

Ashberry Healthcare Limited

Meadowview Care Home

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

Meadowview Care Home is a care home that provides accommodation for up to 41 people who need assistance with their personal care. At the time of the inspection 41 people lived at the service. Some people at the home, lived with dementia.

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

People told us they felt safe and were treated well. Risks to people were assessed and their safety was monitored. People were safeguarded from the risk of abuse. Staff were knowledgeable about the different types of abuse and followed guidance in line with the providers and the local authority safeguarding procedures.

People and relatives were very positive about the staff and manager. They told us they were happy with the care provided.

Medicines were safely managed by staff with up to date training and necessary skills. Medication audits had been reviewed and actions taken where improvements had been identified.

Staff followed safe infection, prevention and control (IPC) practices. They had access to the required personal protective equipment (PPE) used to prevent infections and keep people safe.

Safe recruitment processes were followed to assess the suitability of staff to work at the service. Staff had received regular training to ensure they were able to meet the needs of the people they supported.

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.

Improvements were noted to the systems and processes for monitoring the quality and safety of the service. This included improvements to records, the management of medications and the environment. Further development was needed to continue the refurbishment and decoration of the home and continuation of the development of all care records.

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 30 January 2019.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Meadowview Care Home' at website at www.cqc.org.uk

Why we inspected

We received concerns from the local authority in relation to the management of medicines. As a result, we undertook a focused inspection to review the key questions of safe and well led only. We reviewed the information we held about the service. No areas of concern were identified in the other key questions. 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 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.

The overall rating for the service has remained good. This is based on the findings at this inspection.

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 safe findings below.

Meadowview Care Home

Detailed findings

Background to this inspection

Background

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.

Inspection team

The inspection visit was carried out by two inspectors.

Meadowview Care Home supports people to 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 manager was in the process of registering with CQC. 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

We announced the inspection visit when we arrived at the car park due to arrangements needed for the service to allow people into the building due to COVID-19 guidance.

What we did before the inspection

We reviewed the information we received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with four people who used the service about their experiences of the care provided. We also spoke with the manager, the deputy, six staff including care workers and ancillary staff. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

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 infections.

We reviewed a range of records. Records included four people's care records and several medication administration records, three staff personnel files in relation to recruitment and staff supervision. As well as a variety of records relating to the management and governance of the service, including policies and procedures.

After the inspection visit

Due to the impact of the COVID-19 pandemic we limited the time we spent on site. Therefore, we requested records and documentation to be sent to us and reviewed these following the inspection visit. We contacted six family members by telephone about their experiences of the care provided.

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 'requires improvement'. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Using medicines safely

- Auditing systems had strengthened since the last inspection to improve management of medication.
- Staff were appropriately trained and competent to support people with their medicines.

Systems and processes to safeguard people from the risk of abuse

- People said they felt safe at the service and had no concerns. They had confidence in the staff and management to support them to stay safe and comfortable. People told us, ""Feel totally safe" and "Belting job. Safe as houses."
- Staff knew how to report any concerns and had regular training in safeguarding to enable them to keep people safe. The manager understood their responsibility to report any safeguarding issues.

Staffing and recruitment

- There were enough staff with the right skills to support people. Relatives were very positive about the staff and told us, "Staff are so kind, they are so willing it's no problem to speak on the phone" and "The staff are brilliant the carers cleaners and the cooks."
- The provider had safe recruitment processes. Records showed detailed recruitment practices to show staff were suitable to work in the service..

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

- Relatives told us they felt their relatives were safe and reassured by how their care was managed.
- People had a range of individual risk assessments in place. Staff familiarised themselves with people's support needs and knew how to mitigate any risks.
- Accidents and incidents were responded to appropriately and regularly reviewed to reduce any further risks to people.
- The accommodation and equipment were safe and well maintained.

Preventing and controlling infection

- Staff followed good infection control practices and used personal protective equipment to help prevent the spread of healthcare related infections.
- Relatives and people at the service said the accommodation was always clean and smelt nice.
- We were assured that the provider was minimising the risks of acquired infections. The provider was following shielding and social distancing guidance and ensuring PPE was safely used. The provider was accessing regular testing for people using the service and staff.

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

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- Family members were engaged and involved in people's care and updates about the service through telephone discussions, emails and newsletters. Relative's told us, "No concerns if we want anything we speak to the manager", "No fears at all, really admire them they really look after my relative, they always phone us to keep us up to date" and " I feel we as a family are all being cared for, they give us advice on medication, the staff always keep us updated."
- Staff were very positive about the manager and told us, "Probably the best manager we have had" and "The manager is brill, keeps us all updated-on things. She is always available and has settled in really well."

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

- The systems in place to ensure the quality and safety of the service had improved and there was effective oversight of the service. Audits were completed and used to improve and enhance the provision of both care and the management of medicines.
- Managers and staff worked positively as a team to make various improvements. The manager discussed further plans for development of the environment to better meet the needs of people living with dementia. The manager is in the process of applying for registration to CQC.
- Staff continued their development of people's care records.
- Staff and people at the service were positive about the developments made, especially in regard to increased domestic staffing levels and activities.

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; Continuous learning and improving care

- The manager was open and honest throughout the inspection and continued to have a positive influence in developing the service.
- The manager was aware of their responsibility to report incidents to CQC and was transparent in all aspects of their work.
- Staff and people at the service were positive about their management of Meadowview. Relatives told us they were regularly kept up to date with their family members care and they noticed lots of improvements since the manager had been in post.
- There were clear systems and processes in place to manage accidents, incidents and actions from

ongoing audits that occurred at the service.