

# Anchor Hanover Group

# Widnes Hall

## Inspection report

Coronation Drive  
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Widnes  
Cheshire  
WA8 8BL

Tel: 01514220004

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24 May 2021  
25 May 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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# Summary of findings

## Overall summary

### About the service

Widnes Hall is a residential care home providing personal and nursing care to 63 people aged 65 and over at the time of the inspection. The service can support up to 68 people. Widnes Hall accommodates people across four separate units, each of which has separate adapted facilities. Two of the units specialise in providing care to people living with dementia.

### People's experience of using this service

Relatives told us they felt their family members were safe in the home. Suitable arrangements were in place for checking the environment to ensure it was safe in relation to infection control and the threat of Covid-19. We found the policies and procedures in place followed current national guidance.

Relatives spoke highly of the care provided by the staff team. We received positive feedback about the quality and safety of care people received and the overall management of the service from people and their relatives.

The service had undergone some changes in the management of the home. The provider had recruited a new manager and deputy to help strengthen the leadership within the service. The provider had undergone robust audits in the overall management of risks to help ensure consistent practices within the service in managing risks to people.

### Rating at last inspection:

The last rating for this service was Good (published 24 March 2020).

### Why we inspected

The inspection was prompted in part by notification of a specific incident. This incident is subject to an ongoing investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of falls. This inspection examined those risks. We found no evidence during this inspection that people were at risk of harm from this concern.

The Care Quality Commission have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about.

Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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 COVID-19 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 re-inspection programme. If we receive any concerning information we may inspect sooner.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Inspected but not rated

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### Is the service well-led?

Inspected but not rated

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Widnes Hall

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider was meeting requirements in specific areas of concern; with reference to managing risks and governance systems to safely identify and mitigate risk for people.

#### Inspection team

The inspection was undertaken by one adult social care 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, their area of expertise is dementia care.

#### Service and service type

Widnes Hall is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and specific aspects of these were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission. This means that 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 was an unannounced inspection. The inspection took place on 24 May 2021 and telephone calls were carried out 25 May 2021. We continued to make follow up calls to check and get more evidence.

#### What we did before the inspection

Our planning considered information the provider sent us since the last inspection. This included information about incidents the provider must notify us about, such as abuse or other concerns as well as information about how the provider was managing Covid19. We reviewed information sent by the provider about specific incidents.

We obtained information from the local authority commissioners and other professionals who work with the service.

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.

During the inspection

We met with two people using the service and we spoke with seven relatives via telephone to gather their views. We spoke with two deputy's, two support staff and the district manager.

Over the course of the inspection we reviewed specific aspects of three people's care records and a selection of other records including policies and procedures for infection control, risk assessments, management of risk and auditing and governance records.

# 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. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about the management of risks.

We will assess all the key question at the next comprehensive inspection of the service.

### 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.

### Assessing risk, safety monitoring and management

- Risk assessments were up to date and well managed to identify areas of risk and how people needed to be supported.
- Care files had clear examples of how staff were assessing and managing people's risks and showing actions to reduce risks to people.
- People said they felt safe. Relatives were very complimentary and told us, "They have kept (our relative) safe through covid" and "They're great at ringing you up if anything happened. I just can't fault them, they get the GP if needed. I recommend the place very highly and I am happy."

# 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. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

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 had recruited a new deputy and new manager for the service. Appropriate management arrangements were in place until the new manager commenced at the service.
- The feedback we received from people and staff was very positive about the staff team and their rapport and approach in keeping people informed and supported. Relatives told us, "I think it is well managed. I think that because I have had engagement with the managers. They were very understanding " and "Yes, it is managed very well in all areas."
- Systems and processes in place to monitor the quality and safety of the service were effective in developing the service. The provider had reviewed all aspects of managing risk assessments and had made changes to help improve their overall monitoring tools.
- The service had sent statutory notifications informing us of changes and events in the home as required.

### Continuous learning and improving care

- The provider had taken positive actions which showed improvements to how the service was managed and supported.
- The recent concerns shared with the provider had been effective in establishing internal review. This had led to further training for staff and development of policy and procedure around management of risks to people at the service.
- The provider and senior staff were responsive to the feedback we delivered during the inspection and were committed to continuing to develop the service.