

Croftwood Care UK Limited

The Hawthorns

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

The Hawthorns is a residential care home providing personal care to 20 people aged 65 and over at the time of the inspection. The service can support up to 39 with age related conditions, some of whom were also living with dementia.

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

We looked at infection prevention and control measures under the Safe key question. Overall, we were assured that people were being kept safe.

The registered manager was aware of current PPE guidance and staff had received infection control training. However, we observed two staff were not always wearing PPE during interactions with people. The registered manager took prompt action to address this.

Safe recruitment procedures were in place. The training matrix clearly showed all training undertaken. Staff told us they attended regular staff meetings and felt well supported by the manager.

Governance systems were used to identify areas for development and improvement. Audits were regularly and consistently completed in all key areas of the service. The staff and management team worked closely with health and social care professionals to ensure good outcomes for people.

Medication was managed safely by trained and competent staff. Medication administration records (MARs) were fully completed and regularly reviewed. Medicines policies and procedures were available for staff along with best practice guidance.

People were protected from the risk of abuse. Safeguarding policies and procedures were in place and staff had received training on how to keep people safe. Staff told us they felt confident to identify and raise any concerns they had about people's safety. They believed prompt action would be taken.

Family members told us they felt their relatives were safe living at the home and felt confident they would be contacted if staff had any concerns. People appeared happy with the home and the staff that provided their care.

Staff assessed and reduced risks as much as possible, and there was equipment in place to help people remain as independent as possible.

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 7 December 2020).

Why we inspected

We received concerns in relation to staff conduct, moving and handling training, and the procedure for admitting people in to the home during the pandemic. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

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 coronavirus and other infection outbreaks effectively.

The overall rating for the service has changed from Requires Improvement to Good. This is based on the findings at this inspection. The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Hawthorns on our website at www.cqc.org.uk

Follow up

We will 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?

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.

The Hawthorns

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 Care Act 2014.

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 was carried out by two inspectors.

Service and service type

The Hawthorns 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 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.

During the inspection

We reviewed a range of records. This included five people's care records. We also reviewed records relating to the management of the service such as recruitment records, health and safety records, meeting minutes, training records and audits. We spoke with the registered manager, area manager, team leader, two support staff and one domestic member of staff.

We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with two relatives who regularly visit the service.

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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- People's individual risks had been assessed and were regularly reviewed. Risks were mitigated where possible.
- Health and safety checks were regularly and clearly recorded. These included safe water temperatures, equipment checks and servicing.
- Regular fire safety checks were undertaken.
- Personal emergency evacuation plans (PEEPs) were in place to ensure people were supported to evacuate in an emergency. However, these plans needed to be reviewed and updated to ensure they included clear guidance for staff to follow in the event of an emergency.
- Essential staff training was mostly up to date including moving and handling, fire safety and safeguarding.

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 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 not fully assured that the provider was using PPE effectively and safely. We highlighted to the provider that two staff were not wearing PPE correctly including gloves and aprons. They were wearing their masks correctly. The provider took prompt and appropriate action.

Systems and processes to safeguard people from the risk of abuse

- The provider had safeguarding systems in place. Staff knew how to identify abuse and were aware of how to report it. One staff member told us, "I feel confident to raise any concerns with the manager."
- One relative told us, "[Name] is safe and secure at The Hawthorns. I am confident they are in the right place", another relative stated, "The staff know [Name] really well, they notice even small changes and take prompt action. When [Name] became unwell they kept in regular contact with me."
- Safeguarding incidents had been reported to the local authority and the Care Quality Commission (CQC).

Staffing and recruitment

- Family members told us that there were enough staff and they felt they knew their relatives well. Comments included; "Staff are very friendly and know [Name] extremely well."
- Staff told us there were enough staff on each shift and one member of staff commented, "Staffing is good and reliable at the moment."
- Safe recruitment systems were in place to ensure suitable staff were employed.
- Staffing levels were based around people's individual needs.

Using medicines safely

- Clear procedures were in place for the safe management of medicines.
- People received their prescribed medicines safely from staff who had been trained and were competent to undertake the task.
- Some people were prescribed medicines, such as pain relief, on an 'as required' basis. Protocols were in place to guide staff on how to administer these medicines.
- Safe practice guidance was available for staff to access for the safe administration of medicines.

Learning lessons when things go wrong

- The registered manager continued to reflect on where improvements were needed and took action in a timely manner.

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 the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Systems to assess, monitor and improve the service were effective and had identified areas for development and improvement.
- The registered manager was consistently reviewing completed incident forms to identify trends, patterns or areas to mitigate future risk.
- Statutory notifications had been submitted by the registered manager in line with their legal responsibilities.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Staff and relatives felt the registered manager was visible and always available to provide them with support. Staff described the manager as inclusive and felt they had brought about positive change at the service.
- There were opportunities for people who used the service and relatives to share their views about the quality of the service provided.
- There were regular staff meetings where staff had the opportunity to ask questions, raise concerns and put forward suggestions for change.

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; Continuous learning and improving care

- The provider and registered manager understood the requirements and their responsibilities under the duty of candour.
- The registered manager kept people and relatives informed about accidents and injuries.
- The registered manager was open and transparent and told us they understood how important it was to be honest when mistakes are made or incidents happen, and to offer an apology.
- Incidents were reported to the relevant agencies and complaints were managed in line with policies and procedures.

Working in partnership with others

- The registered manager and staff worked closely with health and social care professionals to ensure people received the care and support they needed.

