

Wenham Holt Nursing Home Limited

Wenham Holt Nursing Home

Inspection summary

CQC carried out an inspection of this care service on 13 July 2017 and 14 July 2017. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Care service description

Wenham Holt Nursing Home is a family run residential care and nursing home for up to 50 people with a range of needs. The home provides nursing care to older people with dementia, people with a terminal illness, and people with learning and physical disabilities. At the time of our inspection there were 44 people living at Wenham Holt. There is a 16 bedded continuing healthcare unit which is part of the home, (continuing healthcare is care outside of hospital that is arranged and funded by the NHS). This is referred to in the report as the 'unit'. The home is set in extensive grounds providing peaceful and attractive outside areas for people to enjoy.

Rating at last inspection

At the last inspection, the service was rated Good.

Rating at this inspection

At this inspection we found the service remained Good.

Why the service is rated Good

People were protected from the risk of potential abuse and appropriately supported by staff to manage assessed risks to their health and wellbeing. Staffing levels and recruitment processes were appropriate to support people safely. People's medicines were managed safely. The

environment was monitored and managed to minimise the risks to people from emergencies such as fire and other health and safety related hazards including infection control.

Staff completed training and received supervision to maintain and develop their skills and knowledge to support people according to their needs. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service support this practice. The service had made improvements in their systems and records to ensure people's health needs were consistently monitored, evaluated and any concerns were acted on.

People were cared for by kind and caring staff. Staff knew people well, their preferences and changing needs and people were treated with dignity and respect. People nearing the end of their life received compassionate and supportive care and their decisions were known and respected.

People's care and support needs were set out in a written plan that described what staff needed to do to make sure personalised care was provided. People received care and support in line with their care plan to achieve positive outcomes in their health and wellbeing. A range of activities was available to meet people's interests and needs for social interaction and stimulation. A system was in place for people and/or their representatives to raise concerns and make complaints and any received had been acted on. People told us they felt the registered manager and business manager listened to them and had addressed any concerns they raised.

The home provided a welcoming, inclusive and homely environment with a friendly and positive 'can-do' culture. Staff understood and acted in accordance with the provider's values to promote personalised care for 'everyone' including people their relatives and staff. Systems were in place to make sure the service was managed efficiently and to monitor and assess the quality of service provided. Feedback from people, their relatives and other professionals was gathered, evaluated and acted on to drive continuous improvement to the service.

Further information is in the detailed findings below

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