

Gloucestershire County Council

Wheatridge Court

Inspection report

40 Wheatridge Court
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Website: www.gloucestershire.gov.uk

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09 November 2021

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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

Wheatridge Court is a purpose-built care home which provides a period of re-enablement to people who have experienced deterioration in their physical and sensory health. The service can support up to 30 people.

There were nine people living in the home at the time of our inspection. The aim of the home is to support people to maximise their level of independence by developing new skills before they return to their own home or alternative accommodation.

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

Medicines were managed safely within the home and people received their medicines in a person-centred way. We have made a recommendation that the provider reviews their processes of recording investigations and lessons learnt.

Safe infection control practices had been implemented, reviewed and sustained to help reduce the risk of spread of infection.

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 Good (published 9 January 2019).

Why we inspected

The inspection was prompted in part by notification of a specific incident. Following which a person using the service died. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about unsafe medicines management. This inspection examined those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the 'Is this service safe?' sections of this full report.

We undertook this targeted inspection to check on a specific concern we had about unsafe medicines management. The overall rating for the service has not changed following this targeted inspection and remains Good.

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 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.

Follow up

During the inspection, we were informed that Wheatridge Court is becoming temporarily dormant therefore we will continue to liaise with provider to understand their plans to re-open and deliver the regulated activity. We will then 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?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Wheatridge Court

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements on a specific concern we had about the safe management of people's medicines.

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

This inspection was carried out by two inspectors (a lead and medicines inspector)

Service and service type

Wheatridge Court is a 'care home'. 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.

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 sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with four members of staff including the registered manager, deputy manager and assistant deputy manager and a care worker who administers medicines.

We checked the storage of medicines and looked at medicines related documentation and records.

After the inspection

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

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. 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 check a specific concern we had about the management of people's medicines. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

- Medicines policies and additional information was available and easily accessible to staff working at the home.
- Medicines records were generally clear and accurate.
- Medicines stock was kept safely and securely.
- Medicines learning and competencies had been completed. A new, more comprehensive medicine observational competency had been implemented recently.
- Staff we spoke with had a good understanding of medicines processes in the home.
- People living in the home were encouraged to be involved in the care relating to their own medicines where this was safe.
- Where medicines related incidents occurred, staff knew how to report this and how to access clinical support where there may have been concerns. Incidents were investigated and learning actioned.

We recommend the provider seeks further guidance in recording of incident investigations and how learning is shared.

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 meeting shielding and social distancing rules.
- 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 accessing testing for people using the service and staff.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.