

Wilton House Limited

Wilton Lodge Residential Home

Inspection report

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Date of inspection visit:
24 November 2023
30 November 2023

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13 December 2023

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

Wilton Lodge is a residential care home providing personal care to up to 36 people. The service provides support to older people, some of whom may be living with dementia. At the time of our inspection there were 33 people using the service.

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

People living at Wilton lodge were safe. Risk to people's safety were identified and managed well. People received their medicines as prescribed. Staff had received training in a range of topics which ensured they had the skills and knowledge to meet people's specific needs. Accidents or incidents were reviewed and learning shared with staff to prevent a recurrence and keep people safe.

The service had effective infection, prevention, and control measures to keep people safe, including good arrangements for keeping the premises clean and hygienic.

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. The service remains rated Good.

Why we inspected

We undertook a focused inspection to review the key questions of safe, and well-led only. This was because the service had not been inspected since February 2022.

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.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The last report published on 28/02/2022

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

Is the service well-led?

Good ●

The service was well led.

Wilton Lodge Residential Home

Detailed findings

Background to this inspection

Background 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.

Inspection team

The inspection was completed by one inspector.

Service and service type

Wilton Lodge 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. Wilton Lodge 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. Inspection activity started on 23 November 2023 and ended on 30 November 2023. We visited the location's service on 24 and 30 November 2023.

What we did before the 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. 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 5 people who used the service and received feedback from 7 relatives about their experience of the care provided to their family members. We spoke with 6 members of staff including the regional director, registered manager, 2 senior care workers and 2 care staff. We reviewed 3 people's care files and 2 staff files. We also reviewed training records, audits, and quality assurance records. We looked at complaints and compliments relating to managing 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 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.

Systems and processes to safeguard people from abuse

- People who lived at Wilton Lodge were kept safe.
- Staff had completed training and had the skills to identify possible abuse and take appropriate action by reporting any concerns to the registered manager or senior staff on duty.

Assessing risk, safety monitoring and management

- People had individual risk assessments completed.
- Any risks identified were recorded in people's care plan, with the measures in place to mitigate the risk of harm.
- This information informed staff how to support people safely.

Staffing and recruitment

- There were always enough staff available to help support people at their preferred times.
- Staff with the right skills and experience were allocated to work together as a team.

Using medicines safely

- People were supported to take their medicines at the prescribed times.
- Staff had completed administration of medicines training and had their competencies checked on a regular basis. This ensured staff had the right skills and experience to assist people to take their medicines safely.

Preventing and controlling infection

- People were protected from the risk and spread of infection by staff who had been trained in infection prevention and control.
- Measures were in place, including wearing personal protective equipment [PPE] and effective hand hygiene to ensure staff were following current guidance from public health England. The management team had updated the COVID -19 action plan to ensure this was in line with the latest government guidance in the event of COVID-19 or infection outbreaks.

Lessons learnt

- Accidents, incidents and events were reviewed and monitored to see if there was any learning to be shared with all staff.
- This helped to identify trends for example, the days, dates and times of events happening and reduce the risk of a re-occurrence.

Ensuring consent to care and treatment in line with law and guidance 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 MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- The registered manager was working in line with MCA guidance.
- People who were identified as not having capacity had a MCA assessment completed to determine how best to support the them. This was done via a multi-disciplinary team approach. If required a best interest decision was made to help keep the person safe.

Is the service well-led?

Our findings

Well Led - This means we looked for evidence that the service leadership management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open and fair culture.

Well led-At our last inspection we rated this key question good. At this inspection the rating remains good. The provider and registered manager had established robust quality assurance systems. This included quality monitoring spot checks and completion of surveys at regular intervals.

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

- The registered manager and the management team were clear about their individual roles and responsibilities, and those of the staff.
- The management structure provided the right mix of skills and experience to manage the service well.
- The management team had good oversight in relation to all aspects of the service.
- The systems and processes were well established to ensure a consistent approach, identify any risks and keep updated relating to the regulations and legal requirements.

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

- The management and staff team were committed to a culture that achieved good outcomes for people living at Wilton lodge.
- During our inspection, we observed staff interacting with people in a respectful manner. For example, staff approached people, called them by their preferred name and asked them if they were ready to go to lunch.
- Staff smiled and engaged with people who the staff clearly knew well.
- People smiled at the staff and held hands with the staff or linked their arm.

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- Feedback from people and family members was extremely positive, for example one person told us "Firstly I'd like to say how happy my parents are there, the staff go above & beyond for my parents, they have honestly become part of our family, their caring nature towards my parents warms my heart".
- Another family member told us " I can honestly say I can sleep at night knowing my [family member] is safe and is being well cared for".

How the provider understands and acts on the duty of Candour which is their legal responsibility to be open and honest with people when things go wrong

- The registered manager demonstrated an open and honest culture.
- The registered manager had informed us about any accident and or incidents and was very open to learn and consistently tried new things to help improve outcomes for people.
- Some of the improvements included new standing equipment which helped people achieve improved mobility.
- People were supported to make decisions about all aspects of their care, who provided it and when.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People, staff and family members were all fully involved with the service.
- There was a positive ambience laughter, and people chatting and smiling.
- Staff told us they loved working at the home. One staff member said, "I really like the residents so much, they remind me of my grandparents, I love supporting them and even miss them when I am not working".
- Management and staff were aware of the equality characteristics. People were treated as individuals. Management and staff promoted independence, valued people's individuality and embraced their differences.

Continuous learning and improving care

- The management team and registered manager were committed with learning and improving care outcomes for people.
- The registered manager had made many improvements to the service. This included people's room being painted and decorated with new curtains and soft furnishings.
- People were able to decide the colour scheme. There were objects in the corridors for people to engage with and pictures and different scenery to stimulate people's interest.
- The service sent newsletters for staff and all those people using the service, keeping everyone informed about important events and updates.
- The management team believed in enhancing the quality of life for people by offering a diverse range of engaging activities and programs. • From social events to cultural outings and therapeutic sessions, they strived to create a vibrant community where people can thrive and enjoy life to the fullest.
- People were able to attend the memory café on a fortnightly basis, local communities were also invited to take part.

Working in partnerships with others

- The management team at Wilton Lodge had forged positive, meaningful and professional relationships with other services.
- This had a positive impact for people using the family. For example, if a person required intervention from another service it was readily available, such as a physiotherapist, optician's, GP's and the pharmacist.