



Inspection Report on

Willowdale Care Home

**Willowdale Residential Home Ltd
112 Chester Road
Buckley
CH7 3AH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

10 August 2022

Welsh Government © Crown copyright 2022.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Willowdale Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Willowdale Residential Homes Limited
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People enjoy living in the home and praise the staff, the quantity and quality of food provided and the range of entertainment and stimulating activity available. The accommodation meets people's needs as it is spacious and offers various communal areas to meet and socialise with each other. Bedrooms are personalised and comfortably equipped to meet people's needs but they, and some communal areas, need redecoration.

Choice is respected and people's views sought in frequent residents' meetings. People choose where and what they eat, and how they carry out their daily routines. Staff are caring and respectful, interacting positively and cheerfully with residents. However, frequent inadequacy of staffing levels and reliance on temporary agency staff sometimes impacts on the timeliness and effectiveness of support delivery. Agency staff do not always have the required knowledge to ensure correct moving and handling procedures are used to meet people's needs safely. We have issued a notice requesting staffing levels are appropriate to meet people's needs at all times, and that all staff, including agency staff, are sufficiently trained and competent in moving and handling.

The provider of the service has a good insight about how it is operating, with regular audits of various elements of care and a six-monthly Quality of Care review. Surveys are distributed to relatives and people living in the service to ascertain their views and identify any changes or improvements required.

Well-being

People have choice and control regarding the care and support they receive at the home. They choose how and where to spend their day within the home and its grounds. People have choice about how they carry out their daily routines, including rising in the morning, going to bed at night and where they eat their meals. People choose from various meal options and they enjoy the food very much. Personal plans record people's preferences and dislikes and offer a clear picture of people's background, history and previous interests.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when needed. Appointments are made with a range of health professionals when people need advice and guidance. People's care and support needs are reviewed every month so that any changes can be identified quickly. Equipment has been purchased to enhance people's comfort and safety, and some people have brought in their own items of furniture such as a favourite armchair. People are trained in relevant topics to help ensure safe and effective practice, although we saw moving and handling training is needed, including for temporary agency staff. The availability of staff is presently affected by sickness, other absence and some employee resignations. Staffing levels are not always adequate and the use of temporary agency staff, unfamiliar with people's needs and wishes, is a frequent necessity. The manager is trying to recruit more staff with adverts posted for staff in various roles.

People are protected against most poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. An incident the manager reported to us, and an incident we observed during our inspection, demonstrate not all agency staff are fully competent in moving and handling, which is required to fully ensure safe practices. The manager is exploring ways of ensuring all agency staff are aware of people's needs before they work. Daily meetings between senior staff and care staff provide opportunities to discuss any concerns and share new information about any changes in people's care requirements.

The home provides spacious accommodation and a variety of communal spaces for people to sit and spend their day. People have personalised rooms furnished to suit their needs; some of these rooms require redecoration. Outside space provides seating and shelter for those wanting to spend time in the quiet courtyard. The home itself is secure with coded keypads on the entrance door and all visitors must sign in.

Care and Support

People have the quality of care and support they need as their personal plans are kept up to date and consider their wishes, preferences, physical, mental and emotional needs. We saw personal plans give a real picture of people, their lives, their history and their needs and preferences. We spoke with a visiting professional who agreed personal plans are in good order, easy to read and the life history section gives a real picture of the person. Records show these are reviewed regularly to keep them accurate. Each section of the plan is considered every month and then an overall review every three months to keep them up to date and accurate. Senior staff complete risk assessments and put measures in place to protect people. Care plans provide direction for staff on how to support individuals. However, some agency staff who are not permanently employed in the home, are not always familiar with these; as a result, they do not always provide care and support in the way it is required.

Records and meeting minutes show people are entertained and stimulated in a variety of ways. We spoke with people who confirmed they gain great pleasure from a range of activities such as making puddings they then eat, celebrating events, bringing in family pets. Trips out are planned in the services minibus. People told us about the service, *"I love being here and love the people"* and *"the food is brilliant"*. We saw people enjoying different breakfasts of their choice; one had egg and bacon, another cereal, another egg on toast. People told us what they were having for their lunch and recalled having had a Chinese take away at the weekend. We saw staff respond to people with patience, interacting with kindness and respect.

People's physical, mental, and emotional well-being is looked after by care staff who know when to seek professional advice. Records evidence appointments are arranged with GPs, dentists, opticians, and district nurses visit the home. We saw how one person has improved remarkably under the care of the home, enjoying a much better quality of life since their admission. Expert advice has been sought for another person to improve their mobility and maintain as much independence as possible. Equipment has been purchased to enhance people's comfort and safety, and some people have brought in their own items of furniture such as a favourite reclining armchair.

The service promotes practices to manage the risk of infection. We saw measures are taken to reduce the risk of Coronavirus and staff wear face masks and use hand sanitisers. We saw personal protective equipment (PPE) being used by staff in their work and visitors asked about their Covid status.

Environment

The service provides care and support in an environment and location suitable to meet people's needs. There is sufficient space for people to move around freely and make choices about where they want to spend their day. A homely lounge provides sofas and armchairs. We saw people in the lounge watching television, and records show activities also take place here. Separate dining facilities accommodate those who want to use it but people can choose to eat in their rooms as they have their own tables. Virtual assistant technology allows people to make contact with relatives if they wish; the home has a computerised touch table they can use. There are lifts to access the first floor and equipment is provided to enable and enhance mobility.

Everyone has their own bedroom and there are en-suite facilities in some. We saw some rooms need redecoration as there are scuffed walls and woodwork and some flooring needs to be replaced. The provider and manager are aware of these improvements needed and plan to attend to them. Rooms are redecorated when they become vacant, so they are clean and bright for any future occupants. Special equipment, such as profiling adjustable beds, is provided when it is needed; we saw special aids to enhance people's independence. Rooms are reconfigured to accommodate people's equipment needs while ensuring they are free to move around their personal space. We saw the kitchen is clean and well organised; the Food Standards Agency has recently awarded the kitchen a rating of 5 which is the best it can be.

There are two rooms for medication storage, one of which also gives access to a toilet cubicle for staff. Since it does not have its own wash hand basin and staff must use the basin in the medication room for hand washing, this toilet can no longer be used. The manager has put up an 'out of use' sign and is fitting a lock to prohibit use until a further basin can be fitted in the toilet cubicle. The grounds are suitable for the people who currently live in the home. There is garden furniture and shelter for people to sit under. We spoke with residents who said they enjoy going out into what is a private courtyard.

The service provider has measures in place to identify and mitigate risks and maintain important facilities and equipment. We saw risk assessments for the home and for individuals. Incidents of falls are monitored and evaluated to identify themes and make risk management more effective. Records show maintenance and safety checks are completed for water, fire equipment, electrical appliances and electricity installation.

Leadership and Management

The provider has governance arrangements in place to help ensure the service is effective and the responsible individual has oversight. An area manager provides support to the manager and has a program of audits they complete monthly to check if practices are safe and reflect written policy and procedures. The responsible individual completes a Quality of Care Review every six months resulting in a report for the directors of the company. Surveys are distributed to residents and their relatives to ascertain people's satisfaction with the service they receive, and residents meeting further help to gain views and improve the service.

The manager has a range of policies and procedures in place to help instruct staff and keep residents safe. The manager's regular presence at the home allows plenty of opportunity for staff to discuss any issues. We spoke with staff who confirmed they feel comfortable in expressing their views and concerns. They receive one to one supervision to check on their practice and share their views. Staff told us they enjoy working. One said *"I love it here. I can speak to the manager whenever I want to"*.

People are supported by a service that is not always able to provide appropriate numbers of staff who are suitably fit and have the knowledge to provide the care and support required. Staff records show safe recruitment procedures are in place and people are properly vetted before employment. However, despite recent and ongoing recruitment exercises, the provider has not been able to secure a full complement of staff and the home is often short staffed. Temporary agency staff are used frequently, impacting on continuity of staffing and people's familiarity with the staff who support them. People told us they sometimes have to wait for assistance and they don't always know who the staff are; staff told us they often have a reduced team but they pull together and manage to get the work done. Another staff member explained the home is advertising for staff in a number of roles and they frequently find they are short staffed.

Training is up to date for most staff in essential areas however, agency staff are not always competent with moving and handling and are not always familiar with people's needs. We saw an agency staff alone in the dining room, uncertain of how to support someone transferring from a chair to a wheelchair; they began to assist incorrectly before we fetched another staff to intervene. The manager confirms no further admissions will be made until there are sufficient staff and improved continuity. Inconsistency of staffing levels, frequent use of temporary staff and their insufficient expertise in moving and handling practices is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
34	People’s health, safety and well-being are at risk because the service does not have an adequate number of staff available. The service is using agency staff who are not always sufficiently trained and/or competent in moving and handling practices.	New

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Date Published 01/12/2022