

H. W. Group Ltd

Woodlands House

Inspection report

205 Woodlands Road
Woodlands
Southampton
Hampshire
SO40 7GL

Date of inspection visit:
19 June 2023

Date of publication:
10 July 2023

Tel: 02380292213

Website: www.hartfordcare.co.uk

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

Woodlands House is a residential care home. It provides personal care and accommodation for up to 40 older people. There were 37 people living at the service at the time of inspection, some of whom were living with dementia. The home consisted of a residential setting and a separate 'dementia cottage', designed to provide higher levels of care.

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

Appropriate risk assessments were conducted in relation to people who were at risk of falls. Investigations into unwitnessed falls were conducted and the systems for monitoring falls highlighted any patterns or trends.

The provider had effective arrangements in place to support people who required assistance with their medicine. Staff were suitably trained and their competence to administer medicine was regularly assessed.

The provider had safe arrangements in place to minimise the risk and spread of infection. Staff wore personal protective equipment when required.

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 14 May 2020).

Why we inspected

The inspection was prompted due to concerns received about medicine and falls management. A decision was made for us to inspect and examine those risks.

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 COVID-19 and other infection outbreaks effectively.

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?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Woodlands House

Detailed findings

Background to this 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.

This was a targeted inspection to check whether the provider had effective arrangements in place to care for people who required support with the medicine and for those who were at risk of falls.

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 carried out the inspection.

Service and service type

Woodlands House is a 'care home'. 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. Woodlands House 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 a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the 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 also used information sent to us from the general public.

During the inspection

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. We spoke with the registered manager, the operational support manager, the quality advisor, 4 relatives and 3 people. We viewed various records relating to the quality of the service. Documents included information about complaints, 4 people's care plans, incident and accident records, quality assurance records and infection control records.

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 the provider had effective arrangements in place to assist people who were at risk of falls. We also checked the provider had safe arrangements in place to support people with their medicine. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Care plans were detailed and contained useful information to mitigate the risk of falls. One person's care plan stated, "[Person] will use a wheelchair for longer distances. [Person] has a sensor alarm in place due to risk of falls" and, "Staff to promote nutrition and hydration to reduce the risks of falls." We observed staff reminding the person concerned to use their Zimmer frame or their wheelchair at various times of the inspection.
- Records demonstrated the registered manager met with a family member to discuss their loved one's care. We viewed the actions of this meeting and found positive strategies had been put in place to reduce the risk of falls. These included, increased observations during the day and night, a review of medication, a review of staff deployment and increased engagement with external healthcare professionals.
- Where people had fallen, staff had followed the provider's post falls and head injury protocol. People were assessed and monitored post fall and staff requested appropriate support from emergency services or a review by the person's GP. People's risk plans had been reviewed following a fall.
- Investigations into witnessed and unwitnessed falls had been conducted effectively. The quality support advisor provided us with records demonstrating referrals to external healthcare professionals had been made and risk assessments had been reviewed and updated to reflect any changes required.

Using medicines safely

- People could be confident medicines were managed safely and administered by competent staff who had access to appropriate guidance and information.
- Medicines were stored securely and medicines requiring extra control by law, were stored appropriately and regularly checked.
- Accurate records were maintained of medicines received into the service, administered, and disposed of. Medicine administration records (MAR) were completed as required.
- Where medicines were prescribed to be administered on an 'as required' basis, clear protocols to guide staff about the use of this were in place. Staff ensured medicines were reviewed with people's GP's on a regular basis.
- Staff were subject to regular medication competency assessments to ensure they were sufficiently skilled to administer medicines safely.

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 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 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.

Visiting in care homes

- The manager told us visitors were welcome and a relative told us they could visit when they wanted. Visiting was managed in line with current guidance.