

Wentworth Rest Home Limited

Wentworth House

Inspection report

283 Clifton Drive South
Lytham St Annes
Lancashire
FY8 1HN

Date of inspection visit:
12 December 2018

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14 January 2019

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

What life is like for people using this service:

People who lived at Wentworth House and relatives we spoke with felt confident in the management team and how the service operated. They told us good staffing levels afforded people responsive and dignified support.

It was clear staff morale was good and everyone was committed to ensuring people received care and support based on their preferences and life choices. People also told us they enjoyed their food, the range of activities and felt well cared for. In addition, people who lived at Wentworth House said they were always treated with respect. One person said, "We are treated with dignity and respect."

We observed staff administered medication with a skilled and secure approach, which the registered manager strengthened through training. They continued to have good oversight of relevant procedures through monitoring and auditing to ensure people who lived at the home received medication safely.

Staff files we looked at evidenced the registered manager used the same safe recruitment procedures we found at our last inspection. Staff records showed personnel received training to enhance their skills. Staff we spoke with confirmed this.

Risk assessments had been developed to minimise the potential risk of harm to people during the delivery of their care. These had been kept under review and were relevant to the care provided.

Care plan information focused on a person-centred method of supporting people. Also, information contained what support was required and consent to care forms had been signed by people who lived at Wentworth House or their representative.

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

Staff supported people with their meals sensitively and respected their privacy. Staff checked they had enough to eat and comments were positive in relation to quality of meals and choices available to them. For example, snacks and drinks were served at any time of the day and night. One person who lived at the home said, "Always great meals, good home cooking with plenty of choice."

People who lived at Wentworth House expressed positive views on how they were treated by staff. Comments included, "We are treated like royalty they are so kind and caring, all of them." A relative said, "Extremely kind and patient staff."

There was a complaints procedure which was made available to people and their family when they

commenced using the service. People we spoke with told us they were happy with the support they received. No complaints had been received by the service since the previous inspection.

The registered manager used a variety of methods to assess and monitor the quality of the service. These included staff and 'resident' meetings and satisfaction surveys to seek their views about the service provided. Recent surveys only produced positive comments about the home.

More information is in Detailed Findings below.

Rating at last inspection:

Good (report published 12 November 2016).

About the service:

Wentworth House provides residential accommodation for up to 14 older people who do not require nursing care. The home is situated just outside St Annes centre on a main road and is near the shopping centre, local amenities and the promenade. The home has two floors and offers individual bedroom accommodation. Two lounges and dining areas are available on the ground floor. Parking is available on the forecourt of the home.

Why we inspected:

This was a planned inspection based on the rating at the last inspection. The service remained rated good overall.

Follow up:

We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme or if any issues or concerns are identified.

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 effective?

Good ●

The service was effective

Details are in our Effective findings below.

Is the service caring?

Good ●

The service was caring

Details are in our Caring findings below.

Is the service responsive?

Good ●

The service was responsive

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service was well-led

Details are in our Well-Led findings below.

Wentworth House

Detailed findings

Background to this inspection

The 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 was planned to check whether the 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.

The inspection team • Consisted of an adult social care inspector.

Service and service type • Wentworth House 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 of which we 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 comprehensive inspection visit took place on 12 December 2018 and was unannounced.

What we did preparing for and carrying out this inspection • Before our inspection we completed our planning; tool and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people supported by the service and previous inspection reports.

We also checked to see if any information concerning the care and welfare of people supported by the service had been received. We contacted the commissioning departments who used Wentworth House. We also contacted other health and social care organisations such as Healthwatch Lancashire. Healthwatch Lancashire is an independent consumer champion for health and social care. This helped us to gain a balanced overview of what people experienced living at Wentworth House.

As part of the inspection we used information the provider sent us in the Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the

service, what the service does well and improvements they plan to make.

During the inspection visit we spoke with a range of people about Wentworth House. They included six people who lived at the home, the registered manager and two senior staff members. We also spoke with one relative/friend and the cook.

We looked at records relating to the management of the service. We did this to ensure the management team had oversight of the service and they could respond to any concerns highlighted or lead Wentworth House in ongoing improvements. We also looked at staffing levels, recruitment procedures and the environment. We checked care records of two people who lived at the home and documents related to the safety of people who lived at Wentworth House.

Is the service safe?

Our findings

Safe - this means people were protected from abuse and avoidable harm.

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes

- Staff demonstrated they had a good awareness about protecting people from and reporting abuse or poor practice. The service had the same procedures as the previous inspection in place for reporting allegations of abuse. The registered manager provided relevant training to strengthen staff skills and staff confirmed this.
- The management team completed risk assessments to identify potential risk of accidents and harm to staff and people in their care. Risk assessments provided instructions for staff members when they delivered care for people who lived at Wentworth House. Risk assessments included the environment, falls management and health and safety.

Assessing risk, safety monitoring and management

- Staff understood where people required support to reduce the risk of avoidable harm. Care plans we looked at contained explanations of the control measures for staff to follow to keep people safe and reduce risk of accidents and incidents.

Staffing levels

- We looked at how the service was staffed and found appropriate arrangements were in place as the previous inspection. People who lived at Wentworth House felt sufficient staff were available to meet their needs and staff were satisfied sufficient staff were on duty.
- The management team had the same good systems for recruiting staff in place from the previous inspection. Two recently recruited staff records we looked at confirmed this.

Using medicines safely

- We looked at medication records and found people's medicines continued to be managed safely. Staff who administered medication did so at the correct time they should and had received appropriate training. One staff member said, "Anyone giving out medicines are trained to do so."
- We observed a staff member administering medication at lunchtime. We found they focused on one person only, until the task was completed. They explained the purpose of their medication and provided a drink for them. They observed the person took their tablets before signing to confirm the action was completed. We found people's medicines continued to be managed safely by the service. Medicines were managed in line with The National Institute for Health and Care Excellence (NICE) national guidance. This showed the registered manager had systems to protect people from unsafe storage and administration of medicines.
- The controlled drugs cupboard in the clinical rooms were locked and secured. Controlled drug records were inspected and no discrepancies found.
- Where people were prescribed medicines to take 'as and when required' there was detail to guide staff on

when to administer them. The registered manager had good systems and up to date records in line with current good practice.

Preventing and controlling infection

- If required staff told us there was sufficient personal protective equipment, such as disposable gloves and aprons to maintain good standards of infection control. One staff member said, "We have had training and sufficient equipment is always available at the home."

Learning lessons when things go wrong

- We looked at how accidents and incidents were managed by the service. There had been few accidents. However, where they occurred any accident or 'near miss' was reviewed to see if lessons could be learnt and to reduce the risk of similar incidents.

Is the service effective?

Our findings

Effective – this means people's care, treatment and support achieved good outcomes and promotes a good quality of life based on best available evidence.

People's outcomes were consistently good and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law.

- Staff applied learning effectively in line with best practice. This led to a good service for people who lived at Wentworth House and a good quality of life.
- Care records were regularly reviewed and updated when changes occurred. This meant people's support was up to date to ensure they received the right care and support that was required.

Staff skills, knowledge and experience

- We spoke with staff and found they had a wealth of experience and were competent, knowledgeable and skilled. One staff member said, "Training is ongoing and lots are provided which definitely helps to gain knowledge and skills."
- The registered manager had a wide-ranging training programme to enhance and develop staff skills. Courses included, safeguarding, food and hygiene, infection control and moving and handling. One staff member said, "Without a doubt the best place I have worked for in terms of support for training staff."

Supporting people to eat and drink enough with choice in a balanced diet

- We observed staff supported people with their meals, where required, with a sensitive respectful approach. People we spoke with said meals were of a good standard and choices were offered. One person who lived at the home said, "Always great meals, good home cooking with plenty of choice."
- Care records held nutritional assessments and relevant guidance to assist staff to reduce the risks of malnutrition.

Staff providing consistent, effective, timely care

- We found evidence the registered manager was referencing current legislation, standards and evidence based on guidance to achieve effective outcomes.
- People received effective support from staff at Wentworth House because they were supported by trained staff who had a good understanding of their needs.

Ensuring consent to care and treatment in line with law and guidance

- People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The registered manager knew the process to safeguard people who did not have capacity. Records we reviewed included an assessment of capacity and best interest decisions. Throughout our inspection, we observed people were supported to make their day-to-day decisions.
- Records we reviewed contained evidence to demonstrate care planning was discussed and agreed with

people and their representatives. Consent documentation was in place and signed by the person receiving care or their relatives if appropriate. When we discussed the principles of consent with staff, we found they had a good level of awareness.

Adapting service, design, decoration to meet people's needs

- We had a walk around the premises. It was appropriate for the care and support provided. Each room had a nurse call system to enable people to request support if needed. Lighting in communal rooms was domestic in character, sufficiently bright and positioned to facilitate reading and other activities. Aids and hoists were in place to meet the assessed needs of people with mobility needs.

Is the service caring?

Our findings

Caring – this means that the service involved people and treated them with compassion, kindness, dignity and respect.

People were supported and treated with dignity and respect and involved as partners in their care.

Ensuring people are well treated and supported

- Staff were kind and patient with people and this was noticeable throughout the day of our inspection visit. People expressed positive views on how they were treated by staff. Comments included, "We are treated like royalty they are so kind and caring, all of them." A relative said, "Extremely kind and patient staff." We observed staff were sensitive and respected people's own privacy. Staff knocked on doors before entering people's rooms or when they were told to enter by the person.
- Care records reflected important information in relation to each person's dignity and privacy. It was clear care records and the attitude of staff was to ensure support given to people who lived at Wentworth House was personalised. In addition, staff focused on retaining and promoting people's independence as much as they could within a care home setting. This was confirmed by our observations during the inspection visit and comments from people we spoke with. For example, one person said, "I like my own space and the manager and staff respect that. They do try and make me more independent and that is a good thing."

Supporting people to express their views and be involved in making decisions about their care

- Care records we looked at contained evidence the person or a family member had been involved with and were at the centre of developing their care plans at Wentworth House.
- The registered manager and staff documented people's diverse needs and assisted them to maintain their different requirements. For example, they recorded each person's religious preferences. This contained details about whether they were practicing and how they wished to maintain their spirituality. We saw equality and diversity was extended to all personnel and training was provided for staff.
- There was information available about access to advocacy services should people require their guidance and support. The registered manager had information available for people on view in the hallway of the home. This ensured their interests would be represented and they could access appropriate services outside of the service to act on their behalf if needed.

Respecting and promoting people's privacy, dignity and independence

- The registered manager and staff supported people to maintain their lawful rights as set out in the Human Rights Act 1998. For example, they assisted those who lived at Wentworth House to retain their 'Freedom of thought, conscience and religion', Article 9 of the act. They achieved this through recording each person's spiritual needs and helping them to access relevant services.
- Staff respected people's choices around privacy and dignity. For example, people had their bedroom doors closed if they chose to and their relatives were offered private space to visit them. This was confirmed by people we spoke with. Also, one person enjoyed their own space and requested to have their meals in their own room. We spoke with a person who said, "They are wonderful. I come down and join in when I want to, however I like my food in my room and that is fine."

Is the service responsive?

Our findings

Responsive – this means that services met people's needs

People's needs were met through good organisation and delivery.

End of life care and support

- People's end of life wishes had been recorded in care records we looked at. The registered manager informed us staff had been trained in end of life care and staff we spoke with confirmed this. This demonstrated the registered manager understood the importance of providing end of life support and how this should be delivered and people cared for. At the time of our inspection visit, none of those who lived at Wentworth House were on end of life care. However, records we reviewed contained information about each person's preferences in the event of their death. Details included, for example, religious needs and choices for relatives to adhere to. This information provided staff with guidance to meet people's wishes.

Personalised care

- Records we looked for people who lived at the home were detailed and showed that staff used a person-centred approach to plan and support people. For instance, care records contained physical, mental, social and personal needs. In addition, care documentation contained the individual's history and preferences. This was so staff were aware of people and this helped to develop meaningful relationships. One staff member said, "The personal individual approach helps us to bond with people when we know more about them."
- Staff told us they were encouraged to spend time socialising and were encouraged to sit and talk with people. Staff responded by telling us this was what the management team wanted them to do.

Improving care quality in response to complaints or concerns

- The registered manager provided written information in documentation to tell people about how to make a complaint if they chose to. In addition, the complaints process was available in the hallway for people to see. The policy included details about the various timescales and steps to take, as well as contact details for the Local Government Ombudsman and CQC. No complaints had been received since the previous inspection.

Is the service well-led?

Our findings

Well-Led – this means that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture

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

Provider plans and promotes person-centred, high-quality care and support, and understands and acts on duty of candour responsibility when things go wrong.

- We found by discussion with people and general observations during our site visit, the registered manager was visible about the home and had a good understanding of people's needs and backgrounds. We found they sought and acted on people's opinions to make sure each person was treated as an individual and person-centred care was provided.
- Comments we received about the management of Wentworth House were positive and complimented in the way the home operated. One person who lived at the home said, "[Registered manager] is always available and willing to discuss anything we need to." A staff member said, "We have a great manager who is very approachable and will help out any way he can."

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements

- We found the service had clear lines of responsibility and accountability. The registered manager, management team and staff were experienced, knowledgeable and familiar with the needs of people they supported.
- Evidence demonstrated the registered manager had quality assurance processes that were effective as intended. Systems involved checks being carried such as meetings with staff and the provider that ensured the service continued to improve.
- Discussion with the registered manager and staff on duty confirmed they were clear about their role and between them provided a well run and consistent home.

Engaging and involving people using the service, the public and staff

- Relative and 'resident' meetings were held on a regular basis to discuss the performance of the service and any improvements that could be made. One person who lived at the home said, "We have good meetings and try and make things better."
- Surveys were given out to relatives, staff and people who lived at Wentworth House. Up to December 2018, 12 'resident' and relative responses had been received and all were positive comments. They included, 'My [relative] is treated with kindness'. Also 'Staff without exception treat my [relative] respectfully and are kind & patient with them.'

Continuous learning and improving care

- The registered manager completed a range of quality audits to ensure they provided an efficient service and constantly monitored Wentworth House. These for example included, medication, care records and

infection control. This demonstrated improvements could be made to continue the home to develop and provide a good service for people who lived there.

Working in partnership with others

- The registered manager at Wentworth House worked in partnership with other organisations to make sure they followed current practice, providing a quality service and the people in their care were safe. For example, local social services and healthcare professionals. A recent report from the local commissioning department reported on how well the service operated. They had no concerns with communication links with the management team.