



Inspection Report on

Willowbrook House Nursing Home

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

Date Inspection Completed

10/09/2024

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About Willowbrook House Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Amos Nursing Homes Limited
Registered places	110
Language of the service	English
Previous Care Inspectorate Wales inspection	10 October 2023
Does this service promote Welsh language and culture?	The service is not working towards providing an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promote the use of the Welsh language and culture.

Summary

People receive support from kind and compassionate care staff, and those we spoke to told us they are content living in the service. The home is well-equipped to meet people's needs and keep them safe. Visitors are welcome, and an information board lets them know of calendar events, such as quiz evenings and seasonal celebrations they can attend. Care documentation details the day-to-day tasks for care staff to follow. Because nursing and care staff know people extremely well, they anticipate people's care needs to support daily outcomes. This level of knowledge compensates for the limited written information about people's individual preferences held within their care plans.

There are no changes to the leadership and management of the service since the last inspection. The responsible individual (RI) and clinical lead are at the service daily, the RI is accountable for the quality of the service people receive. Teamwork is a strength of the service. We found progress with record keeping and some quality monitoring activities meaning areas of improvement are met. However, the RI is continuing to embed the improvements and maintain consistency of quality monitoring of the service

Well-being

The provider produces a service guide which helps people understand what care, support and opportunities are available to them. A service agreement ensures people's rights and entitlements are protected. People are encouraged to make decisions about their day-to-day life, such as getting out of bed, food choices and participating in group activities. Advocacy services visit the home as and when there is an identified need when a person requires additional support to make decisions. But people do not currently take part in meetings or get together to share their views about the service.

People receive support to maintain relationships with those who are important to them, and representatives told us this is highly valued. Visitors are welcome, and we saw mealtimes being a popular time of day. The garden is well-used by people and visitors to the service.

People receive the right care and support most of the time. We saw care staff treating people with respect, and their dignity was maintained when receiving medical interventions by nurses. We found some care tasks to be missed for a small number of people, such as nail care and oral care, this was addressed immediately. We heard interactions with care staff and people which were kind and caring, people are treated with genuine warmth. Some care staff have meaningful connections with those who have a limited capacity to engage. We saw exchanges which made people smile and be present in the moment. We saw people taking part in group activities which was joyful and fun. The provider recognises people require more stimulation and interaction on a 1-1 basis and is employing a well-being coordinator to enhance people's activity levels.

People live in a home which best supports their outcomes. Suitable equipment is available to ensure people complete their daily routines and access other areas of the home safely. The home is well maintained, and cleaning regimes ensure the home is free from unpleasant odours. Communal areas are pleasant, spacious and allow easy access to the outdoor spaces for those living on the ground floor. Private bathrooms and some equipment in people's rooms were not as clean or maintained as they should be, this could impact on people's well-being if not addressed. The RI is taking prompt action to ensure standards are maintained throughout every area of the home.

Care and Support

People receive the right care and support most of the time. The personal plan informs care staff of the tasks to complete on a day-to-day basis. The service reviews care plans monthly but records do not tell us people and their representatives are involved, which is a regulatory requirement. The RI is making immediate changes to ensure people have a voice and take part in reviewing their care and support.

People access health services and referrals are made to health professionals when needed. Care staff record information about appointments and outcomes and representatives told us they are kept informed. People receive support to register with a local GP who visits the service on a weekly basis. We observed records relating to wound management and pressure care to be complete and appropriate equipment is in place to support recovery. During inspection we found care staff and nurses visible, knowledgeable, compassionate and extremely helpful. There is ample supply of personal protective equipment (PPE), and we observed care staff following good infection control practices.

People's medication is well managed. Medication recording charts are maintained and nursing staff complete regular audits. Action is taken to put things right when needed. Nursing and senior care staff ensure people receive the right medication at the right time. Medication is stored safely and records relating to controlled medications are good.

We found most people are well presented and receive support to maintain a standard of personal hygiene. For those whom we found to need better attention with some aspects of their personal hygiene, nursing and care staff quickly addressed this. The RI is committed to increasing visual checks on people to ensure standards are maintained for everyone and records are up to date. The service is investing in electronic recording systems.

People make daily menu choices. The service offers drinks and snacks throughout the day. We found people enjoyed the food on offer, and the menu is regularly revised to include new options. The service caters for those who require fortified meals and modified diets. The kitchen staff regularly meet with care teams to keep fully informed of people's dietary needs. We saw a few care staff supporting some people to eat and drink at mealtimes with gentleness, patience and kindness.

Environment

The atmosphere is welcoming, and we observed visitors are safely received. The property is warm, clean, and homely. An effective maintenance team ensure the home is well-maintained and safe for people and visitors. During inspection, the maintenance team were quick to address an issue with a lift, which required external contractors to visit the home. There are ample comfortable spaces for people to meet their guests. During inspection, we saw people enjoying time with visitors in the communal areas and in the pleasant garden which is frequently used. Since the last inspection, the provider has taken ownership of chickens which live in the garden and are a positive addition to the home for people to take an interest in.

People live in an environment which meets their needs. People's bedrooms are individually decorated and personalised with things of importance to them. General standards of cleanliness and hygiene throughout the home is good. But we found people's private bathrooms are not as hygienic and well-maintained as other areas of the home, and some bed guards require replacing due to wear and tear. The RI is taking prompt action to ensure oversight of the environment considers all areas used by people and issues are addressed without delay.

Moving and Handling equipment is maintained and available to care staff so people are supported to move about the home and complete care tasks safely. Storage cupboards and medication rooms are locked. Several communal bathrooms with adapted equipment are receiving a full refurbishment to offer people a relaxing bath time experience.

The home is free from obvious trip hazards and people walk freely around their communities. We observed some people who walk with purpose in bedrooms which were not their own. The RI has a responsibility to ensure people are safe. The addition of bathroom storage means people do not have access to items in the home which could cause harm, and people's personal items are safe.

Fire alarm systems and equipment is serviced regularly, and people have personal evacuation plans in place (PEEPS). We found fire drills are completed, which is an improvement since the last inspection.

Leadership and Management

The responsible individual (RI) is also the manager and is available to people, visitors and staff. The RI is accountable for the quality monitoring of the service, and we observed improvements since the last inspection in auditing, which is positively impacting some aspects of care delivery. The RI completes formal quality monitoring activities at the service which is a regulatory requirement and produces a quality-of-care review. The review includes feedback from an annual questionnaire and the actions taken by the service. We found people, care staff and representatives have limited opportunities to share their views and opinions to fully inform service improvement. The RI is aware and is taking a responsive approach to seek the views of all stakeholders to inform quality monitoring, which is a regulatory requirement.

People receive continuity of care and support from a dedicated staff team. We found the service experiences challenges with the sufficiency of staff numbers 24 hours a day to operate in-line with the statement of purpose (SoP). We are consistently told teamwork is a strength of this service, and care staff value their colleagues. Care staff we engaged with have a good understanding of their roles and responsibilities, and most enjoy their work. Records told us not all staff are up to date with core or specialist training to maintain their skills and knowledge and there are gaps in supervision and competency checks. The RI is committed to ensure all care staff complete training, acquire the specialist training and receive timely supervision.

Records relating to safe recruitment are well-managed, which is an improvement since the last inspection. Most disclosure and barring (DBS) certificates are up to date. The provider is taking prompt action to ensure renewals are complete. A small number of care staff are registered with Social Care Wales (SCW), the workforce regulator and hold a relevant qualification. Care staff have a responsibility to complete, renew and maintain their registration in-line with SCW requirements.

The service provider is dedicated to continuing with the progress seen since the last inspection to fully meet the regulatory requirements.

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

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.

Area(s) for Improvement

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

	inspection	
8	The service provider must have systems and processes in place to monitor, analyse and improve the quality and safety of the service.	Achieved
59	The service provider must maintain accurate and up to date daily care records to protect the people they support.	Achieved

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