

Kodali Enterprise Limited

Woodside Care Home

Inspection report

Lincoln Road
Skegness
Lincolnshire
PE25 2EA

Tel: 01754768109

Website: www.woodside-carehome.co.uk

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Woodside Care Home is a residential care home which can provide personal care for up to 42 people. The service is provided in a two-storey building which is attached to a hotel owned by the provider. When we inspected there were no people living in the service.

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

There were no people using this service when we inspected. However, we found the provider had not ensured the premises were safe and meeting legal requirements, or that any service provided would be safe and well-managed.

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

We did not rate the service at our last inspection because the service was not providing care and no people were living in the service (published 27 August 2022).

The last rating for this service was inadequate (published 24 October 2020).

Why we inspected

We carried out this inspection to review the provider's progress and assess whether they were in a position to begin providing a regulated activity again.

We found the provider had not taken sufficient action and remained in breach of Regulation 12 (Safe care and treatment), Regulation 15 (Premises and equipment) and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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.

We have found evidence that the provider needs to make improvements. Please see the Safe and Well-led sections of this report.

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

Enforcement and Recommendations

We have identified continued breaches in relation the management of risks, the condition of the premises

and leadership and governance of the service at this inspection.

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

The overall rating for this service is 'Inadequate' and the service therefore remains in 'special measures'. This means we will keep the service under review. Full information about CQC's regulatory response is added to reports after any representations and appeals have been concluded.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Our last inspection rating for this key question was inadequate. 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?

Our last inspection rating for this key question was inadequate. 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

Woodside Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to review the provider's progress and assess whether they were in a position to begin providing a regulated activity again.

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

This inspection was carried out by an inspection manager and an inspector.

Service and service type

Woodside 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 regulate both the premises and the care provided. At this inspection we looked at the premises and discussed the provider's intentions around the provision of care. We were unable to look at the care provided as no people were living in the service.

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 not a registered manager in post.

Notice of inspection

We gave a short period of notice for the inspection because we needed to be sure the provider would be available at the service to speak with us.

What we did before the inspection

We reviewed the information we had received about the service since the last inspection. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the nominated individual and the provider. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We did not speak with people or look at care records as no people were living in the service when we inspected.

Is the service safe?

Our findings

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

Our last rating for this key question in September 2020 was inadequate. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to review the provider's progress and assess whether they were in a position to begin providing a regulated activity again.

At our last comprehensive inspection in September 2020 the provider had failed to ensure risks associated with infection prevention and control, environmental risks and know risks to people were managed. The service was in breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider remained in breach of Regulation 12.

Assessing risk, safety monitoring and management;

- At the time of this inspection the service was not safe for people to live in.
- At our last inspection we found no evidence of any action having been taken to address repeated high readings of water temperatures for one bath. At this inspection, the provider told us the issues had been addressed following that inspection but had since reoccurred. They added that further investigation was taking place by engineers. However, no evidence was provided to show what actions were required or the timescale for the actions to be completed. This meant there was a continued risk of scalding.
- In at least 3 bedrooms, beds had been positioned directly adjacent to electrical sockets and trunking which were level with mattress tops. This increased the risk of injury to people using the beds.
- Multiple drawer spaces in bedroom furniture contained debris. For example, screws, wires, dust and sundry equipment. This meant people were at risk of injury.
- Although some improvements had been made to the security of windows, we found 2 window restrictors in first floor bedrooms had accessible screw fixings. This meant they could be removed, allowing windows to be fully opened. This increased the risk of falls from height to people using those rooms.
- In 1 bedroom, a pipe valve was uncovered and accessible. This increased the risk it could be tampered with and cause issues with the system it was related to. In addition, the small open space around the valve increased the risk people could trap or injure their hands if they tampered with the valve.

Preventing and controlling infection

- At a previous inspection the provider had told us a deep clean of the building would be carried out. At this inspection, the provider told us certification was in place to show a deep clean had been completed. Whilst we found improvement in some areas of the home, other areas remained in an unhygienic condition which indicated the deep clean had not been fully effective.
- As found at the last inspection, kitchen equipment remained in an unhygienic condition. The cooker top

had a layer of built up grease-like substance and there was food debris in the hostess trolley. We have reported on the provider's change of plans for catering arrangements in the Well-led section of this report.

- At the last inspection we found walls, doors, ceilings and floor coverings that were stained, damaged or ill fitting. At this inspection similar issues remained in 12 bedrooms, 2 bathrooms and 3 corridors that we looked at. For example, in 1 bedroom there was a hole in a ceiling tile. In a downstairs hallway the carpet was heavily stained. This impacted on the ability to keep them clean and hygienic.
- As found at the last inspection, some bedroom furniture remained damaged which impacted on the ability to keep them clean and hygienic. For example, 2 bedroom armchairs were stained and ripped. The provider told us they were aware of the condition of the chairs and planned to remove and replace them. However, no clear action plan was provided to show when this would be completed. In the meantime, the condition of the chairs impacted on the ability to keep them clean and hygienic.
- Chairs and a work surface in the visitor's room were stained and sticky to the touch. In addition, we found 1 wooden bed base had debris in between the base slats.

The continued failure to ensure systems were in place and robust enough to demonstrate risks were effectively managed was an ongoing breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

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.

Our last rating for this key question in September 2020 was Inadequate. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to review the provider's progress and assess whether they were in a position to begin providing a regulated activity again.

At our last comprehensive inspection in September 2020 the provider had failed to ensure leadership and governance within the service were effective. This was a breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of Regulation 17.

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

- There was no longer a manager in post at the service. The nominated individual said a recruitment process had commenced but there were no applicants at the time of the inspection.
- The nominated individual told us about their revised plans for the provision of catering. A local catering company had been engaged to lease the kitchen from the provider with plans to cater for the service and the adjoining hotel. However, there was no clear plan with time frames available to indicate when these arrangements would be in place and ready for use. As noted in the Safe key question of this report, the kitchen equipment remained in an unhygienic condition.
- Whilst some environmental shortfalls identified at our last inspection had been rectified, others remained outstanding as noted in the Safe key question in this report. In addition, governance arrangements had failed to identify and resolve further environmental shortfalls identified at this inspection.

The continued failure to ensure adequate leadership and governance was an ongoing breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- The nominated individual showed us a new computerised system they planned to use within the service. This was a comprehensive system designed to aid management and monitoring of, for example, care delivery and documentation, staffing arrangements and audit processes. We were not able to assess the effectiveness of the system as none of the element had yet been implemented.

At our last inspection the provider had failed to ensure premises and equipment were safe and fit for purpose. This was a breach of Regulation 15 (Premises and equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of Regulation 15.

- The premises and equipment were not sufficiently safe for people to live in or use, as noted in the Safe key question of this report. In addition, further concerns were found.
- In at least 3 bedrooms we found the tops of bedside cabinets were loose and easily removed, exposing metal fixing posts. This increased the risk of injury to people using the rooms.
- In 1 en-suite we found a screw protruding from the floor adjacent to the toilet. This increased the risk of injury to people using the room.
- A metal bar in place to cover a join in the flooring on an upstairs corridor was raised. This presented a trip hazard.
- A wardrobe doorknob was missing and a screw was protruding from the door. This issue was identified at the last inspection and had not been rectified., therefore the risk of injury remained.
- Paintwork and general repair work remained of a poor quality. For example, holes and cracks remained in ceilings; holes and cracks remained in multiple radiator covers; boxing under a sink unit in 1 bathroom was ill-fitting with gaps at the top and side.
- Wooden frames to hold curtain pelmets were uncovered with metal fixings protruding. This increased the risk of injury to people using the room.
- Some action had been taken to improve privacy screening in some ground floor rooms. However, some screening remained ineffective as it only covered parts of the window and still allowed a view into the room from buildings opposite. In addition, a bedroom window on the first floor looked directly onto a metal staircase and walkway of an adjacent building. No privacy screening was in place and the bed was positioned directly adjacent to the window.
- When highlighting examples of environmental issues found at this inspection, the nominated individual told us a room-ready checklist was in place which would be completed before people were admitted. However, the checklist was limited to bedroom areas and did not take into consideration any of the issues we found in other areas of the premises.

The continued failure to ensure premises and equipment were safe and fit for purpose was an ongoing breach of Regulation 15 (Premises and equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.