

## Larchwood Care Homes (North) Limited

# Whitby House

### Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Whitby House is a residential care home providing personal and nursing care to 28 people at the time of the inspection. The service can support up to 40 people across two floors, each of which has separate adapted facilities.

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

Although there were sufficient staffing levels at Whitby House we received some feedback that people felt the home was understaffed at key times of the day. There had been a significant change in the needs of some of the people living at the home and the registered manager needed to ensure that people always receive timely care.

The home was clean and risk assessments were in place to identify and safely manage the needs of people, however we did find some issues that required improvement. We found evidence of toiletries not always being stored hygienically and also some rooms unlocked which should be kept locked for the health and safety reasons. These issues were addressed straightway when we raised them with the senior team and the registered manager.

Other systems were in place to ensure the safety and wellbeing of people. These included systems to protect people from the risk of abuse, receive their medicines safely and to ensure that people could share their views on the service being provided at Whitby House.

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. People were offered choices and involved in decision making relating their care and care plans contained sufficient person-centred information to meet people's preferences.

People had access to healthcare and the registered manager worked closely with other agencies to ensure successful outcomes were achieved.

All people we spoke to during the inspection spoke positively about Whitby House and the care they received. Staff were described as caring and attentive to people's needs.

Staff were committed to deliver a high standard of care. They were well trained and felt supported in their role.

There was a wide range of leisure activities available to people and staff worked hard to ensure people who were unable to get out of bed due to ill health were engaged in the activities on offer.

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 26 May 2017).

#### Why we inspected

This was a planned inspection based on the previous rating.

#### 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?

The service was not always safe.

Details are in our safe findings below.

**Requires Improvement** ●

### Is the service effective?

The service was effective.

Details are in our effective findings below.

**Good** ●

### Is the service caring?

The service was caring.

Details are in our caring findings below.

**Good** ●

### Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

**Good** ●

### Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

**Good** ●

# Whitby House

## 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 one inspector, a specialist advisor (who was a nurse) 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

Whitby House is a 'care home'. People in care homes receive accommodation and nursing or 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.

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 before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We also reviewed the most recent Healthwatch Enter and View report. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

The provider was not asked to complete a provider information return prior to this inspection. 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.

We used all of this information to plan our inspection.

During the inspection

We spoke with seven people who used the service and four relatives about their experience of the care provided. We spoke with eight members of staff including the registered manager, assistant manager, nurses, a senior care worker, care workers and the kitchen assistant.

We reviewed a range of records. This included five people's care records and multiple medication records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management and quality of the service were reviewed.

# 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. At this inspection this key question has now deteriorated to requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed.

### Staffing and recruitment

- During the inspection, we reviewed how the registered manager determined safe staffing levels, and we found enough staff were planned onto each shift. Some people told us however, they felt there were not always enough staff. One person told us, "There seems to be a shortage of staff lately. If I press my buzzer, I sometimes have to wait a while." Some people living at Whitby House also expressed concern about the temperature of their food by the time they received support to eat them.
- We also received mixed feedback from relatives. One said, "I feel the staffing levels are poor, you can wait a long time for help, especially in the lounge." However other relatives spoke positively about the staffing levels and told us there were enough staff to meet people's needs.
- We discussed all these comments with the registered manager who explained there had been a number of recent admissions to the home with high care needs. The registered manager told us they would review the support levels around key times of the day, including mealtimes.
- Staff were safely recruited, and all necessary checks were completed before starting work at Whitby House.
- We also heard calls bells being responded to promptly by staff.

### Assessing risk, safety monitoring and management

- One the first day of inspection we repeatedly found that sluice rooms had been left unlocked by staff. Sluice rooms are used to provide a means for the efficient disposal of human waste products. All of the residents in the affected areas required support to mobilise so the risk to people was minimal, however we raised this with the deputy manager. On the second day of the inspection, practices had improved, and the doors remained locked.
- Risks to people had been assessed and measures were in place to reduce identified risk. This information was clearly recorded within people's care files and risks were reviewed regularly.
- Regular checks were made on the building, utilities and equipment to ensure they remained safe.
- Staff confirmed they had access to key policies and procedures that helped to keep people safe.

### Preventing and controlling infection

- Whitby House had systems in place to reduce the risk of infection. Staff had access to personal protective equipment such as gloves and aprons and received training in infection control.
- The home was clean and tidy. People confirmed that their bedrooms were cleaned everyday and one relative told us, "The Home is spotlessly clean, and my relatives' room is always clean."
- There had been some improvement work carried out and further work was planned to bedrooms. We did

find that some toiletries were not hygienically stored as one person was waiting for a new sink to be fitted. We raised this with the nursing staff who immediately responded and cleaned the area. By the end of our inspection the person had new shelving fitted to store toiletry items.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe staying at Whitby House. One person said, "I feel safe because I had a bad fall at home and I was frightened on my own, here there's always someone looking in on me."
- Staff were aware of how to raise concerns and all staff had completed safeguarding training.
- Referrals had been made appropriately to the local safeguarding team.

Using medicines safely

- The management of medication was safe. Medicines were stored securely, and medication rooms were clean and well maintained.
- Medicines were only administered by nurses and senior care workers who had been trained and assessed as competent.
- Records of administration were well maintained, in line with best practice and completed comprehensively.
- People confirmed they received their medication at the appropriate time and were offered pain relief if they requested it.

Learning lessons when things go wrong

- A system was in place to record accidents and incidents. They were reviewed regularly by the registered manager to look for any trends and identify whether future incidents could be prevented.
- Records showed that appropriate actions had been taken following incidents, such as making referrals to other healthcare professionals for advice and guidance and discussing individual care needs with staff during supervisions.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Supporting people to eat and drink enough to maintain a balanced diet

- People spoke positively about the food available at Whitby House and told us there was plenty of choice and the food was described as, "Nice". We did however, receive mixed feedback from some people who required support to eat about the temperature of the food. We have addressed this with the registered manager under the safe section of this report.
- All the people we spoke with told us there were plenty of snacks and drinks available throughout the day. One person told us "I always get plenty of apple juice because that's the drink I like."
- We observed lunch served in the dining room. People chose where they took their meal and menus were displayed. Tables were attractively laid, and condiments were available to accompany people's meals. People also had the equipment they needed to eat as independently as possible.
- Kitchen staff were aware of people's dietary needs as well as specific likes and dislikes and this information was visible in the main kitchen area.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed prior to moving into Whitby House and care plans had been developed based on these assessments, as well as assessments provided by other health and social care professionals.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- People confirmed staff sought their consent before they delivered care.
- Where a person was unable to consent to their care, the registered manager ensured their capacity had been assessed and care was only delivered in the person's best interests.

- DoLS applications had been made where appropriate and conditions were being met.

Staff support: induction, training, skills and experience

- Staff received the training they needed to do their job well and received an induction when they started working at the service.
- Staff felt supported. They had received regular supervisions and appraisals and told us they felt able to raise any issues they had with the registered manager.

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- People confirmed they had access to healthcare services and support and relatives told us there was good communication from the staff and they were kept informed if someone was ill.
- People's care records were detailed, and referrals were made to other health professionals in a timely way when their specialist advice was required. Advice provided by these professionals was incorporated within people's care plans.
- Staff worked closely with a number of agencies to ensure people's needs were being met, including GP's, and community health teams.

Adapting service, design, decoration to meet people's needs

- People had the equipment they needed to be supported effectively.
- Whitby House had a homely feel to the environment and people were encouraged to personalise their rooms. One relative told us, "We have brought some of [name's] furniture in and you can personalise the room as you want to."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- We observed warm interactions between staff and people living in Whitby House throughout the inspection and staff knew people well.
- People we spoke to were positive about the care they received. One relative told us, "The staff are wonderful, they are patient and attentive. My relative always looks clean and well cared for. They are attentive to all the residents." One person receiving care told us, "I like the staff you can have a laugh with them, they are kind and patient." Another person told us, "The staff are very kind and I know them very well because I have been here so long. They are patient and always have time to listen."
- Staff were committed to provide a high standard of care and enjoyed their job. One staff told us, "We give a good service and I think the residents feel part of a big family."
- People's diverse needs were known and respected, including any characteristics under the Equality Act 2010.

Respecting and promoting people's privacy, dignity and independence; Supporting people to express their views and be involved in making decisions about their care

- We saw through records that people or their relatives were involved in the development of care plans.
- We observed people being treated with dignity and respect throughout our inspection and people confirmed this. One person told us, "[Staff] are always respectful and knock before they enter my room."
- Confidentiality was respected, and relatives told us they had never heard staff discussing any other resident in front of them or anyone else.
- Care plans described when people needed support. Staff were able to describe how they encouraged people to be as independent as they could.
- People also confirmed they were supported to be as independent as possible. One person told us, "I can mobilise with my walking frame, but the staff are very attentive and nearby when I move."

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People received personalised care which reflected their needs and preferences. Care plans were person centred, capturing people's personal histories and specific wishes in relation to the care they received.
- People told us they received care that met their personalised needs and preferences. One person told us, "I can get up and go to bed when I want to. I choose my own clothes. Another person told us, "I Like it here and wouldn't want to live anywhere else."
- Whitby House had a calm, quiet and relaxed living environment and we observed a warm and friendly approach from staff.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- There were opportunities for people to pursue their interests. People receiving care spoke very positively about the activities available and one person described the activity co-ordinator as, "The life and soul of the place," adding they thought the activities were, "Very good".
- Activities were varied. Where people were unable to leave their bed due to ill health, the staff made efforts to bring the activity to them. We heard from people how staff had brought visiting animals to their bedrooms so that they could still participate, and the activities co-ordinator also made time to sit with them in their bedrooms for a chat or to read.
- Other people told us they enjoyed going on trips to the theatre, meals out and boat trips. Others preferred to stay at home and played bingo and participated in the regular entertainment arranged within the home.
- People could receive visitors at any time. Relatives told us they were always offered refreshments and were always warmly welcomed when they entered the building. One visitor told us, "I love visiting my relative because the staff always find time to have a chat with me."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The communication needs of people were assessed and care plans contained detailed information about people's individual needs.
- Staff were aware of people's communication needs and whether people needed spectacles and hearing aids to effectively communicate their needs.

Improving care quality in response to complaints or concerns

- A complaints policy was in place and information on how to make a complaint was clearly visible.
- People confirmed they knew how to raise a complaint and were confident in doing so.
- Complaints received had been investigated and responded to appropriately

End of life care and support

- Care plans were robust and included important information regarding resuscitation and pain management. They were also written in a sensitive way to reflect the personal wishes and preferences expressed by people and those close to them.
- Whitby House worked closely with Macmillan nurses who assisted with training and support for staff caring for people at the end of their life.

# 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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The registered manager promoted a positive culture and a calm and caring living environment. One visitor told us, "The atmosphere is very family like. It's a happy environment and I enjoy visiting." People living at the home supported this view. One person told us, "The atmosphere is lovely, it's fantastic, my home from home."
- People knew who the registered manager was and described them as, "Approachable and very visible."
- People living in Whitby House also said they would recommend it to others needing care. One said, "This is a wonderful home". Relatives also told us the same. One told us, "I would recommend [Whitby House] to anyone and I have already done so, it is excellent."

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

- There was a robust framework of governance underpinning the service. Audits and other checks completed by the registered manager were effective in identifying and driving improvements.
- The registered manager and the nursing team acted in a prompt manner to address any issues that arose during the inspection.
- The registered manager understood their responsibility for notifying the Care Quality Commission of events that occurred within the service and we saw that accurate records were maintained.
- The most recent CQC rating was clearly displayed in the reception areas.
- The registered manager had plans for further improving the service including redecoration and refurbishment.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- Systems were in place to engage with people and gather their feedback regarding the service. This included resident's meetings, questionnaires and an electronic 'How did we do?' questionnaire completed by the activity co-ordinator with people.
- Staff felt valued in team meetings where they felt there was an open and honest culture to share their views and feel listened to.
- The registered manager worked closely with external professionals to ensure consistently good outcomes

were achieved for people. This included recent involvement of the Princes Trust who revamped the garden areas for people to use.

- Whitby House has a 'Friends of Whitby House' group who oversee fundraising and donations and provide opportunities and equipment for the benefit of people living in the home. This had recently included trips to the theatre which people told us about during the inspection.