

Oregon Care Limited

Callum House

Inspection report

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Tel: 02086604379

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23 June 2016

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 14 April 2016. A breach of legal requirement was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to health and safety issues at the service.

We undertook this focused inspection on 23 June 2016 to check that they had followed their plan and to confirm that they now met the legal requirements inspected. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Callum House on our website at www.cqc.org.uk.

Callum House is a residential care service that offers housing and personal support for up to eight people who have a range of needs including learning disabilities. At the time of our inspection six people were using the service.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our previous inspection we found we found some risks to people had not been adequately assessed or addressed. Several first floor radiators and a towel rail were excessively hot and we were concerned that a person may suffer burns if they fell against the surface. In addition two hot water outlets did not have thermostatic controls in place and temperatures were excessively high so people may have been at risk from scalds. During this inspection we saw radiator covers had been fitted in two first floor bedrooms with others on order. Thermostatic controls had been fitted where possible and one outlet had been decommissioned until effective controls could be sourced. Where necessary people's risk to burns and scalds was assessed with guidance for staff to reduce and effectively manage this risk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe. We found that action had been taken to reduce the risk of people receiving burns and scalds from excessively hot water, radiators and towel rails.

Callum House

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Callum House on 23 June 2016. This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our inspection on 14 April 2016 had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with one person using the service and one senior support worker. We made observations and reviewed records including those kept in relation to water temperatures. After the inspection we discussed the ongoing improvements with the registered manager and we were sent additional documents that supported what we had been told.

Is the service safe?

Our findings

At our previous inspection we noted most radiators in people's rooms and the heated towel rail in one bathroom were very hot. We were concerned because if a person should fall or come into prolonged contact with a hot surface then it may present a high risk of burns.

We noted that water temperatures were checked weekly and the water temperature in people's rooms were safe, however, water temperature in one communal shower, the unoccupied self-contained flat and kitchen regularly reached 60 degrees. Warning signs were placed prominently in the kitchen to warn people of high temperatures but there were no thermostatic controls to ensure the temperature discharged from the outlets mentioned did not rise above 44 degrees centigrade in line with health and safety guidance.

We spoke to the manager and the provider about our concerns and during our inspection the towel rail was turned off until measures could be put in place to regulate the temperature. We were assured that no one used the shower in the self-contained flat and that the only person who used the communal shower would be supervised until control measures were put in place. Although temperatures were monitored we were concerned about the lack of effective controls in place to prevent people being at risk from burns and scalds.

During this inspection we saw covers had been placed on two radiators on the first floor, staff told us that another two covers were on order and would be fitted soon, this was later confirmed by the registered manager. The towel rail had been switched off until an alternative way of regulating the heat could be identified. Hot water regulators had been fitted on the hot water taps in the kitchen. Regulators for the shower were still being sourced at the time of our inspection but the registered manager confirmed this shower was decommissioned until suitable measures were found. Risk assessments were in place where necessary to give guidance to staff on how to reduce the risk of burns and scalds to people who used the service.