

Woolton Grange Limited

Woolton Grange Care Home

Inspection report

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Ratings

Is the service safe?

Good 

Is the service responsive?

Good 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 08 December 2014. At which a breach of legal requirements was found. This was because the provider was failing to protect people from the risks of infection.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 14 May 2015 to check that they had followed their plan and to confirm that they now met legal requirements, which they had. We also received prior to this inspection some information of concern about the quality of the care records at the home, these concerns were not substantiated during the inspection.

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 'Woolton Grange Care Home' on our website at www.cqc.org.uk.

Woolton Grange provides accommodation and personal care for up to 43 people. Some people who live at the home have dementia. Bedrooms, bathrooms and toilets are situated over three floors with stair and passenger lift access to each of them. People have use of communal areas including a lounge, conservatory and dining room. The home is within walking distance of local shops and other amenities.

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 and associated Regulations about how the service is run. The home's manager was leaving the service shortly after this inspection. The provider is in the process of recruiting a new manager for the home.

The home was clean and well maintained. We saw that significant improvements had been made to the cleaning

Summary of findings

schedules and practices within the home. There were sufficient supplies of antibacterial hand gels, soap dispensers and paper towels in the home for both people and staff to maintain good hand hygiene. Two people spoken with told us that the home was always clean.

The home had two male and female dementia units. We visited the female unit and saw that it had been

completely re-decorated to ensure it was dementia friendly. We were told by the manager, that similar refurbishment plans were in progress with respect to the male unit.

We looked at care files and saw that they were informative and well maintained. People needs and risks were identified and planned for in the delivery of care. We saw that activities for people had been improved and there was more choice on the types of activities available.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found that appropriate action had been taken to improve the safety of the service.

The home was clean and well maintained. Cleaning schedules were in place and were followed by staff.

Infection control audits were regularly carried out.

This now meant the provider was meeting legal requirements and the service was safe.

Good



Is the service responsive?

The service was responsive. The information of concern we had received in relation to people's care records was not substantiated.

The care files looked at were informative, well maintained and contained person centred information about the people who lived in the home.

There were more activities for people to partake in.

Good



Woolton Grange Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook a focused inspection of Woolton Grange Care Home on 14 May 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 08 December 2014 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and is the service responsive.

We inspected against the question 'is the service safe' because the service was not meeting legal requirements in

relation to this question in December 2014. We inspected against the question 'is the service responsive' as we had received information of concern prior to our inspection in this inspection that the care plans at the home were not of a good standard.

The inspection was undertaken by an Adult Social Care (ASC) inspector and an ASC inspection manager.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

At the visit to the home we spoke with five people who lived there, the manager, another visiting manager from a home with the same provider, a senior staff member, the housekeeper and the maintenance person.

At the visit we looked at six people's care files, accidents and incident records and records relating to cleanliness and infection control in the home.

Is the service safe?

Our findings

At our comprehensive inspection of Woolton Grange Care Home on 08 December 2014 we found that the home was not protecting people against the risk of cross infection as there were not safe standards of cleanliness and hygiene.

This was a breach of the Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection 14 May 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 12 described above.

We walked around the home and saw that it was clean. There were cleaners present during our inspection. We spoke with the housekeeper and they showed us the cleaning schedules and records that were completed daily by the cleaning staff. We saw that the schedules were detailed and covered all areas of the home.

We asked two of the people we spoke with whether they thought the home was kept clean. One person told us that the home was clean and that the laundry service at the home was “Spot on”; the other person told us there was “no problems” with the cleanliness of the home.

We looked in all of the bathrooms and toilets and saw that they were clean. Soap dispensers and paper towels were available in all and there were ample hand washing facilities. We looked at the carpets and saw that they were clean and carpet cleaning was included on the cleaning schedules.

We looked at the infection control audits and saw that these were comprehensive and had been completed regularly. The most recent the week before our inspection. We looked at training records and saw that 94% of staff had been trained in cleanliness and infection control.

We walked around the home and saw that dementia friendly improvements had been made to the decor in the wing where people living with dementia lived. The décor was warm and stimulating and had a 1950's theme. The doors to people's bedrooms and toilets had been painted in different colours to enable people with dementia to easily distinguish between the two and bedrooms doors had been painted in bright colours to make them stand out and be easily recognisable.

Is the service responsive?

Our findings

We spoke with five people who lived in the home and four of them were positive about the home. One person was less happy but they told us that they didn't want to be there but they seemed unsure about what they wanted. Comments we received included; "The girls are great here. They work really hard" and "It's really nice here."

Prior to our inspection we had received some information of concern about the care records in the home. We did not find any issues of concern. We looked at six people's care plans and saw that they were personalised and contained information about the person and how they wished to be cared for. People's needs, risks and preferences were clearly identified and staff had sufficient guidance on what care people required and how to care for them safely. We found that care was planned and delivered in accordance with the person's wishes.

We saw that people were able to choose how they lived their lives at the home. Where people had mental health issues that impacted on their ability to consent, care plans contained an assessment of the person's capacity to consent and what decisions they were able to make.

We saw that personal life histories had been completed and we were able to find out from the records what the person's life had been like, what they enjoyed and what was important to them. Personal life histories capture the life story and memories of each person and help staff deliver person centred care. They enable the person to talk about their past and give staff, visitor and/or other professionals an improved understanding of the person they are caring for. Personal life histories have been shown to be especially useful when caring for a person with dementia.

Care plans had been regularly reviewed to ensure they remained up to date with any changes documented. In one of the care files we noted a minor issue which we reported to the manager and they agreed to action this.

We saw activities taking place and lots of interaction between staff and the people who lived in the home. We saw staff talking with people individually and a game of bingo took place in the lounge. We were told that an activities co-ordinator worked in the home and that now better, more frequent activities were taking place.