

Heart of England Properties Limited

Woodford House

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Woodford House is a care home. People in care homes receive accommodation and personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Woodford House is registered to accommodate 40 people in one adapted building. At the time of our inspection 37 people were living in the home. The home accommodates people in one building and support is provided on two floors. There are two communal lounges, a dining area and a garden that people can access. Some of the people living at Woodford House are living with dementia.

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

Risks to people were assessed and reviewed regularly. Where required the provider had developed strategies to help people avoid becoming anxious and avoid the use of physical and chemical restraint when they did. We saw that staffing levels were appropriate to the number of staff identified as required to provide safe support in peoples assessments. During the inspection we saw staff responding to people's needs in an appropriate and timely manner. Staff were knowledgeable about the needs of the people they supported including the risk assessments and received regular training.

Rating at last inspection

The last rating for this service was Good (Published 4th December 2018)

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. We had received concerns that people were not being responded to in a timely manner which was causing them distress and that on occasions staff did not respond to people in an appropriate manner. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. We found no evidence during this inspection that people were at risk of harm from these concerns.

We found no evidence during this inspection that people were at risk of harm from this concern.

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

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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?

Inspected, but not rated.

Inspected but not rated

Woodford House

Detailed findings

Background to this inspection

This was a targeted inspection to check whether the provider had met the requirements of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern that people were not being responded to in a timely manner which was causing them distress and that on occasions staff did not respond to people in an appropriate manner.

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 team consisted of two inspectors.

Service and service type:

Woodford House is a care home. People in care homes receive accommodation and nursing or personal care. 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:

We reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about. We contacted the local authority and the local clinical commissioning group who commission services from the provider. We assessed the information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection, we spoke with the home manager, the living well ambassador, The clinical lead and

four members of staff. We reviewed a range of records about people's care and how the service was managed. This included looking at four people's care records. During the Inspection we observed people receiving care and support.

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 Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore the specific concerns we had about Woodford House. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The provider had systems in place to protect people from risk. Personalised risk assessments had been written for the people living there covering a range of risk including eating and drinking, skin care, mobility, activities and managing behaviours that challenged.
- The provider had developed systems to help people when they became anxious to avoid the use of physical or chemical restraint.
- Staffing levels met those identified through risk assessments to keep people safe and during the inspection we saw staff respond to people in a timely and appropriate manner.
- Staff were knowledgeable about the people they supported including measures to keep them safe and how to calm them when they became anxious.
- We saw training records that showed staff had received appropriate training with regards to the needs of the people using the services.

How well are people protected by the prevention and control of 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 using PPE effectively and safely.
- 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.