

Woodfalls Care Limited

Woodfalls Care Home

Inspection report

Vale Road
Woodfalls
Salisbury
Wiltshire
SP5 2LT

Tel: 01725511226

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14 January 2020

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11 February 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Woodfalls Care Home is a care home providing accommodation and personal care for up to 24 older people, some of whom may have dementia. At the time of the inspection 19 people were living in the home.

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

At the last inspection we told the provider they needed to improve the way they supported people with medicines. At this inspection we found the provider had made the improvements necessary to meet legal requirements.

Medicines were safely managed. People were supported to take the medicines they had been prescribed. Staff had received additional training and managers regularly checked to ensure the systems were working well.

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 requires improvement (published 19 October 2019) and there were breaches of regulations. 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 to the way medicines were managed.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC are currently trialling targeted inspections, to measure their effectiveness in following up on a Warning Notice or other 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodfalls Care 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?

The service was not always safe.

Details are in our safe findings below.

Inspected but not rated

Woodfalls 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. This was a targeted inspection to check whether the provider had met the requirements of the warning notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was completed by one inspector.

Service and service type

Woodfalls Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 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.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included the action the provider said they would take to address the shortfalls identified at the last inspection. 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. We used all of this information to plan our inspection.

During the inspection

We spoke with two members of staff including the registered manager and a senior carer. We reviewed a

range of records relating to medicines management.

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. At this inspection this key question has remained the same. We have not changed the rating as we have not assessed all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

At the last comprehensive inspection, in September 2019, we assessed that the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because people did not always receive the correct dose of medicine they had been prescribed. This was a repeated breach of regulations in relation to medicines management. We served a warning notice as a result of this on-going breach of the regulation. We told the provider they needed to meet the requirements of the regulation by 31 December 2019.

At this inspection we found the provider had taken the action needed to ensure medicines were managed safely.

- People were supported to take the medicines they had been prescribed. Medicines administration records had been fully completed. These gave details of the medicines people had been supported to take. There was a record of all medicines received into the home and disposed of. Records demonstrated people had received their medicines at the right time and dose.
- Where people were prescribed 'as required' medicines, there were protocols in place detailing when they should be administered. Staff had recorded why they had supported people to take this medicine and whether it worked, for example whether it helped control people's pain.
- We observed staff following safe practice when supporting people with their medicines. Staff administering medicines had received training.
- The provider had introduced a new electronic medicine recording system since the last inspection. Staff had received training in the new system and told us it worked well. Staff entered all medicines received into the home on the computer system and recorded all medicines they supported people to take. The stock recorded matched the number of tablets held for a sample of medicines we checked.
- Medicines were securely stored in locked cabinets and staff checked that medicine was being stored at the correct temperature.
- Staff told us they had received additional support with medicines management and felt they were able to concentrate on supporting people without distractions. Staff were confident the medicines management systems were safe.
- The registered manager had systems to regularly audit the medicines records to ensure they were fully completed.