit Old Woman' which was about an elderly woman who was reflecting on their life and challenging nurses and care staff to see the actual person and who they were. One staff member said, "I have never watched anything so interesting and powerful. It really made me think about respect and dignity. It was brilliant." Another staff member said, "We did a dignity and respect training session. It was a video but it was very powerful. It made me think that's for sure."

People who used the service confirmed they were treated with dignity and respect. One person said, "I have no concerns. All of the staff are great and I get everything I need." A relative we spoke with said, "I always feel that mam is safe. The nurses and care staff are kind. I do think standards have improved. The chattiness of staff and information we receive has improved."

Other information of concern was staff were using poor moving and handling techniques and staffs lack of understanding of pressure area care. The registered manager and staff told us they had received updated training on moving and handling since receipt of the concerns. They told us there was a plentiful supply of slide sheets and other equipment required for the safe moving and handling of people who used the service. During the inspection we observed staff use the hoist to move a person from one place to another. We saw that staff followed safe practice, reassured the person and told them step by step what actions they were to take to move the person. We could see from the facial expressions of the person that they felt safe and reassured by this.

During the inspection we looked at the positional change charts of some people who used the service. At the top of the positional change chart there were codes for staff to use when a person's position was changed. For example, if a person was on their right side staff would record R; if a person was on their back staff would record B. From examination of these charts we could see that staff were not always recording the position of the person, they were just recording that the person had received pressure relief. We spoke with staff about their understanding of pressure area care and relief. Staff were able to describe in detail, individual people who used the service and the pressure area relief they required. The registered manager and staff acknowledged that they were not using the correct codes on positional change charts. The registered manager told us they would address this immediately.

People told us they were able to make choices about when they wanted to get up or go to bed. One person said, "I used to be on the buses so I am always up early." Another person told us they liked to get up early and staff always brought them an early morning cup of tea.

The registered provider had arranged for other management within Bupa to undertake unannounced visits to the service, one of which was during the night, to make sure people were safe, happy and well cared for. We saw records of these visits in which no concerns were identified.