

Providers Response to the CQC Inspection October 2023

West View has immediately prior to the inspection undergone a change of management and is in the process of re-evaluating the way the home is run, its staffing structure, the software operating system for data recording and our “person centred” care approach. These are major changes that will lead to the adoption of the “Butterfly model of care” through long term engagement with “Meaningful Care Matters”. Our new manager is due to become registered and has experience of establishing the “Butterfly” model to full accreditation and achieving outstanding in CQC inspections.

We are disappointed that the inspector found areas where record keeping at West View was substandard and “require improvement”. However, we were aware of the shortfalls in these areas and as a management team had started to take action to address these shortfalls before the inspection process (as above). As such, we believe that we are showing that the business is well led. For example, we have recently employed a Quality Assurance Manager to a newly created post to ensure that policies and procedures are assessed, monitored, and evaluated. A new maintenance caretaker has also been employed to address the required environmental checks, following a short period of absence of our current handyman, (this led to certain records not being up to date at the time of the inspection). We have recently completed audits with Devon Fire and Rescue Services and instigated actions to upgrade fire precautions in the home. A builder is engaged in installing the remaining radiator covers where LSTs are not easily able to be fitted.

The statement that people were at risk from “unsafe care” relates specifically to weight loss being recorded on three clients. The care plans were not sufficiently amended to take account of this and there was no clear plan written on how this should be managed. Two of the clients had sudden weight loss due to a recent change in medication regime, (this was not unexpected and was reported to the prescribing GP), one client was in end of life care and weight loss was expected. A further client has long term diabetes and is insulin dependent. The monitoring of blood sugars record was either not completed or not recorded at the required intervals. The client was not at risk as primary health care services use the blood test results over periods of time to monitor and adjust dosage. This client has lived at West View for 8 years and her condition is well understood by the staff team. Since the inspection, the responsibility for administration of insulin has been handed back to the district nurse team. Blood tests are carried out by our staff as per schedule and are recorded appropriately. The Devon Safeguarding Team was alerted on all four clients by the CQC inspector, and following a visit to the home all were found not to require any further action.

Furthermore, we have engaged with Devon Quality Improvement Services and taken advice on how we might improve record keeping going forward. The inspector was informed that we are migrating from “Care Control” as a digital cloud based system to “Blyssful”. We believe this platform to be far more integrated and professional, this software was purchased prior to the inspection and data migration was in process but unfortunately not completed.

Medication is stored appropriately including those that require refrigeration, stores of liquids and creams are not past their expiry dates and are monitored by our stock control procedures. The inspector found two PRN medications that had no protocol for their use with specific residents. This situation has been rectified; all other PRNs had protocols in place in accordance with NICE guidelines NG67.

West View does not restrict the liberty of our service users far from it! We do utilise pressure mats in bedrooms to monitor residents at night and these are only in place with the client’s permission or, if they lack capacity, with proper MCA and DoLs risk assessments in place. At the time of the inspection only two residents had either a bed rail or pressure mat without the proper documentation in place, one of whom had full capacity and chose the bed rail to be in place rather than removed as it gave her comfort and support when getting up to use toilet facilities. The records have been updated since the inspection.

Overall, as provider, I consider West View to be well run. Since 1977 as a family, we have always achieved a GOOD from homes inspectors and we have been leaders in the field of personal care. Our reputation has always been one of the highest in the West Devon area and especially in the locality.

It is our firm intention to go forward after this set back and to achieve even higher accolades as the home takes up new challenges under new management in 2024.

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