

Welland House Care Centre Limited

Welland House Care Centre

Inspection report

Lime Grove
Welland
Malvern
Worcestershire
WR13 6LY

Tel: 01684310840

Date of inspection visit:
30 August 2016

Date of publication:
29 September 2016

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We undertook an unannounced comprehensive inspection of this service on 5 January 2016. After that inspection we received concerns in relation to staffing levels and staff skills and knowledge in assisting people to move safely. We also received concerns in relation to the support people received to manage their personal care and how people were supported to have enough to eat and drink so they remained well. As a result we undertook a focused inspection to look into those concerns on 30 August 2016. This report only covers our findings in relation to these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Welland House Care Centre on our website at www.cqc.org.uk"

Welland House Care Centre is registered to provide accommodation for older people who require nursing and personal care and who may have a dementia or mental health related illness. A maximum of 51 people can live at the home. There were 43 people living at the home at the time of our focused inspection on 30 August 2016.

A registered manager was in post at the time of our inspection. 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.

People were supported by staff who understood risks to their safety and took action so people would be cared for in ways which helped them to maintain their safety and met their care needs. People were relaxed when supported by staff and were confident if they raised any concerns about their safety or well-being staff would take action to support them. Staff had been supported to develop the skills they needed to care for people in safe ways. This included when people needed assistance to move and when people chose to walk.

People were encouraged to be involved in assessing their risks and deciding with staff how their risks could be reduced. Staff understood how effective personal care helped people to have healthy skin and enhanced people's sense of well-being. Where people needed assistance to have enough to eat and drink so their physical safety and health was maintained this was provided by staff. Staff supported people promptly in ways which reduced the likelihood of them becoming anxious.

Staff knew people's safety needs well and there was enough staff to care for people during different times of the day and night. Senior staff and the registered manager communicated information to the staff team about people's changing safety needs. Staff took action to meet people's safety needs and sought and followed the guidance given by external health professionals, so people's safety would be promoted.

Senior staff and the registered manager checked people were provided with care which helped to keep them as safe as possible.

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.

People's individual risks were taken into account by staff in the way they cared for them. Staff understood how to raise any concerns they had for people's wellbeing and safety. There was enough staff to meet people's care and safety needs. Checks were in place to assure the registered manager people were receiving the care they needed in ways which promoted their safety.

Welland House Care Centre

Detailed findings

Background to this inspection

We undertook an unannounced comprehensive inspection of this service on 5 January 2016. We undertook an unannounced focused inspection of Welland House Care Centre on 30 August 2016. This is because we had received concerns about how people's well-being and safety needs were met, after our comprehensive inspection in January 2016.

The team inspected the service against one of the five questions we ask about services: is the service safe? The inspection started at 6.30 am. We started our inspection at this time as we wanted to check if people received their care in ways which met their care and safety needs when they were supported across a range of times.

The inspection was undertaken by one Inspector.

Before the inspection, we reviewed the information we held about the home and looked at the notifications they had sent us. A notification is information about important events which the provider is required to send us by law. We also checked information which had been sent to us by other agencies. We requested information about the home from the local authority, Healthwatch and Clinical Commissioning Group. The local authority and Clinical Commissioning Group have responsibility for funding some 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.

During the inspection, we spoke with 8 people who lived at the home and spent time with people in the communal areas of home to see how staff supported them.

We spoke with six care staff, three senior staff and the registered manager. We also spoke to a member of ancillary staff. We looked at a range of documents and written records including two people's care records, records about the administration of medicines, and how staff cared for people so their safety and well-being was promoted. We sampled staff rotas and staff induction and training records. We saw how staff communicated information about people's safety needs and how they recorded the care people received. We sampled records of incidents and accidents.

We also looked at checks the registered manager and senior staff undertook to assure themselves people were receiving care which helped them to stay as safe as possible.

Is the service safe?

Our findings

People were positive about the way their safety and care needs were met by staff. One person said, "I'm looked after." Another person told us they felt safe and said, "Staff help me to move safely. Staff will do things for you." All the people we spoke with were confident if they raised any concerns about their safety or care needs staff would take action to support them.

One person told us they were supported well by staff and said, "You only have to talk to people (staff) if you want anything changed." The person told us they had asked for staff to accompany them when they walked, and staff did this. The person told us, "This makes me feel safe." Another person highlighted how supportive staff were when other people living at the home needed regular reassurance. The person told us, "Staff never lose their tempers, they're so patient."

Staff told us how they were supported by senior staff and the registered manager to assist people to be as safe as possible. Five staff we spoke with highlighted the training they received, so they knew the best way to care for people. Staff told us this included training so they would be able to help people move safely and to recognise potential abuse. All the staff we spoke with knew what actions to take if they had any concerns for people's safety. Staff were confident senior staff and the registered manager would put plans in place if they had any concerns for people's well-being.

Staff told us their initial training included guidance so they would know how to meet people's safety and care needs. Temporary staff also confirmed they were given guidance in promoting people's safety when they first came to work at the home. One temporary staff member told us, "I had initial support when I first started to do shifts at the home, so I understood people's care and safety needs." We saw staff had undertaken training to assist them to care for people in safe ways. We also saw the registered manager checked staff had the skills needed to support people safely. Plans to continue to develop staff skills further were in place, so people would continue to benefit from being supported by staff that had the knowledge and skills to meet their safety and care needs.

People said they were encouraged to discuss risks to their safety with staff. One person told us, "We've talked about risks of me having a fall, and what to do if the fire alarm sounds." Another person said they had raised a concern about how they got on with another person living at the home. The person said the registered manager had taken immediate action which helped them to feel less anxious. The person told us they found all of the staff were approachable, and said, "[Registered manager's name] and carers (staff) treat me like a daughter, not a patient." We saw staff took prompt action to reduce the risk of people became anxious when they were in each other's company.

Five staff told us they found out about risks to people's safety by checking their care plans and by talking with staff who knew people's safety needs well. Staff gave us examples of risks to people's individual safety. These included risks when people walked and risks when eating and drinking. One staff member we spoke with explained how they took action to reduce risks of infection to one person who needed support to have enough nutrition. Another staff member explained how they followed the advice provided by health

professionals so risks to people's safety were reduced by providing people with the right consistency of food and fluid.

People told us staff took action to make sure they had enough to eat and drink so their physical health was promoted. One person told us, "You have only got to ask and they (staff) will get you what you want." We saw where people needed support from staff to reduce risks to their safety when eating and drinking this was provided. Staff encouraged people to take the time they needed when eating and drinking and supported people in ways which reduced risks to their safety.

Staff understood the importance of people being supported with their personal care, and how this could affect the health of people's skin and well-being. People told us their personal care needs were met in the way they preferred, at the times that were best for them. One person explained staff always supported them carefully and said, "Staff are really good, never rush me. We always take our time." Another person told us about the personal care they received and said, "I like looking really smart. It's important to look nice and staff help me to do this." We saw staff discreetly assisted people to manage their personal care at times which suited people.

Two staff members told us about the actions they took in order to reduce the risk of people becoming ill by ensuring cleanliness routines were followed. One staff member told us, "I can order anything I need." All the staff we spoke with told us there was enough equipment to meet people's continence care needs.

We saw staff kept clear records of the regular care they provided to people, and the frequency of the support people received reflect the risks to their physical safety and well-being. We also saw people's risks were regularly reviewed, and people's care plans provided clear guidance for staff to follow so people's safety and well-being needs would be promoted.

We saw staff met regularly to communicate information on people's safety needs. Staff were encouraged to explore the best way to assist people so their safety and well-being needs were met. This included taking action based on the advice given by external health professionals, such as speech and language specialist, so risks to people's safety and well-being were reduced when people's needs changed. One temporary senior staff member told us they were always happy to return to support people living at Welland House Care Centre as the structures were in place to help them to give safe care. The staff member told us, "Handover (regular meetings) improves the quality of care. It's very important as it helps us to plan shifts and focuses on people's safety and their care needs every day."

People told us there was enough staff to meet their safety and care needs. One person told us, "I don't wait long if I need any help". Another person told us it would be nice to have an additional member of staff available during the day, as staff would have more time to talk to people. The person said, "I've never had to wait if I needed help quickly." We saw where people requested assistance this was given swiftly by staff. We also saw where people used their call bells staff responded promptly, so people received the support they needed. All the staff we spoke with told us there was enough staff to meet people's safety and care needs. The registered manager gave us examples of how they were supported by the provider to increase staffing levels at key times, so people would be supported in safe ways.

People told us staff helped them to have their medicines when they needed them. We saw people were offered pain relief by senior staff when needed. Senior staff told us they were not allowed to administer medicines until they had received training and their skills had been checked. Where people needed support to make decisions about their medicines senior staff had involved people's GPs, so they could be sure people were receiving their medicines in the best way for them. Staff told us about the regular checks on

medicines made by the registered manager and senior staff, and external pharmacists. By doing this, the manager was assured people received their medicines in a safe way. We also saw staff kept clear records of the medicines administered to people and people's medicines were securely stored.

Staff told us about some of the checks the senior staff and registered manager undertook to assure themselves people were receiving care which took their safety and well-being needs into account. These included checks during different times of the day and night. We saw these checks were in place. The registered manager also showed us some of the checks they did so they could see if there were any trends in accidents or incidents, which would lead to people's planned care being changed. The registered manager told us they were working with other organisations to further develop the care people received so people's safety needs would continue to be met.