

## Field House Residential Care Limited

# Field House Rest Home

### Inspection report

Thicknall Lane (Off Western Road)  
Hagley, Clent  
Stourbridge  
West Midlands  
DY9 0HL

Tel: 01562885211

Date of inspection visit:  
01 February 2021

Date of publication:  
22 February 2021

### 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

Field House Rest Home is a residential care home providing personal care to 46 people aged 65 and over at the time of the inspection. The service can support up to 54 people.

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

The provider had now implemented effective governance systems to identify shortfalls in the quality and safety of the service. Systems were in place to ensure improvements were completed and sustained. Actions identified were addressed allowing continuous learning and improving the quality of care provided.

The provider had made the necessary improvements since our last inspection to ensure people were safe and had their assessed needs met. Risks to people were now managed safely and systems to ensure people were protected from the risk of infection were now effective.

These improvements meant the provider was no longer in breach of Regulation 17 HSCA RA Regulations 2014 Good governance.

There were sufficient staff to meet the needs of the people living at the home.

People received their medicines from staff who had received training to administer medicines safely. Staff followed good infection control practices to reduce the risk of infection.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People were supported by staff who knew their needs and attended regular reviews.

People and staff felt the home was well-led by a supportive registered manager.

### Rating at last inspection (and update)

The last rating for this service was Requires Improvement [published 03 December 2019].

### Why we inspected

The inspection was prompted in part because concerns were received in relation to people's safe care and treatment. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

At our last unannounced comprehensive inspection of this service on 21 October 2019 a breach of legal

requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve Regulation 17 HSCA RA Regulations 2014 Good governance.

At this focused inspection we checked the provider had followed their action plan and to confirm they now met legal requirements.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from Requires Improvement to Good. This is based on the findings at this inspection.

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 coronavirus and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Field House Rest Home [published 03 December 2019] on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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?**

The service was safe.

Details are in our safe findings below

**Good** ●

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

The service was well-led.

Details are in our well-Led findings below.

**Good** ●

# Field House Rest Home

## Detailed findings

### Background to this inspection

#### The inspection

The inspection was prompted in part because concerns were received in relation to people's safe care and treatment. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

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 team consisted of four inspectors – two inspectors visited the site. The other two inspectors contacted relatives and reviewed information sent by the provider.

#### Service and service type

Field House 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, 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.

Inspection activity started on 01 February 2021 and ended on 02 February 2021

#### What we did before the 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.

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch.. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service and four relatives about their experience of the care provided. We spoke with nine members of staff including the registered manager, assistant manager, quality assurance manager, senior care workers, care workers, laundry assistant, domestic staff, maintenance staff and the chef.

We reviewed a range of records. This included four people's care records and multiple medication records. We looked at staff files in relation to recruitment and staff supervision. A variety of records relating to the quality management of the service, including policies and procedures were reviewed.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at the provider's infection control policy and Covid-19 protection plan.

# 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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff had completed training in how to safeguard people from the risk of abuse. They were knowledgeable about the different types of abuse and knew what to do if they had concerns. Staff told us if they had concerns, they would report them to a senior staff member and were confident they would take the appropriate action.

Assessing risk, safety monitoring and management

- People had risk assessments in place. These helped to guide staff in the measures to take to minimise risk. For example, one person had epilepsy there was specific guidelines available for staff to follow in the event they had a seizure and so stay safe. A relative confirmed this, "They [staff] know exactly what to do when they have a seizure."
- Equipment used in the service was checked and maintained, which helped to ensure it was safe to use. There was a system for staff to identify repairs or maintenance issues; maintenance personnel completed these tasks quickly and recorded any further required action. Since our last inspection, a refurbishment plan had been actioned to improve the environment and enhance people's safety whilst walking around the home.

Staffing and recruitment

- The provider had a safe recruitment system and full employment checks were completed before staff started to work in the service.
- There were sufficient members of staff to meet people's needs safely. There was a range of ancillary staff including domestic staff, which meant care staff could focus their attention on delivering care to people.
- One person told us, "The girls [staff] were really nice". A relative was complimentary about the staff employed they said, "Staff are always around, and they don't use outside staff. You know if carer has been there a long time, they must be happy. That rubs off and is what makes such a positive atmosphere".

Using medicines safely

- People received their medicines as prescribed. There were systems in place for the safe management of medicines including the storage, ordering, administration and return of medicines.
- The registered manager and provider were in the process of reviewing procedures relating to the management of medicinal creams, so they could continue to be assured people would continue to receive these safely.
- A relative told us, "The staff make sure mom has her medication. There has never been a problem with that."

### Preventing and controlling infection.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- 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 that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

### Learning lessons when things go wrong

- Any accidents or incidents that occurred were analysed to look for patterns or trends and to ensure action could be taken to prevent a reoccurrence.



# 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 requires improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- At our last inspection the provider's quality checking systems and processes were ineffective. This was a breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found enough improvement had been made and the provider was no longer in breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Environmental deficits had been addressed; the home was in the process of a refurbishment programme. Improvements had been made in the laundry area, the water leak from the ceiling had been addressed and staffing levels increased to ensure people's needs were met.
- Quality audits had been improved to ensure the health and safety of people were addressed promptly. For example, all incidents were now reviewed by the registered manager and the quality assurance team and where necessary root, cause, analysis investigations took place so lessons could be learnt, to help prevent a further occurrence.
- Staff we spoke with understood their roles and responsibilities. Management monitored performance of staff through supervisions and by working alongside the staff team. A staff member felt supported working at the home they told us, "I think it's brilliant working here. [Registered manager's name] is really approachable."

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

- People and their families were all very complimentary in their feedback about the registered manager and said there had been a lot of positive changes in the home
- A relative told us, "I've spoken with [registered manager's name] on the phone. She is there if you need to talk about anything." Another relative said, "To be honest I can't speak highly enough of them [staff and registered manager]. [Registered manager's name] is brilliant".
- New daily meetings at 11am had been introduced for staff so they could discuss and respond to any

changes in people's care needs. One staff member said, "I find these really useful, so I have enough information to support people."

- The registered manager encouraged continuous improvement they told us, "The 'service improvement plan' had been updated to focus more on people's outcomes and we are encouraged to talk about things we want to develop"
- The provider's key policies, such as infection control, provided guidance to staff to promote an inclusive culture.

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

- The registered manager understood the importance of people being able to stay in contact with their families and friends throughout the Covid-19 pandemic. Meetings for were set up using electronic devices to ensure they could stay in contact.
- A relative described special infection control measures had been introduced on a recent visit to the home in order to keep people safe. "They [registered manager and staff] were really good. They have a special room so we could see Mom through a screen. We sat in two lovely comfy armchairs and mom sat the other side, she seemed so content."
- The registered manager told us satisfaction questionnaires had been sent out to seek people's opinions about the care and support they received. However, the results were not due back until the end of February 2021. We will check on the results at our next inspection.

Working in partnership with others

- The provider worked with the local authority and other health professionals to develop the service further.