

Wythall Residential Home Limited

# Wythall Residential Home

## Inspection report

241 Station Road  
Wythall  
Birmingham  
West Midlands  
B47 6ET

Tel: 01564823478

Date of inspection visit:  
21 August 2017

Date of publication:  
07 December 2017

## Ratings

|                                 |                        |
|---------------------------------|------------------------|
| Overall rating for this service | Good ●                 |
| Is the service safe?            | Good ●                 |
| Is the service responsive?      | Good ●                 |
| Is the service well-led?        | Requires Improvement ● |

# Summary of findings

## Overall summary

Wythall Residential Home is registered to provide accommodation and personal care for older people who may live with dementia for up to 22 people. At the time of our inspection 15 people were living at the home.

We carried out an unannounced comprehensive inspection of this service on 3 November 2016. After that inspection we received concerns in relation to the safety of people, the care people received and the management of the home. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at [www.cqc.org.uk](http://www.cqc.org.uk)"

Following the previous inspection we rated each of the five key questions as Good. The overall rating for the service was Good. We have not changed our overall rating of the service. However, the question 'Is the service well-led' is now rated as Requires Improvement.

The rating following our previous inspection was not on display within the service on our arrival. This was later seen to be in place.

There was a manager in post. This person had commenced on the process necessary to register with the Care Quality Commission although no application had been received by the commission at that time. 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 we spoke with told us they felt safe living at the home. Staff had an awareness of their responsibility to report poor or potentially abusive practice. People told us they were able to get up when they wanted. Information about when people got up in the morning was included within their care plan. Care records were not always detailed such as the assistance needed in the event of a fall however staff had an awareness of people's needs

People were supported around the home as they wished with the guidance of staff to reduce the risk of falling. Equipment was available such as hoists if needed. We saw staff administered people's medicines and record as required. Staff were seen to respond to people's needs throughout the day. People were able to undertake their interests and staff were seen spending time with people.

You can see what action we told the provider to take at the back of the report.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

The service remains safe.

People felt safe and staff knew of their responsibilities to report any concerns.

Staff were aware of risks to people such as mobility and how to assist people.

People received their medicines as prescribed.

**Good** ●

### Is the service responsive?

The service remains responsive.

People were able to enjoy leisure activities.

**Good** ●

### Is the service well-led?

The service was not consistently well led.

There was not a registered manager in place.

The rating from our previous inspection was not displayed.

People felt the new manager had made improvements in the home. As the manager was not registered assurance on improvements were not as yet fully tested.

**Requires Improvement** ●

# Wythall Residential 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 checked whether the provider is 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.

This inspection took place on 21 August 2017 and was unannounced. It was completed by one inspector.

The inspection took place as a result of information of concern we had received. We reviewed the information we held about the service and looked at notifications they had sent to us. A notification is information about important events which the provider is required by law to send to us.

As part of the inspection we spoke with 12 people who lived at the home about their experiences. In addition we spoke with the manager and the registered provider. We also spoke with eight members of staff. These staff included senior care staff, care staff as well as kitchen and cleaning staff. We spoke with two visiting health care professionals, three relatives and another person visiting to provide a service for people.

We looked at care plans and risk assessments relating to three people.

# Is the service safe?

## Our findings

We last inspected the service provided at Wythall Residential Home in November 2016. At the time of that inspection we assessed the provider as Good in this question.

People we spoke with told us they felt safe living at the home. One person told us they liked living at the home and, "I have never had anybody nasty or naughty to me." The same person told us, "I feel safe here" and, "I can't think of anybody unhappy". Another person told us staff are, "Very good" and added, "The same person told us they felt relaxed living at the home and, "Well looked after."

We spoke with staff members employed in different roles within the home. All of the staff we spoke with were aware of their responsibility to report any abusive practice or poor care they witnessed or became aware of. Staff assured us they had not witnessed any staff shout at people or place people who lived at the home at risk of injury. Staff told us they believed the care provided at the home to be good. One member of staff told us staff really, "Look after people well."

We saw people walking around the home such as within communal areas and along the corridors. Some people required walking aids to assist them with their mobility such as walking sticks and frames. Staff were seen supporting and guiding people around the home and reminding them how to keep safe by using their mobility equipment. The handover sheet used on the morning of our inspection showed seven people as 'mobile' and eight people as either 'zimmer' (walking frame) or 'walking stick'.

We spoke with staff members and the registered provider about the use of specialist equipment such as hoists. They told us nobody currently living at the home required a hoist to assist them get in and out of chairs or bed or to enable them to move from one place to another. Staff told us they would encourage people to get up from the floor in the event of them failing or use a hoist or contact emergency services. Equipment was available for staff to use in the event of a person requiring assistance to aid their mobility. The mobile hoists we saw had received checks by an engineer to ensure they were safe to use. Staff we spoke with assured us they would either use equipment such as a hoist or contact emergency services if the person was either unable to get up or potentially injured.

Throughout the inspection we heard people make positive comments to staff while they received care and support. We heard friendly conversations take place between people and staff members. People told us there were sufficient members of staff available to assist them when they needed support. Staff were seen to be attentive to people's needs throughout the inspection. Staff we spoke with were happy with the arrangements for covering the rota to ensure sufficient staff were at work to provide the level of support people needed.

Senior staff were seen administering people's medicines. We saw them checking the records before they gave people any medicine. Staff were heard asking people if they wanted to take their medicines and wait for them to swallow them.

## Is the service responsive?

### Our findings

We last inspected the service provided at Wythall Residential Home in November 2016. At the time of that inspection we assessed the provider as Good in this question.

People we spoke with told us they were able to get up in the morning when they wanted to. One person told us, "I get up at 8:30 when I want to. Nobody wakes me up." Some people needed assistance with getting washed and dressed each morning. Nobody we spoke with told us they were made to get up at a time when they did not want to. Staff told us the night staff would get people up who had requested to do so. One person's care plan showed they had always got up early. Staff told us about other people's wishes and described their routines as, "Will buzz" (use the call alarm), "Will choose" and "Will say" when they want to get up. Another member of staff told us nobody was assisted up before 7:00 in the morning. We saw people in the dining room having breakfast who looked bright and alert with no indication of wanting to go to sleep. One person in the lounge was sleepy but their care plan showed they elected to be up early. This person had no concerns about the care they received or when they were got up each day.

We saw staff respond to people when they asked for a drink. People were seen to be independent of support while eating. We saw staff show people a choice of sweet after their mid-day meal and wait for people to respond and indicate which they wanted.

Staff also responded to a person who throughout the day showed signs of anxiety. Staff were seen to spend time with this person to support them as well as reduce the risk of other people becoming distressed.

We asked people whether there was enough for them to do while living at the home. One person told us, "Sometimes we have a laugh" and "I like to sing". During the inspection we heard this person singing while another person was heard humming to background music while they ate their lunch. One person told us there was not a lot to do but added, "I don't demand anything. I just do my own thing."

Staff told us they had the time to be able to sit and talk with people as well as undertake hobbies and leisure activities. One member of staff told us staff do people's, "Hair, nails and watch films and reminisce." Throughout our inspection we saw staff in the communal lounge and dining room. Staff were often engaging with people as well as doing people's nails. During the afternoon we saw a scheduled movement and exercise session take place involving people. People told us they liked these sessions as well as having entertainers visit the home.

# Is the service well-led?

## Our findings

We last inspected the service provided at Wythall Residential Home in November 2016. At the time of that inspection we assessed the provider as Good in this question. Following this inspection we have rated the question as Requires Improvement.

At the time of our previous inspection there was no registered manager in place. Management arrangements at the time consisted of a part time interim manager and managers from the provider's other homes. A new manager commenced in February 2017. At the time of our inspection they had not applied to the Care Quality Commission to become registered. We saw the manager had the necessary documentation to apply for checks to be carried out on their suitability to be registered. The manager and the provider told us they had not applied until after they had undertaken a review at the end of a probation period. This was confirmed by the registered provider. However, this should have not delayed the application to become registered with the Commission.

The registered person is required under the law to display their most recent rating made by the Care Quality Commission at the location and on their web site. We saw the rating on the web site however it was not displayed within the home. This was brought to the attention of the manager and the provider and the rating was displayed before we left.

This was a breach of Regulation 20 A (3) Requirement as to display performance assessments of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The oversight and governance of accidents needed to be improved to ensure safe systems were in place. Staff were aware of the action they needed to take to keep people safe however the information in care records and the agreed strategies were not always clear. The manager undertook to make improvements and ensure all staff were aware of the records.

Staff and the management were in the process of reviewing and developing the culture of the home. This included the expectations of staff and the manager's values in supporting the people living at the home. We saw information from the most recent satisfaction survey was on display. However, the information was not clear because it did not show what the responses referred to. The manager acknowledged this and told us they were looking at seeking views from people through another survey.

We spoke with medical professionals who had no concerns about the timeliness of requests for home visits. They confirmed people would at times be taken to the nearby surgery to see a doctor.

The manager told us they had identified areas needing improvement when they first started their employment and had taken steps to improve. For example senior staff had received refresher training in medicine management.