

Niram Investments Limited

Widecombe Nursing Home

Inspection report

36 Grasmere Road
Luton
Bedfordshire
LU3 2DT

Tel: 01582505575
Website: www.widecombenursinghome.co.uk

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Ratings

Overall rating for this service

Good 

Is the service safe?

Inspected but not rated

Is the service caring?

Inspected but not rated

Is the service responsive?

Inspected but not rated

Summary of findings

Overall summary

About the service

Widcombe Nursing Home is a nursing home providing personal and nursing care to 34 people at the time of the inspection. The service can support up to 38 people.

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

People told us they were felt safe because they were well cared for by staff. Staff knew people well and understood the signs to look for that may indicate a person was experiencing abuse. They were confident to raise any concerns with senior staff and managers, and that action would be taken to keep people safe.

People and relatives told us that staff were kind and treated people with respect. This was reflected in our discussions with staff who showed a positive and compassionate attitude towards the people they cared for.

The home cared for people at the end of their life with compassion and kindness. They ensured that people's wishes for the end of their life were understood and acted on, and that they were supported to be as comfortable as possible.

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 Good (published December 2017)

Why we inspected

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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.

We undertook this targeted inspection to check on specific concerns we had about whether people were treated with respect and kindness, their dignity was upheld and whether they were protected from the risk of abuse or neglect. This included whether people received care at the end of their life that was respectful and in line with their wishes. The overall rating for the service has not changed following this targeted inspection and remains good.

We found no evidence during this inspection that people were at risk of harm from these concerns.

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.

Follow up

We will continue to monitor information we receive about the service until we 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?

At our last inspection we rated this key question Good]. 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 caring?

At our last inspection we rated this key question Good]. 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 responsive?

At our last inspection we rated this key question Good]. 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

Widcombe Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about whether people received kind, respectful care upheld their dignity and protected them from the risk of abuse or neglect.

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

Two inspectors carried out this inspection.

Service and service type

Widcombe Nursing 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. This means that they 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

This inspection was unannounced.

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 and professionals who work with the service. We used all of this information to plan our inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service

and made the judgements in this report.

During the inspection

We spoke with four people who used the service and four relatives about their experience of the care provided. We spoke with seven members of staff including the registered manager, the deputy manager, a nurse, a senior care worker and three care workers. We observed the care provided to people in the communal parts of the home.

We reviewed a range of records. This included four people's care records and records related to the delivery of care such as daily notes. A variety of records relating to the management of the service including policies and procedures were reviewed.

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 Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about whether systems and processes were in place to safeguard people from the risk of abuse. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe. One person said, "There is always someone here if I need them which makes me feel safe."
- The provider had an up to date safeguarding policy which clearly identified the different types of abuse people could experience. There was an emphasis on the need for dignified, respectful care, free from bullying and harassment threaded throughout this and other policies we reviewed.
- Staff had understanding of the different types of abuse and were able to describe what signs they might look for and what action they would take if they had concerns about potential abuse.
- Staff were aware of the provider's whistleblowing process and most were confident that concerns they raised would be dealt with appropriately by the registered manager.
- The registered manager reported safeguarding concerns to the local authority and the care quality commission as required by law. However, in the registered manager's absence this was not done for two recent events. The registered manager ensured this was addressed as soon as they were prompted by us to do so.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or

managed.

- We were assured that the provider's infection prevention and control policy was up to date.

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.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about whether people received compassionate care, that staff treated them with respect and upheld their dignity. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- People told us they were happy living in the home because staff were kind and caring. One person said, "Staff are brilliant, we have a good laugh together". A relative said, "The care staff are absolutely lovely, and [name of nurse] is an absolute credit to the place. I think [they] must run on Duracell batteries!"
- All the people we spoke with said they never heard staff speaking unkindly or shouting at people. One person said staff only raised their voices if a person would be unable to hear otherwise.
- We saw caring interactions between care staff and people in the home. Staff used people's names and made eye contact when talking to them. People appeared relaxed and content in the presence of staff.
- Staff knew the people they were supporting well. When one person was showing signs of distress, we saw staff spoke gently and kindly to them and talked with them about their family because they knew this helped them to feel better.
- Staff spoke with empathy about the people they cared for. They were mindful of people's individual needs and preferences and were able to tell us how they considered this when providing care. Staff told us that, although they were busy, they tried to ensure people received care quickly when they needed it. One person said, "Staff attend to my call bell quickly if I use it." This was confirmed by records and by our observations during the inspection.

Respecting and promoting people's privacy, dignity and independence

- People were cared for in an environment that was visibly clean and fresh. The registered manager confirmed there was a refurbishment plan in place to address some areas of the home that were in need of redecoration.
- People told us staff promoted their privacy and dignity. One person said, "Staff always knock before entry [to their room], and cleaners come in daily and clean my room."
- People were well-groomed and dressed in a manner that indicated they were well cared for.
- We saw staff supporting people with their needs discreetly to protect their privacy. Staff told us they closed doors and curtains when providing personal care.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about end of life care. We will assess all of the key question at the next comprehensive inspection of the service.

End of life care and support

- The service provided end of life care for people.
- A relative told us, "The care staff were kind and brilliant, I can't praise them highly enough. My (family member) received really good care."
- Care plans and an additional end of life wishes record showed that people were asked to think about their preferences in relation to end of life care.
- Where people were nearing the end of their life, action was taken to keep them as comfortable as possible and to remain at the service if this was their choice.
- Relatives were supported to be with their family member at the end of their life if this is what they and their family member wanted.