

Majestic Care Home Limited

# Waterside Care 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

Waterside Care Home is a care home providing personal care for up to 19 people who live with dementia and mental health conditions. At the time of our inspection there were 19 people using the service. Waterside Care Home will be referred to as Waterside within this report.

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

People's care records included risk assessments guiding staff to reduce the risk of unsafe or inappropriate care. The registered manager demonstrated they sustained improvements in service oversight following findings at our last inspection. Control measures, such as environmental risk assessments and audits, enabled people to live in a safe, comfortable home.

People told us there were sufficient staff to meet their needs. One person said, "Whenever I need something there is always someone on hand straight away." Staff had adequate training levels to underpin their knowledge. For instance, they had training on the safe administration of people's medicines, which the registered manager underpinned with competency checks of their skills.

The management team had good oversight of quality assurance to ensure everyone lived and worked in a safe environment. Without exception, people said they were happy living at Waterside and were consulted about various aspects of their care. There was a desire to continuously develop and improve the home.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 11 October 2017).

### Why we inspected

We undertook this inspection as part of a random selection of services rated good and outstanding.

### Follow up

We will continue to monitor information we receive about the service until we 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.

# Waterside Care 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 Care Act 2014.

#### Inspection team

This inspection was carried out by two inspectors.

#### Service and service type

Waterside 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.

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 reviewed information we held about the service. We sought feedback from the local authority commissioning team. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We took this into account when we inspected Waterside and made the judgements in this report. We used all of this

information to plan our inspection.

During the inspection

We spoke about Waterside with four people, a relative, four staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Waterside was clean, hygienic and a safe place for people to live. We looked at records related to the management of the service. We checked care and medication records, staffing and recruitment files and quality and leadership oversight systems.

# 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 requires improvement. At this inspection the rating has changed to good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People's care records included risk assessments guiding staff to reduce the risk of inappropriate care. People were involved in care planning and staff managed risk through close environmental monitoring. One person said, "The staff are wonderful and I feel safe and sound here."
- The registered manager demonstrated they sustained improvements in service oversight following findings at our last inspection. Control measures, such as environmental risk assessments and audits, enabled them to have oversight of health and safety procedures. This included effective evaluation of skincare and continuous learning to prevent wounds. People consistently told us they felt safe living at the home.

Systems and processes to safeguard people from the risk of abuse

- Staff had training to protect people from harm and understood their responsibility to report concerns. A staff member stated, "I completed safeguarding training and I have regular updates from [the registered manager]." Policies also guided staff about whistleblowing procedures.

Using medicines safely

- Senior staff received training on the safe administration of people's medicines. The registered manager underpinned this with competency checks of their skills. The deputy manager retained tight scrutiny of related procedures through various auditing systems.
- Care records included detailed information such as the commencement date of each medicine, the frequency and dose and further details about their purpose and potential side effects. People confirmed they received their medicines when prescribed. One person told us, "They always check I'm ready to have my medicines and make sure I have a drink to take them with."

Preventing and controlling infection

- The registered manager had effective infection control measures to monitor environmental cleanliness. This included sufficient supplies of PPE and stringent auditing procedures. They underpinned this with staff training and regular checks of their skills. People and relatives confirmed they lived in a clean, comfortable home.

Staffing and recruitment

- The registered manager checked staffing levels were sufficient to meet people's individual needs. A relative said, "There always seems to be staff around, which makes me feel [my relative] is safe and well looked after." We observed staff were calm and unhurried in their approach.

- Staff had adequate training levels to underpin their skills and knowledge. As part of their safe recruitment procedures, the registered manager completed criminal record and reference checks of new employees before they commenced in post.

# 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. At this inspection the rating remains the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 management team had good oversight of quality assurance to ensure everyone lived and worked in a safe environment. They completed a range of checks and asserted they would address identified issues in a timely way. Service delivery was underpinned by a variety of policies and procedures.
- People were consulted about their experiences of care. A relative confirmed, "I wouldn't want [my relative] to be anywhere else. The staff do a tremendous, caring job." There was a desire to continuously develop and improve. A staff member explained, "[The registered manager] is excellent and continuously tries to bring new ideas in to improve the home."

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

- The registered manager's focus was on ensuring people lived in a comfortable, safe environment. Staff confirmed the management team was supportive and valued them in their roles. One staff member told us, "[The registered manager is approachable and always has time for you.]"
- Without exception, people said they were happy living at Waterside and were consulted about various aspects of their care and the general environment. One person stated, "We have meetings now and then to see if we have anything we need to talk about." They described the management team as strong leaders who assisted them to live in a homely environment.

Working in partnership with others

- Service delivery centred on working within a multi-disciplinary approach to ensure people's holistic needs were met. Care planning included the details of partner agencies involved and the registered manager was keen to seek their guidance and support.