

Westmorland Healthcare Limited

Westmorland Court Nursing and Residential Home

Inspection report

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Date of inspection visit:
13 October 2022
14 October 2022

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16 November 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Westmorland Court Nursing and Residential Home is a care home providing personal and/or nursing care for up to 48 older people, including people living with dementia. At the time of the inspection there were 38 people living in the home.

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

We noted a concern where a person may not have received emergency care as quickly as they should. This was highlighted to the registered manager and provider representative. They took action with the staff involved and instigated an internal review of what may have gone wrong. In the 2 other cases we reviewed, we were assured the service had appropriately elevated concerns to the relevant healthcare professionals.

We established some concerns around the use of staff employed through a staffing agency. The service could not be completely assured they were appropriate to work with vulnerable people. Required documentation was unavailable and the registered manager resolved the matter during the inspection process. They said a revised system of check would be implemented to ensure thorough checks were in place in future.

Rating at last inspection

The last rating for this service was requires improvement (published 29 August 2019).

Why we inspected

The inspection was prompted, in part, by notification of an incident following which a person using the service died. This incident is subject to further investigation by CQC as to whether any regulatory action should be taken. As a result, this inspection did not examine the full circumstances of the incident. However, the information shared with CQC about the incident indicated potential concerns about the management of risk when people become seriously unwell. We had also received concerns about the service's use of agency staff. This inspection examined those risks.

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

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Westmorland Court Nursing and Residential Home on our website at www.cqc.org.uk.

Follow up

We shared our findings with partner agencies. 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?

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Westmorland Court Nursing and Residential 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.

This was a targeted inspection to check whether the provider had met the requirements of specific concerns we had about elevating issues to healthcare specialists and the safe use of staff. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Westmorland Court Nursing and Residential Home is a care home with nursing care. 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. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

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.

Inspection activity started on 13 October 2022 and ended on 14 October 2022. We visited the location on 13 October 2022 and spoke with the registered manager on the phone to provide feedback on 14 October 2022.

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 had also requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

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 the registered manager, clinical lead, administrator and considered six staff members' employment records.

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 our last inspection this key question was rated required improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check concerns we had about the service appropriately escalating issues to healthcare specialists and the safe use of staff. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The service did not always effectively monitor peoples' changing health condition. In one case we considered, staff had recorded their observations of a person and this indicated a deterioration in the person's condition. There was a delay in referring the person to specialist healthcare professionals, such as ambulance staff. This could have led to an increased risk of harm.
- The registered manager responded to this risk immediately during and after the inspection. They confirmed action had been taken with relevant staff members and lessons had been learnt. The provider representative advised that a full review would take place and with the resulting report shared with CQC and partner agencies.
- We considered 2 other cases where concern had been expressed about delay in seeking specialist help. In these cases we were satisfied the service had acted appropriately.

Staffing and recruitment

- Whilst the provider had a recruitment procedure, this was not always effective when staff were supplied by an external agency.
- We considered the services' use of 3 agency staff and noted issues with how these staff members had been engaged. Documents including the members' right to work, experience and training records were not always available. This meant the provider could not be assured they were appropriate to work with vulnerable people.
- The registered manager obtained relevant documentation during the inspection. An agency staff member was also re-trained the day after our visit to ensure they were competent to deal with vulnerable people. The registered manager said a revised system would be implemented to ensure thorough checks were in place in the future.
- Appropriate processes were in place and followed when staff had been directly employed by the provider.

We recommend that the provider implements a robust system to ensure all appropriate checks are carried when using agency staff.