

The White House Residential Care Home Ltd

# The White House Residential Care Home

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

The White House Residential Care Home is a care home providing accommodation for up to 16 people, including people living with dementia. At the time of the inspection there were 10 people living at the home.

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

We received information of concern following the unexpected unavailability of the service's registered manager. People told us the service was not being properly managed and there was ineffective oversight by the provider. Concerns in relation to the operation of the home had been raised with the CQC and local authority safeguarding department and there was a potential issue around the stability of the service. Before the inspection, we spoke with a provider representative to seek reassurances and liaised with colleagues in the local authority.

The local authority was the primary agency dealing with any safety issues arising out of the concerns that had been raised. There was no evidence to support CQC should use its authority to investigate specific incidents. We inspected the home to see how care and support was being provided and how the service was being managed against the information the provider had shared with us.

During the inspection we noted people were safe and comfortable. People said they were happy and felt safe.

The provider needed to have contingencies in place to deal with unexpected stresses on the service such as the unavailability of staff.

Staff told us people were being kept safe and this was their priority. However, they needed certainty around who was managing the home and a timeframe for this to happen.

At inspection, the provider representative was interviewing for the home's manager. An action plan was being developed dealing with oversight of the service, concerns the provider was addressing and when it was expected the service would reach a position of management stability.

The provider representative was working closely with the local safeguarding team to reflect on oversight of the service and the identification of any risks to people.

### Rating at last inspection

The last rating for this service was Requires Improvement (published 4 August 2023).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about the service. The inspection was prompted in response to concerns received about the lack of management and

oversight. A decision was made for us to inspect and examine associated risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only 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. At this inspection, there was limited evidence people were at risk of harm from these concerns. Please see the 'well-led' section of this report for further details.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The White House Residential Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

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 well-led?**

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**

# The White House Residential 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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

This was a targeted inspection to check whether the provider was managing and overseeing the service effectively following the unexpected unavailability of the registered manager. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by an inspector.

#### Service and service type

The White House Residential Care Home is a 'care home' without nursing care. 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.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection, the service did not have a registered manager who was managing the service. The registered manager was unavailable and the provider was in the process of recruiting an interim manager who, it was hoped, would apply for registration.

#### Notice of inspection

This inspection was unannounced.

#### 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. We used all of this information to plan our inspection. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

#### During the inspection

We spoke with 4 members of staff and a provider representative. We also spoke with 4 people who use the service.

#### After the inspection

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

# 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 had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about The White House Residential Care 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

- At inspection, a staff member had failed to attend for their shift leaving the service low on suitable staff. In the event of an emergency, this could be unsafe. The provider did not have an effective system in place for dealing with this shortfall. Additional staff were brought into the service shortly after the issue was realised.
- Staff said there was uncertainty in the service about who was leading and in-charge in the absence of the registered manager. However, they also said they were confident about their ability and responsibility to keep people safe and properly support and care for people. In a meeting with the senior staff member, it was clear they knew their role and were competent to support vulnerable people.
- The provider was in the process of recruiting a manager at the time of the inspection. The provider's representative was arranging for additional oversight of the service and was preparing an action plan to CQC and the local authority setting out their plans. This would deal with contingencies such as those seen at inspection involving the unavailability of staff.
- The provider continued to make notifications to CQC in line with their legal responsibility.