



Inspection Report on

Warrendale Cottage Ltd

**Warren Dale Cottage
Old Warren
Chester
CH4 0EG**

Date Inspection Completed

11/04/2024

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About Warrendale Cottage Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	WARRENDALE COTTAGE LTD
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	16 August 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People live in a service which is spacious, comfortable and homely. There are extensive grounds with a well-maintained garden which people can enjoy. Care staff know people well and treat them with kindness and respect. They organise a variety of activities twice a day which are varied to suit different interests and tastes. People can choose whether to join in with these, or undertake an independent activity, such as reading, watching the birds, or completing a jigsaw.

People have personal plans which consider their background and preferences. Not all pre-admission assessments are consistently thorough which for a few people can mean initial care and support plans are not sufficiently detailed. However, more detail is added as care staff get to know the person. People have access to the health services they need, although referrals are not consistently made in a timely manner in relation to pressure areas.

The responsible individual (RI) is fully involved in the service and is available to support staff when required. They complete regular monitoring visits, considering the views of people and staff, and ensuring the service is running as smoothly as possible.

Well-being

People have plenty of choice about how they would like to spend their time. There are extensive grounds to access and we saw people enjoying walks around them. People can remain in their rooms if they wish or socialise in one of the many communal areas. Care staff are responsible for organising activities and have a rota in place ensuring a morning and afternoon activity is organised every day. During the inspection, some nursery children visited in the morning and care staff organised seated activities in the afternoon. There are a variety of books, jigsaws and other activities people can access to occupy their time. Summer barbeques are a popular activity at the service. One person told us, "*I can do whatever I want to do*".

People are supported to stay healthy. They have fresh, home cooked food every day, and everyone we spoke to told us they enjoyed the food at the service. People have access to health care services. Referrals to healthcare professionals for pressure area care are not always made in a timely manner, which has resulted in medical intervention not being accessed as quickly as possible for a few people. When new people move into the service their needs are not always assessed in full consultation with health and social care professionals. This means the service's pre-admission assessment may fail to identify whether they are able to meet a person's needs.

People are supported to maintain relationships with friends and family. Relatives told us they can visit whenever they want, and people told us they have visitors regularly. The manager and care staff ensure they consult with families about the care of their loved ones. One relative told us the manager keeps them well informed, they know people and their families well and know everyone who visits. They told us the manager "*has done everything for*" their loved one.

The service is working towards an 'Active Offer' of the Welsh language. One member of staff speaks fluent Welsh and they have been put forward as the Welsh champion for the home. They ensure Welsh themed activities are organised once a week.

Care and Support

Care staff consult with people and families to obtain a detailed life history for people when they move to the home. This information is fed into personal plans to ensure there is clear information about people's backgrounds, preferences and wishes. Care staff follow these personal plans to ensure person centred care is delivered. They know people well, we saw care staff engage positively with people, showing them kindness and respect. People receive the care and support they require in a timely manner, people described care staff as "very good" and told us they are "very attentive". Of the assessments we viewed prior to offering a placement we found most were sufficiently detailed, however there were very few exceptions. Whilst the service is careful to liaise with friends and relatives about the care and support to be provided, it is also important to ensure information is obtained from health and social care professionals consistently to ensure there is an accurate pre assessment of needs. This is an area for improvement which we will follow up at the next inspection.

Care staff ensure personal plans and risk assessments are reviewed monthly to ensure they are kept up to date. Risk assessments for falls successfully pick up any increased risk and care staff ensure post fall monitoring is put in place for people as needed. Care staff also review mobility aids monthly to ensure they are safe and fit for purpose. People are supported to take positive risks where possible, acknowledging what is important to them and enabling them to maintain their wellbeing.

People have access to visiting health services such as chiropodist, dentist and optician. Care staff refer people to healthcare professionals where a need is identified. For pressure area care these referrals are not always completed as soon as they could be. A healthcare professional told us communication with the service has declined in recent months, and it can be difficult to ensure their health advice is recorded accurately following a visit. This is an area for improvement, and we will follow up at the next inspection.

Care staff ensure people are safe from the risk of infection. They receive regular training in infection control. The service is clean and tidy throughout and we saw a good stock of personal protective equipment (PPE).

Environment

Warrendale Cottage offers a spacious and homely environment for people, with a beautifully maintained outdoor space which people can freely access. People have access to several lounges and conservatories to sit and socialise, meet with family, join in with activities, or sit quietly and relax. We saw jigsaw puzzles that were in the process of being completed by people. There are bird feeders outside one conservatory allowing people to sit with a view of the surroundings and watch the birds. There is a concert room which is a large, light, and airy room where social events and activities take place. People have comfortable rooms which they can personalise to suit their individual tastes, we saw people had photos and ornaments in their rooms. People can sit and enjoy their meals in small groups enabling them to socialise with each other. We saw tables laid out ready for mealtimes with place names for people.

People have extensive gardens to enjoy which are level access. There are lawns and patio areas, with garden furniture laid out to sit and enjoy good weather, and a summer house for shelter on cooler days. There are plans to create a covered area for people to sit and enjoy the barbeques which are provided in summer months.

The environment is safe and secure, and there are processes to ensure checks are completed regularly. We saw certification of gas and electrical testing. Moving and handling equipment is stored accessibly. Specialist equipment is serviced regularly to ensure it is safe to use. Visitors must enter the building through a securely locked door and sign in before entering.

Leadership and Management

The RI is heavily involved in the service and is available to offer support to the manager and care staff. The RI has good overall governance and visits the service regularly, ensuring they visit at different times of day in order to see both day and night staff. They provide a thorough report of their visits every three months, these include evidence of inspecting the building and health and safety records, reviewing a selection of files, activities, menus, and speaking to staff and people. They also produce a quality of care report every six months which analyses what is working well and where improvements can be made. Care staff told us the RI is “*at the end of the phone and responds if needed.*”

The manager is supportive of care staff and ensures they receive regular supervision and training. Care staff told us they feel well supported and are comfortable to raise any concerns with the manager or RI. One relative described the manager as “*brilliant*”. Care staff undergo thorough recruitment checks, ensuring they have an up-to-date disclosure and barring service (DBS) check and references, and are sufficiently skilled for their role. The manager ensures there are regular staff meetings to keep care staff up to date and discuss any issues or concerns.

The service provider ensures the service is well maintained and continues to make investment to the environment. There are plans to replace one of the summer houses in the grounds with a covered seating area which can provide shade on warmer days.

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. 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
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14	Pre assessments do not always identify whether the service is suitable for the person. Ensure that pre assessments are completed in consultation with health and social care professionals as well as the individual and friends and/or family members.	New
21	People do not always receive medical referrals for pressure areas in a timely manner. Ensure good communication with health care professionals is maintained in relation to pressure area care.	New

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