

JK Healthcare Limited

Weald Hall Residential Home

Inspection report

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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

Weald Hall Residential Home is care home providing accommodation for persons who require nursing or personal care for up to 39 people. The service provides support to older people some of whom live with dementia. At the time of our inspection there were 23 people using the service.

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

We received information raising concerns about risks to people associated with current building works and the refurbishment of Weald Hall Residential Home. This was a targeted inspection to identify if the building works impacted on people using the service.

The service was undergoing a full refurbishment of all areas of the building. We found the provider had taken action to mitigate all risks related to these improvements and people and relatives told us the works had not impacted on their safety and wellbeing. In contrast people and relatives were very complimentary about the improvements they were seeing at Weald Hall. One relative said in a compliment to Weald Hall, "Since the new owners have taken over it is like a high-class hotel. The staff are wonderful and totally devoted to residents."

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 18 October 2022).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about risks related to building works. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Weald Hall Residential Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a concern we had about the building works taking place at Weald Hall Residential Home

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

Weald Hall Residential Home is a 'care home'. People in care homes receive accommodation and personal care as a single package under one contractual agreement dependent on their registration with us. Weald Hall Residential Home 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. The operations manager had submitted an application to register. We are currently assessing this application.

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 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 3 people who used the service and 2 relatives. We spoke to 6 members of staff including the operations manager and acting manager. We looked at complaints and personal care records. We looked at risk assessments related to ongoing refurbishment works.

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 good. 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 the building works at Weald Hall Residential Home. We will assess the whole key question at the next comprehensive inspection of the service.

This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Concerns had been raised that during refurbishment works at the service people were exposed to unsafe areas of the home, had no access to baths or showers and were exposed to dust and mud.
- Risk assessments were in place and detailed the controls used to ensure people's safety. Work was only started once people were escorted by staff to communal areas. The operations manager told us, "I can confirm that during these works areas of the home have been closed off to residents, visitors and staff. When this has not been possible the contractors have liaised daily with the senior care team and the management team to ensure works can continue safely. We carry out regular spot checks of all areas building works are being completed in."
- During our visit refurbishment work continued, however people, relatives and staff only had praise for the improvements at Weald Hall. One person told us, "The builders are very good, they tell us when they are going to start and when they finish. We could not ask for more." A relative said, "What a change, it is now very light and well decorated. There has been no impact on my [family member] during the refurbishment."
- Improvements to all areas of the building were seen during our inspection. Communal areas had been completely refurbished and were being used by people and their visitors. The improvements to the building were very nearly completed and had vastly improved the environment for people living at Weald Hall Residential Home.
- A staff member said, "We now have a cinema room, a sensory room, a bakery and what we or people ask for with this new provider we get. It is a much better place."
- Refurbishments of bathrooms had taken place 1 at a time with 2 facilities still available to people at all times. We checked records and could see people were receiving baths or showers in keeping with their preferences.
- A Staff room was currently under construction and staff were temporarily using a 'kitchenette' area to make hot drinks and snacks where there were hand washing facilities. Staff could also use the cinema room until the new facility was completed.