

Woodcote Hall Limited

Woodcote Hall

Inspection report

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22 March 2023

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26 April 2023

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

Woodcote Hall is a residential care home providing personal care to up to 56 people. The service provides support to older people, some of whom are living with dementia, in one adapted building. At the time of our inspection there were 36 people using the service.

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

This was a targeted inspection that considered staffing and recruitment. Based on our inspection, we found people were supported by a sufficient number of staff to meet their needs safely but senior staff did not always have sufficient time to complete documentation. Historical inductions had not always been completed thoroughly but the manager had identified this and had redone them to ensure staff were competent to meet people's needs safely. People were supported by staff who were recruited safely. Disclosure and barring service checks were undertaken and satisfactory references received prior to staff commencing employment. Staff were well trained and were supported to ensure they were competent and skilled to meet people's needs safely.

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 9 August 2022) and there were breaches of regulation. A further targeted inspection was undertaken and found improvements had been made and the provider was no longer in breach of regulations but no rating was given (published 11 October 2022).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing and recruitment. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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 looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

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 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

Woodcote Hall

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 on a concern we had about staffing and recruitment.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection team consisted of one inspector.

Service and service type

Woodcote Hall is a 'care home'. 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. Woodcote Hall is a care home without nursing care. 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 there was not a registered manager in post. A new manager had been in post for six weeks and intended to submit an application to register. We will assess the application when it is received.

Notice of inspection

This inspection was unannounced.

Inspection activity started on 22 March 2023 and ended on 27 March 2023. We visited the location's service on 22 March 2023.

What we did before the 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 (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 5 people that use the service and 3 relatives. We also spoke with 9 members of staff including the regional manager, the manager, the Human Resources manager, the administrator, senior care assistants and care assistants.

We observed staff providing support to people in the communal areas of the service. We reviewed a range of records. This included 9 staff recruitment files, staff rotas and training records.

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 requires 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 a concern we had about staffing and recruitment. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Staff recruitment files were not always consistent and there were some gaps in required documents. Following the inspection, the manager provided the missing documents. The manager told us they had only been in post for six weeks and showed us actions were already in place to address the gaps in recruitment files and ensure their consistency.
- Staff were required to complete an induction when they commenced employment. The new manager had identified some gaps in induction records. Where this was identified, the manager had completed further inductions with staff in order to check their competency and to ensure they could meet people's needs safely.
- Staff told us there were a sufficient number of staff to meet people's needs safely but more time was needed to complete paperwork. We discussed this with the manager who told us they were currently recruiting for a deputy manager and were in the process of changing to an electronic records system which they hoped would address this.
- People were supported by a sufficient number of staff to meet their needs safely. One person told us, "There are quite a lot of staff here, they cope well, we never go without anything." Another person told us, "They always do what I need but they work hard."
- People were supported by staff who were recruited safely. Staff were required to have Disclosure and Barring Service (DBS) checks and satisfactory references prior to commencing employment. DBS checks provide information including details about convictions and cautions held on the Police National Computer. This information helps employers make safer recruitment decisions. Where staff did not reside in the UK prior to their employment, the provider ensured they obtained relevant criminal records checks in line with government guidance prior to them commencing employment.
- Staff were required to provide satisfactory references prior to commencing employment.
- People and relatives told us staff were well trained. Staff told us they had sufficient training to meet people's needs. One staff member told us, "We have training all the time, we can have whatever training we want."
- Where staff were recruited from overseas, they told us they felt well supported to settle in and had adequate training to meet people's needs safely. Staff told us the manager had set up a group to support them to integrate at work and settle in the UK.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.

- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

- People were supported to have visitors without restrictions in line with current government guidance.