

Westward Care Limited

Southlands Retirement Apartments with Care and Support

Inspection report

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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

About the service

This service provides care to people living in specialist 'extra care' housing. Extra care housing is purpose built or adapted household accommodation in a shared site or building. The apartments are either purchased or rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people who received a personal care service.

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

People told us they felt safe and enjoyed living at Southlands Retirement Apartments with Care and Support. One person told us, "I can't see room for improvement, it is an excellent service." Relatives also spoke positively about the support and were satisfied with the care and support given to their loved ones.

Medicines were not always managed as required, areas for improvement were identified during our inspection around storage and auditing, the policy that was in place was not relevant for 'extra care' housing. Systems were in place to protect people from the risks related to their care needs. There were enough staff working at the service to meet people's needs and there were adequate staff recruitment practices in place. systems were in place to minimise the risk of infection.

People were supported to have maximum choice and control of their lives.

Staff enjoyed working for the provider and told us they felt well supported.

Most people, relatives and staff told us the management team were always approachable and responsive to any issues raised. One person had raised concerns and told us that they felt that these were not always resolved as they would have liked.

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 the service was good, published on 28 November 2017.

Why we inspected

This was a planned inspection due to the length of time since the last inspection

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

Recommendations

We have made 3 recommendations in relation to medication, auditing and communication with one person that uses the service.

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.

Southlands Retirement Apartments with Care and Support

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 Health and Social Care Act 2008.

Inspection team

The inspection was carried out by 1 inspector, 1 medicines 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

Southlands Retirement Apartments with Care and Support provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted household accommodation in a shared building. The accommodation is bought or rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support service.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. A new manager had been in post for 6 months and had submitted an application to register. We are currently assessing this application.

Notice of inspection

This inspection was unannounced on both dates that visits were undertaken.

Inspection activity started on 6 December 2023. We visited the location's service on 6 and 12 December 2023.

What we did before the inspection

Before the inspection, we reviewed all the information we held about the service including information about important events which the service is required to tell us about by law. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with 7 people using the service and 2 relatives about their experience of the care provided. We observed care in the communal areas to help us understand the experience of people. We gathered information from 5 members of staff including the manager.

We reviewed a range of records. This included 3 people's care plans, risk assessments and associated information, and other records of care to follow up on specific issues. We also reviewed 4 medication records. We looked at 3 staff files in relation to recruitment, training, supervision, and appraisals. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Using medicines safely

- Most people living at Southlands Retirement Apartments with Care and Support did not require support with medication administration.
- The services medicines policy did not reflect the service provided, this meant that staff did not have a framework for safe medicines management.
- Where medicines such as 'as required' medicines could be administered by family members there was no clear guidance or shared agreements on how this would be recorded or how care staff would be informed if medicines had been given.
- Medicines audits of daily administration had been completed however audits on wider medicines management had not been completed since March 2023. The service had recognised this during the inspection process and told us this would be reinstated immediately.
- Staff had received training in medicines administration and competency assessments had been completed. If medicines errors occurred, we saw these were reported and reviewed.

We recommend the provider reviews the medication policy to ensure this reflects "extra care" Housing medication requirements.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people's care were well managed; these had been assessed and actions put in place to manage them.
- Incidents were analysed and actions taken to prevent incidents happening again.
- There was positive feedback from people who used the services regarding safety of care. Comments included, "Yes, I feel safe here, I think this is the best we could ask for." Another said, "If I need staff they come quickly" And, "I think everything is maintained safely."
- Relatives comments included, "There was always one member of staff at night when [person] moved into Southlands Retirement Apartments with Care and Support when it was a care home but now its independent living the availability of care is reduced because it is no longer a care home" and, "Staff understand [persons'] medication and are safe with it."

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risks of abuse. People told us they felt safe with the care provided and would not hesitate to raise any concerns to staff.
- The management team were aware of their safeguarding responsibilities; appropriate referrals had been made when required.

- Staff's knowledge in safeguarding was good.

Staffing and recruitment

- The service followed safe recruitment practices. The provider had a staff recruitment procedure in place.
- People told us support was provided by a regular staff team who knew them well and they felt there was enough staff to provide support. Their comments included, "We agree what support is required and pay for this in 15-minute blocks of care. The carers (staff) are responsive and care for me as I want." Relatives agreed there were enough staff working at the service. A relative told us, "There are 3 staff usually through the day and one overnight, it is a regular staff team here."

Preventing and controlling infection

- People were protected from the risks of infection. People and relatives shared positive feedback about the level of cleanliness at the service. People told us, "The cleanliness is excellent, we have a lovely lounge and dining area, we also have another room that we can hire out when family visit to have private meals and parties."
- In our observations, we found the service's communal environment to be clean.
- The provider was managing the risks of cross infection well. Staff had completed training in infection control prevention.

Visiting in care homes

- Relatives and friends were able to visit people in their apartments or spend time with people in the communal areas or garden.

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 our last inspection we rated this key question good. The rating for this key question has remained 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; 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 provider's systems and processes did not always identify where the quality and safety of the service may be compromised in order to respond appropriately. Regular audits of the quality and safety of the service did not always take place as required. When these did take place there was occasional inconsistencies and gaps in records.

We recommend the provider reviews their auditing systems to ensure that these are robust and fit for purpose. This was discussed and acted on during the inspection.

- Most people and relatives told us they felt the service was well managed. Their comments included, "I think it's well managed" and, "I think it's well managed because any suggestions that are made are acted on, we have the best of both worlds, as we have our own apartment with the reassurance that we can call on staff should we need them." One person felt that the management were not as proactive as they would like and felt that they had signed up to a different package to what was being delivered.

We recommend the provider reviews the contract with the person who raised concerns to discuss contractual changes due to Southlands Retirement Apartments with Care and Support now being an "extra care" housing and not a 'care home' and implements best practice guidance in this area.

- At the time of the inspection there was a manager in post, who had applied for registration. One relative told us, "Staff are well led by [names]", "Management are approachable" And, "Oh yes management listen to me."

- The provider and the manager were aware of the requirement to notify the Care Quality Commission (CQC) of significant events. The rating from the previous inspection report was displayed at the service and on the provider's website.

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

- People received care that was personalised to their individual needs and preferences, and this achieved good outcomes for them.
- People told us they enjoyed living in the extra care apartments and this had a positive impact on their

lives. One person told us, "I would recommend this set up to anyone, it really is wonderful."

- The staff and management team were knowledgeable about delivering quality care centred around people's needs and preferences.
- During this inspection, we received positive feedback in relation to the staff and manager being very approachable and supportive. One person told us, "[Name of staff member] is great, she really looks after you and if I ask for anything I know its followed through."
- The manager understood their responsibilities under the duty of candour and was open about any lessons that needed to be learnt as a result of incidents.
- Staff told us the management were supportive and any issues raised would be acted on appropriately.

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

- The provider sought to involve people in the service. The results of the last survey showed positive responses from people living at Southlands Retirement Apartments with Care and Support.
- Regular staff meetings had taken place. These were used to keep staff up to date with changes or concerns in the service

Continuous learning and improving care; Working in partnership with others

- The service worked in partnership with others to improve the care provided.
- Minutes of team meetings showed incidents were discussed as a staff team, including the learning from these.
- Health and social care professionals were involved when required, however as this is an extra care home, this was rarely required. We did however see evidence the service worked in partnership with the district nursing team to support 1 person's specific need.