

Thornton Care Limited

Westport House Care Home

Inspection summary

CQC carried out an inspection of this care service on 11 February 2020 and 12 February 2020. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

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?

Requires Improvement 

About the service

Westport House Care Home is a residential care home providing personal care to 10 people aged 65 and over at the time of the inspection. The service can support up to 11 people.

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

Medicines were administered safely; however good practice guidelines were not always followed. We have made a recommendation about the management of some medicines. 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 in the service supported this practice. However, not all restrictions were documented on Dols applications. We have made a recommendation the service work within the principles of the MCA.

Care plans and risk management documents did not always hold comprehensive information. We have made recommendations about this. Language used and written did not always promote people's dignity, bed rails were referred to as cot sides. We have made a recommendation about this.

Safe systems of recruitment were in place and people told us they felt safe. People's needs were assessed before they moved into Westport House. Staff received induction, training and support they needed to carry out their roles effectively. People's nutritional and health needs were met.

People were relaxed and comfortable in the company of staff. Staff and managers knew people well. One relative said, "Staff know [family member] well. She is always smiling, and that is reassuring for me." People were treated with respect and dignity; staff supported people to maintain their independence.

People were provided with personalised care that took account of their needs, wishes and preferences. There was a caring rapport and familiarity. There was an appropriate system to manage complaints. People's wishes for end of life care and support were identified, respected and recorded.

Everyone was positive about the registered manager and the way the home was managed and organised. The home worked in partnership with a variety of agencies to ensure people received all the support they needed. Staff felt well supported by the registered manager and management team.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good published 06 September 2017.

Why we inspected

This was a planned inspection based on the previous rating.

Enforcement

We have identified breaches in relation to Good governance at this inspection. We found audits did not always identify the improvements that were required.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161