

Green Range Limited

# The Willows Care Home

## Inspection report

2 Tower Road  
Worcester  
Worcestershire  
WR3 7AF

Tel: 07957836527

Date of inspection visit:  
06 February 2019

Date of publication:  
05 March 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

### About the service:

The Willows is registered to provide accommodation and personal care for up to a maximum of 17 people some of who may be living with dementia. At the time of our inspection there were 15 people living at the home.

### What life is like for people using this service:

People received safe care and support as the staff team had been trained to recognise signs of abuse or risk and understood what to do to safely support people. People received safe support with their medicines by trained and competent staff members. The provider had systems in place to respond to any medicine errors. Staff members followed effective infection prevention and control procedures. When risks to people's health and welfare were identified, the provider acted to minimise the likelihood of occurrence.

The provider supported staff in providing effective care for people through person-centred care planning, training and supervision. People were promptly referred to additional healthcare services when required. People were supported to maintain a healthy diet which catered for personal tastes and needs. The environment where people lived suited their individual needs and preferences.

People received help and support from a kind and compassionate staff team with whom they had positive relationships. People were supported by staff members who were aware of their individual protected characteristics like age, gender and disability.

People participated in a range of activities that met their individual choices and preferences and that they found interesting and stimulating. People were provided with information in a way that they could understand. Policies and guidelines important to people were provided in way format that people could access. The provider had systems in place to encourage and respond to any complaints or compliments from people or visitors.

The provider had effective systems to monitor the quality of the service they provided and to drive improvements where needed. The provider and management team had good links with the local community which people benefited from.

More information in Detailed Findings below.

### Why we inspected:

This was a planned inspection as part of our published inspection programme.

### Follow up:

We will continue to monitor all intelligence received about the service to ensure the next planned inspection is scheduled accordingly.

## 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.

# The Willows 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 as part of our regulatory functions. This inspection checked 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.

#### Inspection team:

This inspection was completed by one 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

The Willows 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.

At the time of this inspection the service had a manager registered with the Care Quality Commission. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

#### Notice of inspection

This inspection site visit took place on 6 February 2019 and was unannounced.

#### What we did:

We reviewed information we held about the service in the form of statutory notifications received from the service and any safeguarding or whistleblowing incidents, which may have occurred. A statutory notification is information about important events, which the provider is required to send us by law.

We asked the local authority and Healthwatch for any information they had which would aid our inspection.

We used this information as part of our planning. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. Healthwatch is an independent consumer champion, which promotes the views and experiences of people who use health and social care services.

We spoke with eight people living at The Willows and four relatives. We also spoke with the registered manager, deputy manager, the provider, one care worker, one domestic support and the cook.

We reviewed a range of records. This included one person's care and medication records. We confirmed the safe recruitment of one staff member and reviewed records relating to the provider's quality monitoring, health and safety and staff training.

# Is the service safe?

## Our findings

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

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

Systems and processes to safeguard people from the risk of abuse

- All those we spoke with told us they felt safe and protected from the risks of ill-treatment and abuse as staff members had received training and knew how to recognise and respond to concerns.
- Information was available to people, staff, relatives and visitors on how to report any concerns.
- The provider had made appropriate notifications to the local authority to keep people safe.
- The environment and equipment was safe and well maintained. People had personal emergency evacuation plans in place which contained details on how to safely support them at such times.

Assessing risk, safety monitoring and management.

- People were safe from risks of harm associated with their care and support. One person said, "I feel safe here, I walk about with my sticks." We saw staff members safely supporting people throughout this inspection.
- People's care plans contained detailed risk assessments linked to their support needs. These explained the actions staff should take to promote people's safety and ensure their needs were met appropriately. Risk assessments were updated following significant events. For example, one person told us about a recent fall and how they were supported to move their room to a different part of the building to reduce the risk of it happening again.
- Checks to the physical environment were completed regularly to ensure it was safe for those living there. These included checks to the fire prevention systems and visual checks for any trips and hazards.
- We saw one staff member identify a potential hazard with a piece of equipment. This was reported and action was taken to make the piece of equipment safe.

Staffing and recruitment

- People were supported by enough staff who were available to safely support them.
- People told us, and we saw, they were promptly supported by staff members when they needed assistance.
- The provider followed safe recruitment processes when employing new staff members. The provider had systems in place to address any unsafe staff behaviour including disciplinary processes and re-training if needed.

Using medicines safely.

- People were safely supported with their medicines by a trained and competent staff team. One person told us, "I get my tablets at the same time each morning." Another person told us the staff team were very vigilant when supporting them with their eye care routine.
- The provider had systems in place to respond to any medicine errors, including contact with healthcare professionals and, if needed, retraining of staff members.

- People had guidelines in place for staff to safely support them with 'when required' medicines including the maximum dosage within a 24-hour period to keep people safe.
- Medicines were safely stored in accordance with the recommended storage instructions.

#### Preventing and controlling infection.

- People we spoke with told us they were happy with the cleanliness. One relative told us they had helped to move some furniture in their relative bedroom. After this it was identified that the carpet under the furniture was dirty. The provider acted to have the carpets washed.
- Staff members had been trained in how to follow best practice in infection prevention and control.
- The provider had effective infection prevention and control systems and practices in place which included regular checks to minimise the risks of communicable illnesses.
- Staff members were provided with personal protective equipment to assist in the prevention of communicable illnesses.

#### Learning lessons when things go wrong.

- The provider reviewed any incidents or accidents to see if any further action was needed and to minimise the risk of reoccurrence. For example, all incident, accident and near miss incidents were recorded and passed to senior managers for their review. They analysed these reports to identify if anything else could be done differently in the future to minimise the risks of harm to people.

# 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

Good: People's outcomes were consistently good, and feedback confirmed this.

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

- People's needs were assessed and regularly reviewed. People's physical, mental health and social needs had been holistically assessed in line with recognised best practice.
- One person told us, "I recall talking about the help I need when I first came here. It hasn't changed much and I get all the care I need."
- Staff members could tell us about people's individual needs and wishes. People were supported by staff who knew them well and supported them in a way they wanted.
- People's protected characteristics under the Equalities Act 2010 were identified as part of their needs assessment. Staff members could tell us about people's individual characteristics and knew how to best support them.
- People were supported to make choices about the care and support they received. We saw one person was offered a cold drink. They were presented with several differently prepared drinks and the staff member briefly explained what they were. This person then made a definitive decision about what they wanted. Staff members knew how to present information to people in a way that promoted their decision making.

Staff support: induction, training, skills and experience

- People were supported by a well-trained staff team who felt supported by the provider and the management team.
- New staff members completed a structured introduction to their role. This included completion of induction training, for example, adult safeguarding, fire awareness and infection prevention and control.
- In addition, new staff members worked alongside experienced staff members until they felt confident to support people safely and effectively.
- Staff members who were new to care were supported to complete the care certificate. The care certificate is a nationally recognised qualification in social care.

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

- People were supported to have enough to eat and drink to maintain their well-being.
- Those we spoke with were positive about the food and choice they received. People had a choice of menu options and if they didn't want what was on offer an alternative was provided. We saw people's individual preferences were catered for including cultural diets and vegetarian options.

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

- Staff members had effective communication systems in place to share appropriate and relevant information with those involved in the continued care and support of people living at The Willows.



Supporting people to live healthier lives, access healthcare services and support

- People had access to healthcare services when they needed it. This included foot health, GP and district nurses. One person said, "The medical care is good and we've moved to the local GP." The registered manager referred people for healthcare assessments promptly if required.
- Staff members we spoke with were knowledgeable about people's healthcare needs and knew how to support them in the best way to meet their personal health outcomes.

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

- The physical environment within which people lived was accessible and suitable to their individual needs, including mobility and orientation around their home.
- People had personalised their own rooms.

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 with appropriate legal authority.
- In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA, whether any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met. The provider had made appropriate applications and had systems in place to renew and meet any recommendations of authorised applications.
- People were supported to have choice and control over their lives and staff supported them in the least restrictive way possible; the policies and systems supported this practice. When someone could not make decisions for themselves, the provider and staff knew what to do in order to protect the individual's rights. Decision specific mental capacity assessments were completed and the best interest process was followed in relation to decisions about people's care and treatment. When it was appropriate, people had access to independent advocates.

# 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.

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

Ensuring people are well treated and supported.

- We saw people were treated with compassion by a caring and respectful staff team. People and relatives described the staff team as, "Kind," "Caring" and "Brilliant."
- We saw people were supported at times of upset and anxiety. For example, we saw one person start to display signs of disorientation and confusion. A staff member recognised this and supported the person who then started to show signs that their anxiety had eased.
- Throughout this inspection we saw many instances of positive interactions between people and staff members supporting them. We saw people talking about things that mattered to them with the staff assisting them. One person said, "(Staff) and I chat about the local town and places we know. It's nice to have thing is common we can talk about."
- Staff members we spoke with talked about those they supported with genuine regard and compassion.

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

- People were supported to express their individual likes and dislikes. These were known to staff members who supported them to meet their stated decisions. This included, but was not limited to, food, drink and activities. For example, one person told us about their food preferences which staff members understood and supported them to eat what they liked.
- As part of the care assessment making process the provider had systems in place to identify and support people's protected characteristics from potential discrimination. Protected characteristics are the nine groups protected under the Equality Act 2010. They include, age, disability, gender reassignment, marriage and civil partnership, religion etc. The care and support plans we saw clearly recorded people's protected characteristics and how staff members and the management team assisted them to retain their individual identities. We saw one person talking in their first language. The staff members supporting them had learnt key phrases and were able to converse with them. Information was also provided in the person's first language so that it was available to them.

Respecting and promoting people's privacy, dignity and independence.

- We saw that people were treated with dignity and respect and that their privacy was supported by staff members. We saw information which was confidential to the person was kept securely and only accessed by those with authority to do so.
- People were supported to retain their independence. For example, one person was slightly struggling to put their shoes on. The staff member supported them but did not take over. They encouraged the person and only offered assistance when the person indicated that they would like help.

## Is the service responsive?

### Our findings

Responsive – this means we looked for evidence that services met people's needs

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

Planning personalised care to meet people's needs, preferences, interests and give them choice and control.

- People continued to be involved in the development and review of their own care and support plans. We saw these plans gave the staff information on how people wanted to be assisted. One relative told us, "I am kept fully informed about any changes to (relative's name) care plan. We sat down and discussed it as a family when they moved in and we do take part in the reviews."
- We saw the care and support people received reflected their personal needs and wishes. Staff we spoke with could tell us about those they supported which included what was important to them.
- We saw people's care and support plans were reviewed to account for any personal or health changes.
- People had information presented in a way that they found accessible and in a format, that they could easily comprehend. When it was required the provider had systems in place to provide information in a different format. For example, in large print. Staff members knew how to effectively communicate with people. We saw open conversations with people regarding their care and their decisions which were in a way that people could understand which supported them to remain involved in their care. However, the management team were not aware of the accessible information standards, albeit they were meeting the principles as part of their assessment of people's communication styles. The Accessible Information Standards sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.
- People took part in activities that they enjoyed, found interesting and stimulating. The provider had made provision for extra staff support in the afternoons to support people with activities. At this inspection we saw people engaged in an exercise class facilitated by an external worker.

Improving care quality in response to complaints or concerns.

- We saw information was available to people, in a format appropriate to their communication styles, on how to raise a complaint or a concern if they needed to do so.
- People were confident any concerns or issues raised with the management team would be addressed.
- The provider had systems in place to record and investigate and to respond to any complaints raised with them.

End of life care and support.

- At the time of this inspection The Willows was not supporting anyone who was receiving end of life care. However, their care planning and assessment processes would be used, in conjunction with other involved professionals, to support someone at such a time.

# 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

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

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility.

- People told us, and we saw, they knew who the registered manager was and they were happy to approach and talk with them. We saw several occasions where people and relatives openly chatted with the registered manager. One person said, "(Registered manager's name) always gets involved in the activities." Another person said, "The provider is always here with a hammer in their hand (meaning they were frequently at The Willows completing maintenance tasks)."
- Staff members we spoke with told us they found the management team, and the provider, supportive and approachable.
- We saw the management team and provider had systems in place to investigate and feedback on any incidents, accidents or complaints.

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

- At this inspection a registered manager was in post and present throughout this inspection. They understood the requirements of registration with the Care Quality Commission. The provider had appropriately submitted notifications to the Care Quality Commission. The provider is legally obliged to send us notifications of incidents, events or changes that happen to the service within a required timescale.
- We saw the last rated inspection was displayed in accordance with the law at The Willows. The provider did not have a website on which to add their last rated inspection.

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

- We saw that people were involved in decisions about where they lived and the support they required. For example, one person told us how they were supported to move their furniture around to suit their personal preferences.
- Staff members understood the policies and procedures that informed their practice including the whistleblowing policy. They were confident they would be supported by the provider should they ever need to raise such a concern.

Continuous learning and improving care.

- The management team and provider had systems in place to monitor the quality of the service that they provided. This included regular checks on the environment, checks of the medicine administration records and reviews of the care and support people received.

- The registered manager told us that they kept themselves up to date with developments and best practice in health and social care to ensure people received positive outcomes. However, they were not aware of the changes to law regarding the implementation of the accessible information standards. Albeit, they were meeting the principles as part of their care and support assessments.

Working in partnership with others.

- The management team had established and maintained good links with the local community and with other healthcare professionals which people benefited from.