

Angel Plus Homes Ltd

Willowbank Rest Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Willowbank Rest Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. Willowbank Rest Home accommodates up to 19 people in one building. It provides accommodation for persons who require personal care. At the time of our inspection 17 people were living in the home.

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

Recruitment procedures were in place and were thorough. There were sufficient staff to care for people. Safeguarding training was mandatory, staff were aware of the processes to follow should they see any abuse. Risks were assessed and checked to ensure individuals safety and promoted their independence. People received their medicines safely.

The management team at Willowbank Rest Home had auditing systems to maintain ongoing oversight and make improvements when required. Quality assurance processes ensured people were able to give their views of the service. There was a positive culture within the home. One person commented, "The staff work as a team, and this makes for a happy place. I know I can always tell the staff if I am unhappy or worried about anything." One staff member told us, "I enjoy making people happy and safe, and meeting their care needs. Staffing and management are brilliant."

People were supported to have maximum choice and control of their lives and staff supported /did not support them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

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 16 October 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

The overall rating for the service has remained good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Willowbank Rest Home on our website at 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 safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Willowbank Rest 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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

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

One inspector, 1 regulatory co-ordinator and 1 Expert by Experience carried out the inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Willowbank Rest Home is a 'care home' without nursing. 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. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority, professionals who work with the service and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We spoke with 9 people who used the service and 4 relatives about their experience of the care provided. We spoke with 10 members of staff including the providers, registered manager, deputy manager, senior carer and carer. We spoke with the registered manager from the providers other home, the cook, housekeeping staff, activities co-ordinator and 2 visiting health professionals. We had a walk around the home to make sure it was homely, suitable and safe. We observed the care and support people received. This helped us understand the experience of people who could not talk with us.

We reviewed a range of records. This included 3 people's care records and multiple medication records. We looked at 4 staff files in relation to recruitment and a variety of records relating to the management of the service, including policies and procedures were reviewed.

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 we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Risks to people had been identified and reviewed. The provider and staff knew how to provide care and support in a safe way.
- Each person had a personal emergency evacuation plan [PEEP]. A PEEP is a plan for a person who may need help, for instance, to evacuate a building or reach a place of safety in the event of an emergency.

Systems and processes to safeguard people from the risk of abuse

- The registered manager had systems to record, report and analyse any allegations of abuse. Staff had received training to recognise abuse and knew what action to take to keep people safe, including reporting any allegations to external agencies.
- People told us they felt safe living at Willowbank Rest Home. One person told us, "There is always someone checking on how I am doing and if I need anything. I suppose this keeps me safe and looked after." A relative said, "I think the home has taken time to get to know mum, what she is capable of and what her needs are. This makes for good care and keeps her safe."

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.'

Staffing and recruitment

- Systems were in place to ensure staff were recruited safely.
- Records confirmed a range of checks including references, disclosure and barring checks (DBS) had been requested and obtained prior to new staff starting work in the service. Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions. However, not all records

held a full employment history. The provider made changes to ensure processes were in place to promote robust recruitment practices in the future.

- The provider had ensured appropriate staffing arrangements were in place to meet everyone's needs. One person told us, "I get lots of help and attention. The staff are always willing to give me a helping hand. When I need help I don't feel rushed, The staff are patient and caring."

Using medicines safely

- People received their medicines safely.
- We observed medicines administration and found staff were trained, had their competency assessed and followed best practice. One person told us, "I don't have to worry about my tablets because the staff deal with all that. They check it and make sure I have enough. My family don't have to worry." A second person commented, "If I need my tablets the staff get them."
- Medicines were managed safely and properly. Controlled drugs were stored safely and the stock we looked at matched the stock levels recorded. Controlled drugs are drugs that are subject to high levels of regulation because of government decisions about those drugs that are especially addictive and harmful.

Preventing and controlling infection

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. While there were dedicated housekeeping staff there were areas of the home that would have benefitted from being updated. After the inspection the provider addressed the concerns found.
- 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 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.

The registered manager supported visits for people following government guidance. This meant people could have relatives and friends visit at any time.

Learning lessons when things go wrong

- Accidents and incidents were recorded and reviewed by the management team to identify any learning which may help to prevent a reoccurrence.

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 our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- Management and staff were committed to delivering a person-centred service which achieved positive outcomes for people. They were knowledgeable and respectful of people's needs and preferences.
- Feedback from people was overwhelmingly positive, and included, "This is a great place to live. It's my home with staff to care for me. I get to do what I want and can be myself. The staff are so helpful and kind to me," "I always have someone to talk to which is nice. The staff are my family as well as being my friends," and "We do have fun here. We laugh a lot."
- Feedback from relatives was overwhelmingly positive, and included, "This home couldn't do more for my mother. The Deputy Manager genuinely cares for my mum and will go the extra mile," and, "My mum is spoiled. She gets waited on hand and foot. Willowbank has a homely atmosphere which is always the same. I can't think of anywhere else I would want my mum to be."
- Feedback from staff was positive, and included, "It is a nice place to work with good communication with service users and their families, which makes you feel good," and, "[Registered manager] is an angel."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager and provider understood their responsibilities to keep CQC informed of events which may affect people and the care delivery.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider had set up effective systems to check the quality of the service. The management team carried out audits and checked the standards and quality of the service.
- There was a clear management structure with easily identifiable lead roles. People and relatives spoke positively about the way the service was managed and the registered manager's leadership style. One relative told us, "I understand the importance of good leadership. The staff follow the lead of the person in charge. The staff are good caring people and have a great example to follow in the manager."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- People and families felt involved in their care and development of the service at Willowbank Rest Home. They were able to give their views about the service through questionnaires and regular formal and informal

meetings.

- The management team held staff meetings for the exchanging of views and ideas. One staff member said, "We have handover in morning and evening. Team meeting monthly and find this useful."
- Staff told us they were comfortable raising any issues or concerns and confirmed the management team were open to feedback. One staff member told us, "I have made suggestions around personal care improvements for individuals."

Working in partnership with others

- Records highlighted advice and guidance was sought from health and social care professionals when required. This helped to ensure people's needs continued to be met and their wellbeing enhanced.