

Hampshire County Council

Bishops Waltham House Care Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Bishops Waltham House Care Home is a residential service providing care and accommodation for up to 32 older people including those living with dementia. There were 27 people using the service at the time of this inspection.

People's experience of the service and what we found:

The future of Bishops Waltham House Care Home was being considered, by the provider organisation Hampshire County Council, as part of a wider consultation about how to meet the counties long term care and nursing needs. People and staff were all very positive about their experiences of living, and working, in the home and this was an unsettling time for everyone. Staff were being well supported during this period of time, and people continued to receive compassionate and person-centred care.

People told us they felt the home was safe. Staff had received safeguarding training and safeguarding concerns had been responded to appropriately.

The risks people faced were assessed and actions identified to reduce those risks in the least restrictive way.

People were supported by staff who had been recruited safely and received appropriate training, to enable them to meet people's individual needs. There were enough staff to meet people's needs.

Systems were in place to ensure the safe storage and administration of medicines. Medicines were administered by staff who had received appropriate training and competency assessments.

People lived in a clean home, where staff understood how to reduce the risk of infection.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff supported people to maintain their skills and independence.

People were encouraged to provide feedback about the service they received, both informally and formally. People told us they were listened to.

People, staff and visiting professionals spoke positively about the management of the home. Staff understood their roles and responsibilities and felt supported by the management to raise any issues or concerns.

The quality of people's experience was monitored, and action taken, when needed, to promote their safety and well-being.

Auditing and monitoring had identified the need to improve recording and actions were being taken to progress this.

There was an inclusive and person centred culture evident in the home. People commented on the control they retained over their lives.

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 September 2017).

Why we inspected

This inspection was prompted by a review of the information we held about this service. We undertook a focused inspection to review the key questions of safe and well-led only. For those key question not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Bishops Waltham House 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 safe?

Good ●

The service was safe.

Details are in our well-led findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Bishops Waltham House 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 and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection team consisted of three inspectors.

Service and service type

Bishops Waltham House 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. Bishops Waltham House 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

The inspection was unannounced.

What we did before the inspection

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 12 people and a relative. We also spoke with 9 staff including the registered manager, the deputy manager, senior care staff, care staff, activities person, a housekeeper, the chef and the maintenance person. We also spoke with 2 representatives from the provider. We contacted 4 health and social care professionals to ask their views, we were able to get feedback from one of them and the local authority's quality monitoring team. We had received feedback from 3 professionals as part of a monitoring assessment in July 2023.

We reviewed a range of records. This included elements of 6 people's care records and a sample of medication records. We looked at a variety of records relating to the management of the service, including training records, incident records, fire safety records, two staff recruitment files, and quality assurance processes.

We met with the registered manager to discuss governance using a TEAMS call on 23 October 2023.

Is the service safe?

Our findings

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

At our last inspection we rated this key question Good. At this inspection the rating has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- People were safeguarded from abuse and avoidable harm.
- People told us they felt safe. They told us they felt safe because the staff were kind and present. One person told us, "I feel safe – the staff are very good." Another person said, "They are lovely and could not be any better."
- Staff had undertaken safeguarding training.
- Professionals fed back that staff responded appropriately to safeguarding concerns.

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks.
- Staff managed the safety of the living environment and equipment in it through checks and action to minimise risk. People were confident in the staff's ability to use equipment safely. One person referred to the equipment used to support them to move and told us, "Yes I feel safe – the staff help me with it."
- Staff could recognise signs when people experienced emotional distress and knew how to support them. Staff supported people who were upset with patience and compassion. A relative said, "Staff are very patient when mum has become agitated in the past, they are reassuring and I've heard them be so with other residents too."
- Risk assessments and the associated care plans were personalised and supported staff to protect people whilst promoting their independence.
- Changes were recorded in handovers so that staff remained up to date with people's current needs.
- Some care documentation required updating to fully reflect the risks people faced. The registered manager described the measures being taken to support staff to carry out this work.

Staffing and recruitment

- The provider ensured there were sufficient numbers of suitable staff.
- The provider operated safe recruitment processes.
- People commented on the availability of staff. One person told us, "The staff are lovely. They are always popping in." Another person said, "If I want them I push that thing and they come quickly."

Using medicines safely

- People were supported to receive their medicines safely.
- Staff giving medicines had been appropriately trained and had their competency assessed.
- A relative said their loved one received the medicines they needed when they needed them, and said; "Staff who carry out the medication rounds wear tabards to let people know they are not to be interrupted if

possible to ensure they can do the task safely."

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- People told us that their home was kept clean and made comments such as, "It's clean." and "They keep it clean for me."
- Housekeeping staff confidently described the additional measures they took to ensure infection control when people were ill.

Visiting in Care Homes

- People were able to receive visitors without restrictions in line with best practice guidance.

Learning lessons when things go wrong

- The provider learned lessons when things had gone wrong.
- Incidents, accidents and near misses were monitored to ensure any lessons could be learned. There was work underway to improve incident reporting. This work would improve how lessons could be learned.
- Learning was shared across the staff team when appropriate.

Is consent to care and treatment always sought in line with legislation and guidance?

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguarding (DoLS)

- The provider was working in line with the Mental Capacity Act.

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 our last inspection we rated this key question Good. At this inspection the rating has remained Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- There was a positive and open culture at the service.
- The provider had systems to provide person-centred care that achieved good outcomes for people.
- Staff were committed to the home and spoke with pride about their work. We heard numerous comments such as, "I am very proud to work here."
- People reflected on the person-centred approach that was embedded in the home. One person told us, "You can do what you want." Another person said, "No one tells you what to do." The compassion of the staff team was reflected in comments such as, "The staff can't do enough for you."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider understood their responsibilities under the duty of candour.
- There were systems in place to ensure staff considered duty of candour when things went wrong.

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

- The provider had a clear management structure that monitored the quality of care to drive improvements in service delivery.
- The registered manager described the staffing structure within the home. This structure reflected the needs of the home and it was reviewed and changes made to support the team's goals. For example, the registered manager and other leaders had identified the need to work on record keeping. The staff structure was being altered to free up senior care staff to undertake this work and to support staff learning.
- There were robust systems in place to monitor the quality and safety of people's experiences. Staff accountabilities related to monitoring and auditing were clear.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics.
- People were included in decision making within the home. One person told us, "They made me an advocate and that is a real privilege. I felt honoured to have been asked. I speak up at meetings and they listen to me. If I suggest something they try to do it." We also heard how people who found it harder to speak

up were consulted on a 1:1 basis.

- Staff were kept informed and included through regular meetings and informal discussion. We heard positive examples from the staff team about how the management of the home supported staff to work together and put people first. We heard comments like, "We have regular meetings, and they keep us updated." , "I feel supported and morale appears good", "I am very proud of what I do and the management are great." and "There is no them and us we are one whole team."

Continuous learning and improving care

- The provider had created a learning culture at the service which improved the care people received.
- The registered manager described how the team applied learning to improve the quality of everyone's experiences. For example, one person benefitted from a type of sign language. Learning this had helped staff structure their communication with other people in the home who benefitted from simplified language structure due to the way their dementia had affected them.

Working in partnership with others

- The provider worked in partnership with others.
- We undertook monitoring of Bishops Waltham House Care Home in July 2023. We heard back from 3 professionals who worked closely with the home. They all described their working partnerships positively.