Inspection Report on

Willowbrook House Nursing Home

Willowbrook House Nursing Home
St. Arvans Crescent St. Mellons
Cardiff
CF3 0FD

Date Inspection Completed

17/03/2020
Description of the service

Willowbrook House is located in the suburb of St. Mellons, Cardiff, and has good access to local shops, amenities and transport links. Willowbrook House provides nursing care and accommodation for up to 110 people aged 50 years and over, who may also have dementia care needs. The service is owned and operated by Amos Nursing Homes Limited who have nominated a Responsible Individual (RI) Alexandra Comford who has overall responsibility of the service. The RI is also the manager who oversees the day to day running of the home and is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

People are happy with the service they receive and speak positively about the staff who provide their care. Staff provide care with warmth and respect and understand the needs of the people they care for. Care documentation is robust, reviewed regularly and evidences engagement with external professionals. Management within the home is effective and the RI has good oversight of the service. People live in a warm, clean and safe environment which is suitable to meet their needs and promote their well-being. Staff are recruited safely and are well trained and supported to undertake their roles.

2. Improvements

- One to one activities are documented in care plans
- Risk assessment changes are documented and accessible for staff
- Full employment history of staff is captured
- Staff supervisions are provided within required timescales
- Staff are following good hygiene practices
- There are a number of welsh speaking staff working at the service who can provide a service in the welsh language.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. These include the following:

- Quality assurance
- Food menus
- Safeguarding
- Environment
- Medication
- Care Documentation
1. Well-being

Our findings

People get the care they need as and when they need it. Staff are well trained and understand the needs of the people they care for, and do so with kindness, whilst promoting dignity. Staffing levels are appropriate to meet the needs of people using the service who spoke positively about the staff providing their care. Personal plans of care are thorough, robust and have been regularly reviewed and updated as required. Referrals are made to external agencies in a timely manner and any instructions and guidance is clearly documented and followed appropriately. Medication storage is safe and robust with administration and Medication Administration Record (MAR) charts being completed correctly. The RI is visible within the service and understands and fulfils legal requirements in regard to the role, and ensures that quality assurance is monitored as required. People have information in regard to the service they receive and have access to a complaints process.

People can be assured their voice is heard. People are treated as individuals by staff who are committed to promoting independence and supporting people according to their level of need. Personal plans of care are person centred and clearly highlight personal preferences, likes and dislikes of the person being cared for. People have choice in all aspects of their life as practically possible and receive support to achieve their well-being outcomes. Food menus lacked choice, despite choice being available and catering staff have good knowledge of modified diets and are kept up to date with the dietary needs of all residents. People are supported to engage in social activities according to their choices and abilities, by staff and dedicated activity co-ordinators who offer social interaction in groups and on a one to one basis. People are cared for in single rooms which benefit from en-suite facilities and are encouraged to personalise their rooms to make them more comfortable and homely.

People can be confident that they are safe. Willowbrook house is a safe environment which is well-maintained, free from hazards and has all equipment needed to maintain the safety and independence of people using the service. All visitors are monitored and asked to sign the visitor’s book. Staff are recruited safely and subject to vetting before employment is offered and all staff have undertaken safeguarding of adults training. The service has a safeguarding policy in place and consults with the Local Authority safeguarding team when required. We saw evidence of safeguarding referrals being made and were stored centrally, but outcomes are not always recorded.
2. Care and Support

Our findings

People can be assured that they get the care as early as possible. We found staffing levels at the home were in line with those set out in the statement of purpose and were sufficient to meet the needs of people using the service. Most of the staff we spoke to told us that staffing levels were sufficient, but one person said that staff numbers need to be increased. We discussed staffing with the RI who told us that “staffing levels are continually under review due to changing needs of people using the service”. We viewed practices within the home and saw staff providing care with dignity and respect with clear knowledge of the needs of the people they cared for. One person we spoke with told us “I’m still here, and very happy”. We spoke to several visiting family member who spoke positively about the care their relative received and one person described the care as “excellent”.

We examined medication processes within the home and found them to be safe and robust, but we noted several bottles of liquid medication that did not have an opened date recorded on the bottle. We audited a selection of medication and found the quantity correct to the recorded figure in the recording book. We examined the Medication Administration Records (MARs) and found that all MAR charts contained the required identification checks for the person receiving the medication, and had been completed correctly with no gaps in recording; the effects of as required (PRN) medication was fully recorded.

Care files we looked at were thorough, robust and had been reviewed regularly and updated when required. We saw that referrals were made to external agencies and any guidance or recommendations, reflected in the personal plan and followed appropriately.

People can be confident that their individual circumstances are considered. People have their own personal routines and are given support according to their level of need. Care documentation is person centred and individual to the person being cared for and clearly documents the likes and dislikes of people; but we recommended that personal plans should further evidence people and their representatives being a part of the care planning process where possible. On one unit we noted “bowel and bathing lists” and discussed this with the RI, who gave assurances that these lists would be removed as Willowbrook promotes person centred care. People decided where to spend their time, whether it be in their own rooms or communally with other people, and have choice in regard to what they eat and where they eat it. We saw that weekly menus were on display throughout the home, but did not include a choice, but we are confident that choice is available as we overheard staff offering food choices and we also spoke to kitchen staff who told us that “people can have what they want, when they want”.

People can be assured that their social and recreational needs are met. Willowbrook House employs three activity co-ordinators who support people to engage in activities of their choice whether it be on a one to one basis or group activities. We saw weekly activity rotas on display which was varied, and also photographs of residents enjoying past activities. We spoke to the activity co-ordinator who told us about activities and events that take place within the home and we saw people engaging in crafts, games and beauty therapy. One person we spoke with said “I prefer to watch TV in my room, but there is always something going on down the lounge”.
3. Environment

Our findings

People live in an environment that promotes their well-being. Willowbrook House is a purpose built facility that is set over three floors and broken down into six separate units. The environment is warm, welcoming and decorated to a very high standard. Willowbrook House benefits from spacious communal areas including large lounges and dining rooms with open planned kitchenette facilities where snacks and drinks can be prepared by staff who are still visible to people who may need support. The home also benefits from a coffee shop, hair salon and extensive outdoor space for people to use as they wish. People had access to ample bathrooms and toilets within the home, which were clean and contained appropriate equipment to maintain safety and independence, but we did note that several bathrooms and toilets would benefit from a general tidy up and recommended that personal care items are stored more discreetly.

People are cared for in single en-suite rooms and are encouraged to make the rooms as personal as possible. We viewed a number of rooms during inspection and saw that they were clean, warm and personal to the person occupying the room.

People live in a safe environment. Willowbrook House has a large welcoming reception area which is manned during the day time and the main door is locked at night to ensure that only authorised visitors enter the home. On arrival our identification was checked and we were asked to sign the visitor’s book. Willowbrook House has two lifts for people to access alternative floors safely and also has stairs with evacuation equipment if the lifts could not be used in the event of an emergency. There are handrails in situ and appropriate flooring for use of wheelchairs and walking aids. The home is extremely neat and tidy and hazard free which enables people to walk around safely as they wish. All windows have appropriate restrictors in place and all harmful chemicals are locked away safely and securely. Willowbrook House has a robust fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) in place, which is a plan on how people should be evacuated in the event of an emergency or a fire.

We spoke with the maintenance staff who told us that repairs are reported swiftly and completed as soon as possible. We viewed the maintenance file and saw evidence that gas and electricity safety testing was up to date and all serviceable equipment such as hoists and slings had been serviced appropriately to ensure the safety of the equipment.
4. Leadership and Management

Our findings

People benefit from the leadership and management arrangements. Willowbrook house has a manager who is also the RI and has good oversight of the service and is supported by a deputy manager and clinical lead who are both registered nurses. We spoke to the RI at length during inspection and were satisfied that they understood their legal requirements in regard to the role of RI. Quality assurance monitoring of the service was taking place, but the information from the last audit had been collected but not formulated into a report, but we were assured this would be completed.

We viewed a selection of policies and procedures within the home and found them thorough and robust, but we recommended updating the safeguarding policy to include current legislation. Willowbrook House has a clear complaints policy in place and were recording and responding to complaints appropriately. We also saw that the home had received large amounts of compliments in the form of letters and cards with positive comments in regard to the care at the home. Staff told us that the management are “approachable and fair”, and also said “if the residents need something, they get it, no questions asked”.

We saw evidence that Deprivation of Liberty Safeguards (DoLS) applications, safeguarding referrals and regulation notices were submitted appropriately which indicates that the home understands and is fulfilling its legal requirements.

People are supported by staff who are well trained and safely recruited. Staff personnel files contain all required information including identification and a full employment history. We saw that pre-employment checks including references and Disclosure and Barring Service (DBS) certificates are applied for before employment is offered. These checks are important as they determine the suitability of a person to work with vulnerable people. We saw there is a system in place to ensure that DBS certificates were renewed every three years.

We examined the staff training matrix, which had very few gaps, and indicated that staff are appropriately trained to undertake their role. We examined the staff supervision matrix and found that all staff were supervised appropriately at all times. Staff we spoke with told us that they felt well supported and could approach the management with any issues. One person said “working here is like a family where we all support each other”.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- Regulation 16(1) – reviewing of personal plans of care (non issued non compliance). The service is now fully compliant with this regulation as personal plans of care are reviewed within required timescales.
- Regulation 35 – fitness of staff (non issues non compliance) - The service is now fully compliant with this regulation as staff recruitment is robust and staff personnel files contain all required information.

5.2 Areas of non compliance identified at this inspection

- The service is fully compliant with all regulations.

5.3 Recommendations for improvement

- Food menus to reflect choice available
- Bathrooms and toilets to have a general tidy up
- Service to cease using bowel and bath charts
- Liquid medication to be dated when opened to ensure not used after expiration date
- Quality assurance report to be completed every six months
- Outcomes of safeguarding referrals to be recorded
- Safeguarding policy to be updated.
6. How we undertook this inspection

This was a full inspection completed as part of our annual inspection programme. We visited the service unannounced on 13 March 2020 arriving at 10:30 am and leaving at 16:10 pm. We then returned announced on 17 March 2020 arriving at 09:30 am and leaving at 15:30 pm.

The following regulations were considered as part of the inspection:

- The Regulated Services (service providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- A tour of the building
- Discussion with manager/RI
- Observations of practices within the home
- Observations of medication administration processes
- Viewing a selection of policies and procedures
- Discussion with visiting family members
- Discussion with three residents.
- Discussion with ten staff members
- Viewing of eight resident files
- Viewing of seven staff personnel files
- Viewing the training and supervision matrix
- Viewing of the maintenance file
- Viewing of staff rotas
- Viewing of food menu and discussion with cook in charge
- Viewing of activity rota.
Further information about what we do can be found on our website: www.careinspectorate.wales

### About the service

<table>
<thead>
<tr>
<th>Type of care provided</th>
<th>Care Home Service</th>
</tr>
</thead>
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<tr>
<td>Service Provider</td>
<td>Amos Nursing Homes Limited</td>
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<tr>
<td>Responsible Individual</td>
<td>Alexandra Cornford</td>
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<td>------------------------</td>
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<tr>
<td>Registered maximum number of places</td>
<td>110</td>
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<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>17 January 2019</td>
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<tr>
<td>Dates of this Inspection visit(s)</td>
<td>13/03/2020</td>
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<tr>
<td>Operating Language of the service</td>
<td>English</td>
</tr>
<tr>
<td>Does this service provide the Welsh Language active offer?</td>
<td>The service provides an Active offer of the Welsh Language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.</td>
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Additional Information:

**Date Published** 04/08/2020