

Mi Care Wicksteed Court Ltd

Wicksteed Court Care Home

Inspection report

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Date of inspection visit:
25 January 2023

Date of publication:
23 February 2023

Ratings

Overall rating for this service

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Wicksteed Court Care Home is a residential care home providing personal care to up to 25 people. The service provides support to older people, some of whom live with dementia. At the time of our inspection there were 17 people using the service.

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

The provider had made improvements to the service to ensure suitable staffing levels and suitable contingency measures were in place.

Staff were clear on their roles and fed back to us that staffing levels had improved, and they were supported by the registered manager.

Improvements had been made to the environment which had undergone some re-decoration and maintenance. Infection control measures were in place and being followed by staff.

Audits and checks were in place to ensure staffing levels and cleanliness were monitored, and action taken when necessary.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (published 10 November 2022) when there was a breach of regulation.

Following our last inspection, we served a warning notice on the provider. We required them to be compliant with Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 11 January 2023 .

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection.

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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.

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

Follow up

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

At our last inspection we rated this key question inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Wicksteed Court 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 under the Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Wicksteed Court Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Wicksteed Court Care Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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 a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had 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 return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with one person who used the service, two care staff members, the chef, and the registered manager. We viewed documents including staffing rotas and audits.

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 Inadequate. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

At our last inspection we found that sufficient leadership and contingency planning was not in place within the service on the day of inspection. Systems and processes had not been established or operated effectively to ensure safe staffing levels were in place, or that infection, prevention and control measures were always implemented and followed. This was a breach of Regulation 17, (1) (2) (a) (b), Good governance, of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice. Enough timely action had been taken and the provider was no longer in breach of regulation 17 in this key question.

Continuous learning and improving care; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Staffing levels were sufficient within the service, which included dedicated cooking and cleaning staff undertaking their roles. The rota we looked at matched the staffing on site that day. People and staff told us that staffing levels were adequate, and that cover was available should any staff member be off work. One person who used the service told us, "Yes, there are plenty of staff available. I get a shower when I want, I don't have to wait."
- Checks and observations were taking place to ensure people's needs were met in a timely manner.
- Contingency planning was in place to ensure there were options available to provide staff at short notice should they be required. This included staff who were trained to be able to cover cleaning and cooking duties.
- The registered manager was on site on the day of inspection and told us that senior staff were able to arrange cover in the staffing team should they be absent. Staff we spoke with told us that management were present and supportive.
- The service was clean and tidy on the day of inspection and had undergone some re-decoration. Infection control measures were being followed. Staff and people told us that cleaning staff were doing a good and consistent job.
- Audits and checks were in place to ensure that cleanliness and infection control measures were monitored.

