

St. Martin's Care Limited

Willow Green Care Home

Inspection report

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06 May 2021

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Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Summary of findings

Overall summary

About the service

Willow Green Care Home provides personal and nursing care for up to 63 younger and older adults living with a range of conditions including dementia. At the time of inspection 40 people were using the service.

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

The new management team and responsible person for the provider had continued to make significant improvements at the home.

Healthcare professionals we spoke with said the service was "responsive" and "positive" and they enjoyed a good working relationship with the staff team.

Care plans we viewed were person centred and we saw people's wishes were promoted. People told us they knew about their care plans and felt involved in their care. People were supported by staff who knew people well.

People told us the service promoted their well-being by ensuring their health needs were well monitored and records upheld this. The service has worked to decrease the level of falls in the home and reviewed mealtimes with people which led to an overall gain in people's weight.

We saw staff treat people with dignity and respect. People and a visiting relative said staff were kind and caring. People knew who to raise a concern or complaint with.

Infection control processes were embedded into the service and staff followed government guidance in relation to infection control and prevention practices, in particular, relating to COVID-19.

Quality monitoring systems had improved. Staff said the management team had made improvements and the culture had improved significantly. The service did not have a manager registered with the Care Quality Commission (CQC) at the time of this inspection, although an application had been submitted and accepted.

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. 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 requires improvement (published 19 February 2020) and there were three breaches of regulation. The provider completed an action plan after the last comprehensive inspection to show what they would do and by when to improve person-centred care, safe care and treatment and good governance.

Why we inspected

We undertook this focused inspection to check the provider had followed their action plan and to confirm they now met legal requirements regarding person-centred care, safe care and treatment and good governance. This report only covers our findings in relation to the key questions effective and caring which contained those 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. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Willow Green Care Home on our website at www.cqc.org.uk.

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.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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 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.

Willow Green Care Home

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 someone who has had experience of caring for someone who used this type of service.

Service and service type

Willow Green Care 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, and both were looked at during this inspection. The service did not have a manager registered with the Care Quality Commission, although the current manager had applied to become the registered manager. This means the provider is 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.

We visited the service on 6 May 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 professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with nine people who used the service and one visiting relative.

We spoke with seven members of staff including the manager, the quality lead who works in the service full-time, a nurse, a senior care assistant and three care assistants.

We reviewed a range of records. This included four people's care records. A variety of records relating to the 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.

Is the service effective?

Our findings

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

At the last full inspection in January 2020 this key question was rated as requires improvement. At this inspection this key question has improved to good.

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

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA.

At our last inspection the provider had failed to ensure records relating to capacity assessments, best interest decisions and records relating to Deprivation of Liberty Safeguards were in place. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- The manager and staff had an improved understanding of the MCA. Staff had been trained in the MCA. They were aware of the need for decisions to be made in a person's best interests if they were unable to make those decisions for themselves.
- Care records we viewed showed people's choices and rights were promoted and upheld.

Staff working with other agencies to provide consistent, effective, timely care

- The service worked with external professionals to support and maintain people's health, for example GPs and specialist nurses.
- Feedback from health professionals who visited the home was positive. One told us, "They have a lot of complex residents, yet they have a good handle on things. They are open to suggestions and our input is well received."

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

- Significant improvement had taken place since our last full inspection in January 2020.
- The service now had units that better met the needs of people within them. This meant that people's safety was improved and falls were reduced.
- Additional work was ongoing to improve all the communal areas of the home with people choosing décor.

Supporting people to eat and drink enough to maintain a balanced diet

- We observed lunchtime at the service and saw staff supporting people who needed additional help.
- Records relating to food and fluid and how people at risk of malnutrition were identified had improved. We saw that overall people's weights had increased.
- People told us they had plenty of food to eat, some told us they would like more fresh options and we fed this back to the home's management.

Staff support: induction, training, skills and experience

At our last full inspection the provider had not ensured staff had received appropriate training in medicines management and other conditions.

Action had been taken to make improvements.

- We saw that staff had been trained in mandatory training requirements and had received ongoing meaningful supervision.
- Staff we spoke with told us, "I feel able to get support from the managers about anything," and "It's a much more open culture, there is no blame."

Is the service caring?

Our findings

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

At the last full inspection in January 2020 this key question was rated as requires improvement. At this inspection this key question has improved to good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were supported by caring and respectful staff.
- An equality and diversity policy was in place which supported staff to ensure people were treated with respect regardless of their age, gender, disability or beliefs.
- People spoke positively about the staff. People's comments included, "They bought me hairbands and clips for my hair. They run the bath for me, they explain things to me, like my illness," and "The staff are excellent, when I wasn't well there was always someone there, my family were kept informed. The communication between the hospital and the home was very good."

Respecting and promoting people's privacy, dignity and independence

- Staff upheld people's privacy and dignity. They recognised signs of discomfort and acted promptly to assist people discreetly.
- Staff supported people to maintain or regain independence. One person told us, "The other week I was on the bed, I slipped off the mattress onto the floor. They are not allowed to lift, one solution, they got the harness [hoist] and lifted me up into the chair. They were explaining all the time."
- People were very well known by staff who were aware of individual needs and wishes.

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

- People were supported to convey their views and were involved in making decisions about their care. Staff valued people's opinions. One person said, "They definitely involve me in discussions about my care."
- Staff assisted people to obtain independent advice which may be beneficial to their care and support.