

Walkden Manor Care Home Ltd

Walkden Manor

Inspection report

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25 June 2021
29 June 2021
09 July 2021

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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

Walkden Manor is a residential care home located in the Salford area of Greater Manchester and is operated by Walkden Manor Care Home Ltd. The service is registered with the Care Quality Commission (CQC) to provide care for up to 28 people. At the time of our inspection, there were 28 people living at the home.

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

People told us they felt safe living at Walkden Manor. Safeguarding allegations were reported to the local authority for further investigation. People received their medication as prescribed and we observed the home to be clean and tidy throughout. Staff wore appropriate personal protective equipment (PPE) throughout the day. There were enough staff to care for people safely and correct recruitment procedures were followed.

Auditing and governance systems were in place at both provider and managerial level to monitor the quality of service effectively. Staff meetings took place which enable staff to discuss their work to drive improvements. Staff said they enjoyed their work and spoke of a positive culture at the home. People told us the home was well-led.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good (published March 2019).

Why we inspected

This was a planned inspection based on the previous rating.

Prior to this inspection we reviewed the information we held about the service. No areas of concern were identified in the other key questions (effective, responsive and caring). We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We looked at infection prevention and control (IPC) measures under the Safe key question. We look at this at 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.

The overall rating for the service is good. This is based on the findings at this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Walkden Manor on our website at www.cqc.org.uk.

Follow up

We will 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?

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.

Walkden Manor

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 Care Act 2014.

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

This inspection was carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Walkden Manor 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 CQC. This means 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

The inspection was announced.

Inspection activity was carried out between 25 and 29 June 2021. We visited the home on 29 June 2021. Further inspection activity was completed via telephone and by email, including speaking with people living at the home, relatives and reviewing additional evidence and information sent to us by the service.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from professionals who worked with the service, including Salford local authority. 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 10 people who used the service and six relatives about their experience of the care provided. We also spoke with six members of staff including the registered manager, managing director and four care staff.

We reviewed a range of records. This included four people's care records and a selection of medication administration records (MAR). We also looked at two staff files to check staff were recruited safely. A variety of other records relating to the management of the service were also considered as part of the inspection.

After the inspection

We continued to seek clarification from the service to validate evidence found following our site visit.

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 remained the same. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management;

- People living at the home had a range of risk assessments in place regarding their care. These covered skin integrity, falls, choking, moving and handling and nutrition. Details about how to manage any risks were documented.
- People had access to necessary equipment to help keep their skin safe and in good condition. For example, pressure relieving cushions to help prevent the risk of skin break down.
- We observed staff carrying out safe moving and handling transfers using correct equipment and explaining to people what was happening throughout to keep them calm and gain their consent.
- The premises and equipment were safe to use. Appropriate maintenance work had also been carried out regarding gas safety, electrical installation, the passenger lift, hoists and portable appliance testing.

Using medicines safely

- Medicines were stored, recorded and administered safely. During the inspection we looked at four medicines administration records (MAR's) which were all completed accurately with no missing signatures by staff. A photograph of each person was in place to ensure medicines were given to the right people.
- Medicines were stored in secure trollies, within a treatment room which was always locked when not in use. Medication fridge temperature checks were completed to ensure medicines did not spoil and remained safe to be administered.
- PRN (when required) medication plans were in place to guide staff as to when certain medicines needed to be given and under what circumstances.
- Both people living at the home and their relatives told us they felt medication was given safely and on time. One relative said, "Yes they do give medication safely. [My relative] had medication before [they] went in and I know it has been reduced since [they] have been there."

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- Both people living at the home and relatives told us they felt the service was safe. One person said, "Very, very safe. Well, they look after us alright."
- Staff had received safeguarding training and when spoken with, displayed an understanding about safeguarding procedures and how to report concerns.
- Allegations of abuse were reported to the local authority for further investigation.
- Accidents and incidents were recorded, with information detailed about actions taken to prevent re-occurrence.

Staffing and recruitment

- Appropriate recruitment checks were carried out such as requesting disclosure barring service checks, carrying out interviews and obtaining references from previous employers.
- There were enough staff to care for people safely and feedback from relatives and people living at the home was that current staffing levels were sufficient. One person living at the home said, "Oh yes they have ample staff here." A member of staff also said, "I feel there are enough staff. We always have four and it is enough."

Preventing and controlling infection

- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider's infection prevention and control policy was up to date.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider was facilitating visits for people living in the home in accordance with government guidance.

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 remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Continuous learning and improving care; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- An effective audit system was in place and covered areas such as care delivery, infection control, skin care, seeking consent and nutrition/hydration. Observations were recorded and actions set if there were any short falls.
- Spot checks of night staff were carried out and had been done via close circuit television during COVID-19. Competency assessments were also carried out of staff performing tasks such as moving and handling and administering medication.
- Systems were in place to involve people using the service, relatives and staff in how the home was run. This included the use of satisfaction surveys to obtain feedback. Staff and resident and relative meetings were also held so that feedback could be sought and used to make improvements.

Managers and staff being clear about their roles and understanding quality performance, risks and regulatory requirements; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- We received positive feedback from everybody we spoke with about management and leadership at the home. One member of staff said, "Yes the home is well managed and even if the manager is not in, she is always contactable and approachable." A relative also said, "I find the managers lovely, professional and approachable."
- Staff told us there was a positive culture at the home, with good team work throughout. One member of staff said, "It is a lovely place to work. There is good team work amongst staff."
- People living at the home told us they were happy with the care provided which helped good outcomes to be achieved. One relative said, "[My relative] is being very well looked after, no concerns about [their] care at all." Another relative added, "Yes, excellent care. Where [my relative] was before was not a good standard. [My relative] had to have [their] legs bandaged and they got the district nurse in. They are excellent."

Working in partnership with others; 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 home worked in partnership with a number of other agencies in the Salford area, including social workers, GPs and district nurses
- The provider and registered manager understood the requirements and their responsibilities under the duty of candour.
- The provider and manager understood the regulatory requirements. They pro-actively provided

information to CQC following significant events at the service and their rating from the last inspection was displayed in the main reception of the home.