

Willett Lodge Care Home Ltd

Willett Lodge

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This focused inspection took place on 14 March 2017 and was unannounced. At the last comprehensive inspection on 26 January 2016, the service was rated as Good overall. This focused inspection was undertaken in response to information of concern we received which included allegations that people were not always provided with safe care and treatment. Therefore this report only covers our findings in relation to the 'Safe' domain and the overall rating for Willett Lodge remains unchanged. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Willett Lodge on our website at www.cqc.org.uk.

Willett Lodge is registered to provide accommodation and nursing care for up to 20 people with a range of healthcare needs, including people living with dementia. At the time of our inspection, 20 people were accommodated at the home. Willett Lodge is situated in a residential area of Worthing close to the town centre and seafront, with easy access to public transport. The home has a large sitting room, dining room, hall area and sun lounge. Bathrooms are accessible and equipped for people with limited mobility. Some bedrooms have en-suite facilities. There is a garden to the rear of the property and a decking area so that people can sit outside.

A registered manager was in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People felt safe living at Willett Lodge and their relatives spoke positively about the care delivered by staff. People were protected from harm and staff had been trained in safeguarding adults at risk. Risks to people were identified, assessed and managed appropriately. Guidance for staff was contained within people's care plans in a range of areas, such as moving and handling, nutrition and risks associated with specific health conditions. People at risk of malnourishment were monitored appropriately. Safe moving and handling techniques were observed. Various parts of the home were in need of repair or refurbishment and the provider had plans in place to address these. Some refurbishment was in progress at the time of this inspection. Staffing levels were sufficient to meet people's needs. Safe recruitment practices were in place. Medicines were managed safely and people received their medicines as prescribed.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

People felt safe living at Willett Lodge and their relatives spoke positively about the caring nature of staff. Staff had been trained to recognise the signs of potential abuse.

Risks to people were identified, assessed and managed appropriately. Care plans provided guidance to staff on how to support people safely.

Staffing levels were sufficient and robust recruitment practices were in place for new staff.

Medicines were managed safely.

Willett Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service and to provide a rating for the service under the Care Act 2014.

The inspection took place on 14 March 2017 and was unannounced. A focused inspection was undertaken because we had received information of concern related to allegations that people were not always provided with safe care and treatment. At inspection, we addressed the specific concerns that had been raised. We inspected the service against one area of the five questions we ask about services – Is the service safe? One inspector undertook this inspection.

We observed care and spoke with people and staff. We spent time looking at records including five care records, medication administration record (MAR) sheets, the staff training plan and other records relating to the management of the service.

On the day of our inspection, we met with five people living at the service and spoke with two relatives. We chatted with people and observed them as they engaged with their day-to-day tasks and activities. We spoke with the provider and the registered manager.

The service was last inspected on 26 January 2016 and there were no concerns.

Is the service safe?

Our findings

At this inspection, people were protected from abuse and harm. A relative said, "I'm very, very happy with the care. [Named registered manager] is very kind and generous. Some days my mother just wants finger foods. Staff are always very kind and tea is always available!" They added, "It's very safe, very kind and very caring. My mother wants to spend her last days here". Another relative said, "Overall I'm very happy. Everyone gets looked after and I've never seen anything to worry me. Staff are very friendly and very nice". People we spoke with were happy with the care they received and told us they felt safe living at Willett Lodge. One person said, "I've been here quite a long time and I enjoy it". Another person said, "They take great care of us. Staff are very nice. I can get along with most staff; they are gentle and kind". A third person told us they were, "Looked after well. I'm all right, quite happy".

We looked at the staff training plan which showed that the majority of staff had completed safeguarding training. Further training sessions in safeguarding were planned for May and September 2017 to ensure that all staff training in this area had been updated. Where needed, the registered manager had notified the Commission of potential cases of abuse or allegations of abuse and had raised safeguarding alerts to the local authority as required.

Risks to people were managed safely. Risks to people were identified, assessed and guidance provided to staff on how to mitigate risks. Risk assessments were contained within people's care plans in a range of areas such as moving and handling, nutrition, personal hygiene, tissue viability, behaviour and risks associated with specific health conditions. Some risk assessments were kept electronically. One person smoked cigarettes, so their assessment advised staff to ensure the person wore a special 'smoking cloak' to protect them from the risk of burns. In addition, whilst the person looked after their own cigarettes, they had to ask staff when they wanted their cigarette lit, since staff looked after their lighter. This protected the person from fire risks. People who were at risk of malnourishment had been assessed using the Malnutrition Universal Screening Tool (MUST), a tool specifically designed for this purpose. Their weight was monitored regularly so that continued weight loss could be dealt with and referrals made to healthcare professionals, such as dieticians, as needed. Where people were at risk of falling out of bed, bed rails assessments had been completed. One person mobilised independently and was at risk of falls. Guidance for staff included that a referral should be made to the falls team if this person sustained three falls within a month. People's risk of developing pressure ulcers had been assessed and wound management plans charted people's progress if they had developed pressure areas or ulcers. For example, one person had been admitted to Willett Lodge with a grade 4 pressure ulcer. Charts had been kept to show how the pressure ulcer had been managed and their progress which showed the severity of the pressure ulcer had reduced to grade 1.

We asked people how staff treated them when delivering personal care. People we spoke with all felt that staff were gentle and kind with them. One person said, "Oh no, staff are never unkind. I've no complaints". We observed staff employed safe moving and handling techniques when transferring people. Each person had their own sling which was tailored to meet their individual needs.

Some parts of the home were in a poor state of repair, but we observed that refurbishment was either in

progress, or was planned, at Willett Lodge. For example, one part of the home was being completely redecorated, handrails were being affixed to corridor walls to assist people as they moved around the home and carpets in people's rooms were being replaced. We talked with the provider about their ongoing plans for maintenance and improvements to the premises.

There were sufficient numbers of suitable staff on duty to keep people safe. Agency staff worked at the home to make up any identified shortages to staffing levels. Generally, these were the same agency staff who knew people well and this provided consistency of care. Some agency staff had worked at Willett Lodge for several months. During the day, three care staff were on duty and one registered nurse. At the time of this inspection, 20 people were living at the home. At night, one registered nurse and one care assistant were on waking duty to support people as needed. We asked people whether they felt there were sufficient staff on duty and what they thought about the staff generally. One person said, "Most staff speak good English and they're very friendly" and added that their call bell was always answered promptly by staff. A relative said, "Staff are very busy, but they do have time to talk with residents".

The registered manager told us that three new full-time care staff were due to commence employment the week after our inspection. The registered manager commented that she had no concerns with any of the existing staff and that people were looked after safely. Safe recruitment practices were in place. Potential new staff had completed application forms and received a job specification. Two references had been obtained to confirm their suitability and good character for the job role and checks made with the Disclosure and Barring Service (DBS). DBS checks help employers to make safer recruitment decisions and help prevent unsuitable staff from working with people in a care setting.

Medicines were managed so people received them safely. For example, for people living with diabetes, we saw charts which recorded their blood glucose levels and that the appropriate dose of insulin was administered based on their blood glucose readings. A local pharmacy had completed an external audit and no significant issues had been raised. We checked the Medication Administration Records which showed that people had received their medicines as prescribed. The registered nurse on duty administered all medicines. Medicines were stored in a room (nurses' station) that could become too warm and we observed a temperature of 26 degrees Celsius on the day of our inspection. Advice from the Royal Pharmaceutical Society of Great Britain in 'The handling of medicines in social care' states that temperatures in excess of 25 degrees Celsius are too hot for the storage of medicines. Exposure to high temperature could affect the efficacy of some medicines. We discussed this issue with the provider and with the registered manager and were assured that arrangements would be made to ensure that the room temperature was maintained within safe limits for the storage of medicines.