

The Oaklea Trust

# Walby Hill (Adult Care Home)

## Inspection report

The Oaklea Trust  
4 Walby Hill, Rothbury  
Morpeth  
Northumberland  
NE65 7NT

Tel: 01669620737

Website: [www.oakleatrust.co.uk](http://www.oakleatrust.co.uk)

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

### About the service

Walby Hill (Adult Care Home) provides care, support and accommodation for up to seven people with a learning disability. At the time of the inspection there were three people living at the service. The service also provided an outreach service for one person living in the local community. We did not inspect this part of the service because it was outside the scope of the regulations.

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

Government guidance relating to safe working practices regarding infection control, including the use of personal protective equipment [PPE] was not always followed by staff.

Checks to monitor the quality and safety of the service were carried out. However, an effective system to assess and monitor infection control was not fully in place.

People's needs were met by the number of staff on duty. Medicines were managed safely.

Staff spoke positively about working at the home and the people they supported. They explained they had worked as a team to help promote people's wellbeing throughout the pandemic.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. The location and layout of the home helped promote people's independence and access to the community. We did not fully explore 'Right support, right care, right culture' at this inspection, this will be reported upon at our next inspection.

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

### Rating at last inspection

The last rating for this service was Good (published 1 October 2019).

### Why we inspected

We undertook this targeted inspection to look at infection control processes at the home. 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.

When we inspected, we found there was a concern with infection control, so we widened the scope of the inspection to become a focused inspection which included the key questions of safe and well-led.

The overall rating for the service has changed from good to requires improvement. 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 Walby Hill (Adult Care Home) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so

We have identified breaches relating to safe care and treatment and good governance. Please see the action we have told the provider to take at the end of this report. Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

#### Follow up

We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection 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 safe?

The service was not always safe.

Details are in our safe findings below.

**Requires Improvement** ●

### Is the service well-led?

The service was not always well-led.

Details are in our well-led findings below.

**Requires Improvement** ●

# Walby Hill (Adult 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

The inspection was undertaken by one inspector.

#### Service and service type

Walby Hill (Adult 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 had a manager registered with the Care Quality Commission. A registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave short notice of the inspection. This supported the staff and us to manage any potential risks associated with COVID-19.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used all of this information to plan our inspection.

#### During the inspection

We spoke with three members of staff and reviewed one person's care plan and medicines' records. We also looked at health and safety checks and spent time looking around the home.

#### After the inspection

We spoke with the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We sought clarification from the registered manager to validate evidence found. We looked at information relating to staff training and reviewed policies and procedures.



# 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 good. At this inspection this key question has now deteriorated to requires improvement. This meant some aspects of the service were not always safe. There was an increased risk that people could be harmed.

Preventing and controlling infection; Assessing risk, safety monitoring and management

- A safe and effective infection control system was not fully in place to ensure people were protected from the risk of infection.
- Government guidance relating to safe working practices regarding infection control, including the use of PPE was not always followed by staff.

The above shortfalls were a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following our inspection, the nominated individual told us that action had been taken to address the issues raised and training relating to COVID-19 and the correct use of PPE had been completed by staff.

- Checks on the premises were carried out to ensure the building was safe.

Using medicines safely

- Medicines were managed safely. Records were maintained to show that medicines were administered as prescribed.

Learning lessons when things go wrong

- The registered manager and nominated individual told us that action had been taken to improve following the inspection, to ensure effective IPC and PPE practices were in place at the home.

Staffing and recruitment

- People's needs were met by the number of staff on duty.
- No new staff had been recruited since our last inspection. There was a new registered manager in post; they had worked elsewhere within the provider's organisation before becoming registered manager of Walby Hill (Adult Care Home).

Systems and processes to safeguard people from the risk of abuse;

- Systems were in place to safeguard people and protect them from the risk of abuse.
- Staff raised no concerns about staff practices or the care and support people received.

# 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 good. At this inspection this key question has now deteriorated to requires improvement. This meant the service management and leadership was inconsistent.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Checks to monitor the quality and safety of the service were carried out. However, an effective system to assess and monitor infection control was not fully in place.
- The infection control audit had not been updated to reflect the changes in practice relating to COVID-19. Therefore, the shortfalls we identified had not been identified and actioned by the provider's quality monitoring system.

The lack of an effective system to assess, monitor and manage infection control was a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following the inspection visit, the registered manager and provider took action to address the concerns we raised.

- The registered manager was not based at the home. They provided advice and guidance on a regular basis and visited the home when required. Staff told us they felt very supported by the registered manager.

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

- Staff spoke positively about working at the home and the people they supported. They explained they had worked as a team to help promote people's wellbeing throughout the pandemic.

Continuous learning and improving care; 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 registered manager and nominated individual were open and honest and explained improvements had been made in relation to infection control .

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

- Processes were in place to involve people and staff in the running of the home.

Working in partnership with others

- Staff liaised with health and social care professionals to make sure people received care which met their



needs.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 17 HSCA RA Regulations 2014 Good governance  A safe and effective infection control system was not fully in place to ensure people were protected from the risk of infection. Regulation 17 (1)(2)(a)(b).

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  Risks relating to infection control were not always fully assessed and monitored. Regulation 12 (1)(2)(h).

### **The enforcement action we took:**

We took enforcement action and imposed conditions relating to infection, prevention and control upon the provider's registration.