

Stowcare Limited

# Woodfield Court

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Woodfield Court is a residential care home providing personal care for up to 29 people aged 65 years and over across two floors. At the time of the inspection 26 people were living at the service.

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

The staff had received training including the safeguarding of people, administration of medicines, infection control and diabetes. The staff also informed us they had regular supervision and a yearly appraisal. The service had sufficient members of staff to cover the rota and the systems to recruit staff safely were robust.

A care plan and risk assessments had been written from an assessment of the person's needs and was updated as necessary. The staff were aware of the contents of the care plan so that they understood the person's needs and how to support them to meet their desired goal. People's care was planned to meet their assessed nutritional and health needs.

People were supported to have maximum choice and control of their life and staff supported them in the least restrictive way possible.

People's privacy, support to remain independent and dignity was respected. We observed staff listening to people and helping them to make choices. People's relatives were involved in their care planning in agreement with the person and care reviews were planned.

People received a responsive service which was adaptable to support their needs depending upon how they felt during the day. There were systems in place to assess, plan and meet their individual needs and preferences. Activities continued to be developed with the people living at the service so that they could enjoy hobbies and interests at the service while accessing the local community. There was a complaints procedure in place.

The deputy manager told us the aim of the service was to deliver person-centred quality care. The service provided was assessed and monitored by the registered manager and senior staff of the organisation. The staff also conversed frequently with people using the service to determine their views and develop the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 31 January 2017) and the key question for effective was rated at requires improvement. At this inspection we found improvements had been made and this key question was now also rated good as were all of the other key questions.

The overall rating for the service remains Good.

#### Why we inspected

This was a planned inspection based on the previous rating.

#### 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 safe.

Details are in our safe findings below.

**Good** ●

### **Is the service effective?**

The service was effective.

Details are in our effective findings below.

**Good** ●

### **Is the service caring?**

The service was caring.

Details are in our caring findings below.

**Good** ●

### **Is the service responsive?**

The service was responsive.

Details are in our responsive findings below.

**Good** ●

### **Is the service well-led?**

The service was well-led.

Details are in our well-Led findings below.

**Good** ●

# Woodfield Court

## 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 Care Act 2014.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Woodfield Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection. This service does not provide nursing care.

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. We used the information the provider sent us in the last 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 the information to plan our inspection.

#### During the inspection

We spoke with five people who used the service about their experiences of the care provided and one

relative. We spoke with five members of staff including the nominated individual, deputy manager, one senior care assistant, one care assistant and an activities co-ordinator. We also spoke with two visiting professionals. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us. We looked at quality assurance records, three people's care plans and nine medicine records. We look at three staff files in relation to recruitment and staff supervision. We also reviewed a variety of records relating to the management of the service, including policies and procedures.

After the inspection

We spoke with three relatives of people using the service about their views of the service. We reviewed a range of records.

# 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 good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The staff demonstrated an understanding of what constituted abuse and actions they would take to protect people. One member of staff told us, "The training we have had is very good and detailed. I know how to report safeguarding and I would speak with a senior staff member about any concerns."
- The service had a file where any safeguarding referrals were made with follow-up actions and any lessons that could be learnt.
- The management team was aware of their responsibility to liaise with the local authority if safeguarding concerns were raised.

Assessing risk, safety monitoring and management

- The service had a system to record and analyse any accidents or incidents. This helped to identify any trends or themes.
- Staff took steps to identify and manage risks to people living at the service.
- People's care records showed risks to people were assessed and these included environment, mobility, skin care and support with any medical conditions. A member of staff informed us about how they monitored and supported a person with a medical condition to support their well-being.

Staffing and recruitment

- The service continued to have a policy and procedure designed for the safe recruitment of staff.
- Staff files included completed application forms. Written references from previous employers, proof of identification and contracts.
- There were sufficient staff employed to meet the needs of the people living at Woodfield Court. One person told us, "I think there are enough staff you do not have to wait long for anything." A member of staff told us, "We work well together as a team and I think we have enough staff."

Using medicines safely

- People were supported to take their medicines in a safe manner by staff that had received medicines training. One person told us, "They always bring my tablets to me without fail."
- When people were prescribed medicines on a when-required basis, there was written information available to guide staff about how and when to give the medicine to people to ensure this was given consistently and appropriately.
- Competency assessments were completed for all staff which helped to ensure they were safe to administer prescribed medicines to people.

### Preventing and controlling infection

- Staff were provided with training in the subject of infection control and the staff we spoke with confirmed they had received training.
- Care plans included details of good infection control practice that staff were required to follow with regard to personal care, medicines and supporting people with eating and drinking.

### Learning lessons when things go wrong

- Incidents and accidents that had occurred were recorded and action taken in response to determine what has happened and action that could be taken in the future to reduce the likelihood of happening again.



# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

- People were supported by staff who had received training for their roles.
- Regular supervision and an annual appraisal were planned well in advance. One member of staff told us, "Things have greatly improved and I have regular supervision now and a yearly appraisal."
- New staff having completed the induction training received support from experienced members of staff and were gradually introduced to the service by being given time to meet people and read care plans.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The staff had worked with other professionals and developed an assessment tool so that accurate information was collected including people's needs and preferences.
- People's needs were assessed before they started to receive support from the service. One person told us, "The staff came to see me to talk about Woodfield Court and to work out if they could look after me. I am quite happy here, all is going well."
- The assessment included people's preferences and details about their health and the support they required to help maintain their independence.

Supporting people to eat and drink enough to maintain a balanced diet

- The staff had identified people's preferences and choices of food with them. One person told us, "The food is always very good." A relative said, "[My relative] has done very well since being there and this is down to having good meals everyday and that is reassuring to us."
- People told us they enjoyed their meals and it was a pleasant occasion. One person said, "I do like the roast dinners."
- Staff informed us that if they ever had concerns about a person not eating or drinking enough. They would discuss this with them, weigh them more frequently and also seek advice from dieticians.

Staff working with other agencies to provide consistent, effective, timely care

- The staff worked with people using the service to arrange appointments with other professionals to support people's well-being. Information regarding appointments was recorded in people's care plans.
- A professional told us, "It is a pleasure coming here as we are welcomed in and staff listen to us and work with us. They refer people appropriately."
- The staff worked closely with the people living at the service and in particular staff from other services to ensure care and support was delivered in an effective and timely way.

Adapting service, design, decoration to meet people's needs

- The service had information signage to support people to find their way around.
- An area had been developed upstairs so that people could take tea together and oversee the grounds of the service.
- A room downstairs continued to be developed for many activities. This included when families visited and people wished to have meals with them. People living at Woodfield Court had expressed that they wanted a separate dining area for any visiting families with their relatives.

Supporting people to live healthier lives, access healthcare services and support

- Staff had recorded in people's care plans the support received from health care professionals, including their GP and community nurses. Feedback and guidance was recorded to ensure people received a consistent service with regard to their needs.

Ensuring consent to care and treatment in line with law 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 Act 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 when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Staff knew how the MCA and DoLS applied to their work. One member of staff told us, "We have had training about this and we commence with best interest meetings and talking with families and the local authority for advice."
- The registered manager and deputy had worked with people to determine their capacity and to ensure people were involved in the decision-making process of how they lived their lives. The deputy manager explained to us how the process was used to arrange and record best interest decisions.
- We saw staff talking with people about the care and support they wanted and gained consent before they carried out any tasks. Staff offered people choices with regard to what they wanted to do and what they wanted to eat. A member of staff told us, "You can never assume, one person usually likes a shower but sometimes they prefer a bath."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- The deputy manager informed us that when employing staff, they were looking for people with empathy and understanding. These characteristics of the staff were confirmed to us by our observations of staff providing support. We saw positive exchanges of non-verbal communication, such as smiles.
- One person told us, "I think I am well treated here, the staff always want to know how you are and how they can help you."
- A relative informed us how the staff worked in a caring and respectful manner. Staff ensured whenever people were leaving the service to participate in an activity, checks were made to be prepared for all possible weathers.

Supporting people to express their views and be involved in making decisions about their care

- People's care records considered their views and preferences. This helped to ensure that care was delivered in a way that met the needs of people using the service. One person told us, "The staff write things down, but I can see it if I ever want to."
- We observed staff supporting people in the manner that was recorded in their care plan. A member of staff told us, "I have got to know the person well and can support them how they wish to be supported with their meals."
- People's care plans contained person-centred information about them including their likes and dislikes, so that the staff knew how to support them.

Respecting and promoting people's privacy, dignity and independence

- People were supported to be independent. People walked in the grounds when they wished and decided whether or not to be involved with the group activities.
- Privacy was respected because confidential information was held securely in the office location.
- The staff showed respect by addressing the person with the name they wished to be called.
- Staff knocked on bedroom doors before entering and we saw that staff spoke with people in a discreet way about if they needed assistance with their personal care needs.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People told us they were content using the service, and they received personalised care which met their needs. One person told us, "I get up when I want to do as I please." Another person said, "I am happy here because the staff are here to help you with whatever you want to do."
- Prior to joining the service an assessment was carried out to determine if the staff could meet the person's needs. This was used to inform the person's care plan.
- The service provided consistent staff which helped to develop positive relationships between the people using the service and staff members. One person told us, "I know each member of staff."
- Regular reviews of care were arranged to reflect changing needs.
- Staff confirmed that the care plan in place reflected current needs and they recorded daily information in people's care plans.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People were provided with information in a format they could understand, and signage helped people to locate their way around their home.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- There was a programme of activities which reduced the risks of people becoming isolated. One person told us, "I have made what we call the red book which is all about my life and we add things to quite regularly."
- The service supported people flexibly to meet their individual hobbies and interests. One person told us, "The staff organise something for us everyday." Another person said, "I like the magazine they do, called the Woodfield Word."
- People told us about outings to various places and entertainments that were brought to the service for them to enjoy.
- During our inspection the local nursery school made one of their weekly visits during term time and played games with the people living at the service. People told us how much they enjoyed this and the leader of the nursery group explained how important it was for the young children to interact with older people and the many benefits all enjoyed.

- The service took part in the care home service Olympic Games. The games were organised for people to take part in various games both at their own home and to visit other venues to play games and meet people.

#### Improving care quality in response to complaints or concerns

- The service had a complaints policy and procedure which had been developed with the people that were using the service in mind to support them to make a complaint should the need arise.
- Information about how to raise a complaint was given to people upon joining the service.
- People felt able to raise concerns if they wished to and none of the people we spoke with as part of this inspection said they had raised any formal complaints. One person told us, "I have no complaints, but the manager and deputy would sort anything out if there were problems."

#### End of life care and support

- Nobody living at the service at the time of our inspection required support with end of life care.
- Staff had received training in end of life care.
- People would be supported to remain with the service in their own home and supported by staff who knew them well. The managers of the service planned to work with other professionals to support people appropriately at that time in their life.

# 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 good. At this inspection this key question has remained the same. 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

- The service systems were designed so that person-centred care was delivered. There were regular care reviews involving the people living at the service so that they could express their views.
- Staff told us their views were sought around how the care was to be provided.
- Staff also informed us that since the last inspection, the supervision process had been developed and they appreciated the opportunity to have time to speak with the senior staff of the organisation.

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 senior staff held meetings with the people using the service, relatives and staff. While welcoming their views and comments this was also an opportunity for the senior staff to speak about their roles and how they intended to drive the service forward.
- Policies and procedures provided guidance around the duty of candour responsibility.

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

- The registered manager, deputy and also the nominated individual were a visible presence at the service and were available to meet and talk with people and their relatives. A relative told us, "I regularly see the owner and speak with them it gives reassurance they are here."
- The service had an on-call system so that people using the service and staff could call upon the registered manager for support as needed.
- The service used a consultant to offer advice about how the service was performing and how it could develop.

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

- Staff spoke positively about the support they received from the management team. A member of staff told us, "You can discuss anything with them and they will try to help you."
- People were given a service user guides which gave them information about the service. This included the aims, mission statement and what people could do should they have any concerns or ideas for improvement.

#### Continuous learning and improving care

- Quality assurance systems were in operation and information gathered from the audits was considered by the manager team and used to improve the service. Such as collecting information about meals and activities.
- Audits were carried out every month and these included audits of medicines to check people were receiving their medicines and appropriate ordering arrangements for medicines were in place.

#### Working in partnership with others

- The service sought the advice of various professionals as appropriate to plan and review the care provided.