

Palms Row Health Care Limited

Westbourne House Nursing Home

Inspection report

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Date of inspection visit:
07 October 2020

Date of publication:
13 November 2020

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

Westbourne House Nursing Home is a care home which provides personal and nursing care for up to 71 people with a range of medical and mental health needs. At the time of the inspection there were 41 people living at the home. The home also provides intermediate care for people who are admitted to the service from the community or from local hospitals. Intermediate care is undertaken via a National Health Service contract to help ease the pressures on the acute health care services in the area. People receiving intermediate care were receiving rehabilitation to support them to return home or to an alternative care setting.

At the time of this inspection the service was mainly caring for people who were using the service on a temporary basis; some of whom only used the service for a very short period after being discharged from hospital.

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

The service was safe, and people received care from staff who were safely recruited and inducted into the role. Medicines were managed safely, with minor improvements needed to record keeping. Personal protective equipment was readily available to staff and all staff were trained on how to keep people safe from the risk of infection and use PPE correctly. Through observation and discussions with staff, it was clear training was well embedded. The home was clean and tidy. There were enough staff available to keep people safe and meet their needs in a timely manner.

The management team were well thought of and staff told us they felt well-supported. The management team were committed to providing good quality care and completed a range of audits and checks to ensure continuous improvement of the service. There was limited evidence to demonstrate what steps the provider had taken or planned to take to improve the service's environment.

Rating at last inspection and update

The last rating for this service was requires improvement (published 26 June 2019) and there was a breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the Requirement Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met and because of concerns we had about staffing levels, risks assessments, reporting to CQC and audit processes. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections 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 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 coronavirus and other infection outbreaks effectively.

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

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 requires improvement. 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?

At our last inspection we rated this key question requires improvement. 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

Westbourne House Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Requirement Notice in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We will assess all of the key question at the next comprehensive inspection of the service.

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 undertaken by two inspectors.

Service and service type

Westbourne House 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 who was in the process of being 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

We gave the service 24 hours' notice of the inspection. This was because we needed to confirm information with the home's manager to support the inspection.

What we did before 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 the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

During the inspection

We spoke with 10 members of staff including the nominated individual, home manager and two clinical leads. We spoke with four service users.

We reviewed a range of records, including medication administration records (MAR's), care records, as well as information relating to the health and safety and management and oversight of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 Requires Improvement. 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 explore the specific concerns we had about Westbourne House Nursing Home. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

At our last inspection the provider had not ensured medicines were managed in a safe way. This was a breach of Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 12.

- People's medicines were administered, ordered and disposed of safely, in accordance with good practice guidelines.
- Staff recorded every time they administered a person's medication in line with current guidance. Minor improvements were needed to recording administration of topical creams and temperature checks to ensure medicines were consistently stored in optimal conditions.
- CQC were assured this was a record keeping issue and people's medicines were stored and administered appropriately.
- Staff confirmed they completed training before they were able to administer medicines and received an annual review of their knowledge, skills and competence to administer medicines.
- The management team completed regular audits of the medicines management systems, to identify potential safety issues and ensure good practice guidance was followed. Where audits identified improvements were needed, these were acted on.

Systems and processes to safeguard people from the risk of abuse; Assessing risk, safety monitoring and management

- Systems were in place to protect people from abuse and avoidable harm. Safeguarding incidents were correctly reported, investigated and measures put in place to prevent a re-occurrence.
- Risks to people's health and safety were assessed and mitigated. Clear and detailed risk assessments were in place which were well understood by staff, giving us assurance they were followed.
- Staff completed a record each time they provided a person with support or when an aspect of their health needed to be monitored for safety reasons, such as a person's weight or skin integrity. Records were up to date and contained relevant information to facilitate effective monitoring of people's health and wellbeing.

Staffing and recruitment

- There were enough staff deployed to ensure people's support needs were safely met.
- Staffing levels were calculated according to people's individual needs and feedback from people and staff was considered as part of this process.
- The home manager confirmed all staff were safely recruited and since the last inspection their recruitment practices had remained the same. We did not look at staff recruitment files as part of this targeted inspection as we had no concerns in this area.

Preventing and controlling infection

- The home was clean and effective measures were in place to prevent and control the spread of infection.
- Staff had received training in infection control and personal protective equipment (PPE) such as gloves and aprons were readily available.
- The service followed a comprehensive infection control audit programme which was delivered by the NHS. Audits were completed regularly to identify potential shortfalls in the home. Where improvement actions were identified by the auditor, these were addressed in a timely way.

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 the last inspection this key question was rated as requires improvement. 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 explore the specific concerns we had about Westbourne House Nursing Home. We will assess all of the key question at the next comprehensive inspection of the service.

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

- At the time of our visit the manager was new in post and in the process of registering with the CQC. They had management experience and they were familiar with the service and the provider's systems of governance.
- We were satisfied the manager understood their requirements to notify CQC of all incidents of concern, including serious injuries, deaths and safeguarding alerts. Staff at all levels were clear about their roles and responsibilities.
- Checks were comprehensive and completed regularly by the management team to monitor the quality and safety of the service. We saw clear evidence managers were able to question practice through their audit systems.
- The provider had a comprehensive set of policies and procedures. We saw these were up to date and regularly reviewed. As a result, they reflected current legislation and good practice guidance. These were readily available to staff.

Continuous learning and improving care

- The management team were committed to continually improving the service. They had effective audits and quality assurance systems in place. These had been fully implemented since the last inspection and covered all aspects of service delivery.
- The provider assured us they would address our concerns about record keeping identified in the 'safe' section of the report. The provider told us they had started to implement an electronic care record system at the home, which had the ability, amongst many other key benefits, to flag potential gaps in records to staff and managers, so they were less likely to be missed.
- The building was safe and well-maintained overall, although some areas were beginning to show signs of wear and tear. The absence of clear improvement plan meant we had limited assurances these areas were being acted on in a timely way. The provider accepted aspects of the building could be improved upon and would consider implementing a service improvement plan before the next inspection.
- Feedback about the management team was positive. Staff told us they felt supported by management. They told us they were encouraged to undertake training and develop their skills. Staff commented, "The managers are very approachable, [clinical Lead's name] is great you can go to them with any problems" and

"I've worked here for 20 years. It is a good home to work for, I wouldn't still be here if it wasn't."