

# Wellbeing Residential Ltd

# The Broughtons

## 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 Broughtons is a residential care home which provides personal care and accommodation for the older people, located in Salford, Greater Manchester. The home is registered with the Care Quality Commission (CQC) care for up to 42 people. At the time of this inspection there were 37 people living at the home.

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

Medicines were managed safely, with improvements made since our last inspection. Appropriate recruitment procedures were in place and the feedback we received informed us there enough staff working at the home to care for people. Staff wore personal protective equipment (PPE) throughout the inspection and lateral flow testing (LFT) was carried out. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests. The policies and systems in the service supported this practice.

We received positive feedback from people who used the service and relatives about management and leadership at the home. Staff said they felt supported and that staff worked well together. Systems were in place to monitor the quality of service through audits, meetings and satisfaction surveys.

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 and update

The last rating for this service was requires improvement (published March 2020). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

### Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last 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 COVID-19 and other infection outbreaks effectively.

The overall rating for the service has changed from requires improvement to good. This is based on the findings from this inspection.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

### 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 Broughtons

## 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 Health and Social Care Act 2008.

#### Inspection team

This inspection was carried out by an inspector, a CQC pharmacist and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

The Broughtons 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. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

The first day of the inspection was unannounced, however we informed the registered manager we would be returning for a second day to complete the inspection.

Inspection activity was carried out on 31 March and 7 April 2022. Further inspection activity was completed via telephone and by email, including speaking with people who used the service, relatives and reviewing additional evidence and information sent to us by the provider.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection and sought feedback from professionals who worked with the service. The provider was asked to complete a provider information return (PIR). 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 spoke five people who used the service, five relatives, five members of staff and two visiting healthcare professionals. This was to obtain their feedback about the service.

We reviewed a range of records. This included four people's care records, a selection of medicine administration records and three staff recruitment files. A variety of other records relating to the management of the service were also considered as part of the inspection.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found following our site visit.

# 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 were safe and protected from avoidable harm.

At the last inspection, the provider had failed to ensure people received safe care and treatment, particularly regarding medication. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

### Using medicines safely

- At the last inspection we identified concerns regarding time critical medication (those that need to be given at a certain time), medicines that had expired and were still used, controlled drugs and medicines prescribed on an as and when required basis.
- The electronic medicines administration record contained person centred information and alerts were present on records to ensure medicines were given properly and at the right time.
- There were detailed person-specific guides when people needed when required medicines and creams and patches had positions recorded.
- We checked records and actual medicine stocks and found balances to be correct. Medicines were ordered, stored and disposed of safely including controlled drugs.
- Staff were trained to manage medicines and regular audits demonstrated that issues were addressed and lessons learned.
- People living at the home told us they felt their medication was administered safely, as did relatives. One person said, "Yes they give me my tablets make sure that I take them." A relative added, "No Problems that I know of. I would know if the medicines were not being taken."

### Staffing and recruitment

- Staff were recruited safely with appropriate checks carried out before commencing employment.
- A dependency tool was used to determine staffing levels and weekly rotas were in place. The feedback we received from everybody spoken with during inspection confirmed this. One relative told us, "There can always be more staff but it seems fine. There seems to be a reasonable number of staff when I visit." A member of staff said, "We have enough staff to meet people's needs on most days."

### Assessing risk, safety monitoring and management;

- People had a range of risk assessments in place which covered areas such as falls, skin and choking. Where any risks were identified, control measures were implemented to keep people safe.
- Regular checks of the building and equipment were carried out including gas, electrical installation, hoists

and fire fighting equipment. A fire risk assessment had been carried, with the overall risk rating determined as low.

#### 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 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.

#### Visiting in care homes

- At the time of the inspection, the home was experiencing a COVID-19 outbreak and people were self-isolating in their bedrooms for a short period of time. However outside of this period visits were being facilitated in line with government guidance. One relative said, "The Home is in lockdown mode, so no visitors are allowed unless it was essential. However, before this time, I booked an appointment, took a test upon arrival and was given the full PPE to wear throughout my visit."

#### Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People and relatives told us they felt safe with the care they received. One person said, "I should say so. I have never felt safer." Another person added, "They [staff] are very gentle with me."
- A safeguarding policy and procedure was in place and staff had received training. Staff displayed a good understanding of safeguarding, whistleblowing and how to report concerns. One member of staff said, "If people were being neglected then that would be a safeguarding concern and I would report it."
- Deprivation of Liberty Safeguarding (DoLS) applications were submitted to the local authority as required where people lacked capacity to make their own choices and decisions.
- A log of any accidents and incidents was maintained, along with details about any actions taken to prevent re-occurrence.



# 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 as requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

At the last inspection, the provider had failed to ensure appropriate governance systems were in place. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

Continuous learning and improving care; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- At the last inspection, we found concerns regarding the homes auditing processes due to them not identifying the shortfalls regarding medication.
- A range of audits were carried out which covered areas such as the environment, medication, kitchen, infection control and care plans. Where any improvements needed to be made these were documented within the audits about what needed to be done.
- Systems were in place to involve people, relatives and staff in how the service was run. This included the use of satisfaction surveys to obtain feedback and meetings for staff and people living at the home.

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

- The provider and registered manager understood their roles and were aware of their responsibility to submit statutory notifications.
- It is a legal requirement for the ratings from the last inspection to be displayed on any websites operated by the provider and at the office location. We could see this was displayed both at the home and on the provider website.

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

- The staff team spoke of a positive culture at the service and said they enjoyed their roles. One member of staff said, "Everything is okay and I have no concerns. It is still a good place to work and we are a good team." Another member of staff said, "I feel like we are a family and always help each other."
- Staff told us they felt the service was well-led. One member of staff said, "I feel it is good and they solve any problems we have. I feel well supported." Another member of staff added, "All fine as far I am concern. I feel I can approach the manager and head office too."
- Both people living at the home made provided positive feedback about the care provided at The

Broughtons which helped them achieve good outcomes. One person told us, "10/10. I love it here. The staff are so good." A relative also said, "I am happy with everything from my point of view."

Working in partnership with others;

- The home worked in partnership with a range of different healthcare professionals to ensure people received the care they required. This included social workers from the local authority, GP practices and district nurses.
- The registered manager attended and contributed towards a weekly meeting with the local authority to help drive improvements within the sector. The home and staff team had also been commended on several occasions by local social work teams for facilitating placements at short notice and often under difficult circumstances.
- Referrals were made to other health professionals as required such as speech and language therapy (SALT) and dieticians if there were concerns about people's care.
- During the inspection we spoke with several visiting health care professionals who provided positive feedback about the home. Comments included, "I find the care to be good. Staff always contact me if they have any concerns and they follow our advice," and "People look like they received good care here. They people as if they were their own families and are very personal."