

Northway House Residential Home Limited

Northway House Residential Home

Inspection report

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Taunton
Somerset
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Tel: 01823253999

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01 March 2023

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23 March 2023

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service effective?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Northway House Residential Home is a care home providing accommodation and personal care to up to 29 people. The home specialises in the care of older people.

At the time of the inspection there were 14 people living at the home, one of whom was in hospital.

People's experience of using this service and what we found

This was a targeted inspection which only looked at the heating at the home.

People lived in a home which was poorly maintained. Some radiators were not working which meant not all areas of the home were as warm as they could be. At the last inspection we identified a breach of regulations regarding the premises. Although some issues had been addressed not enough improvement had been made and the provider remained in breach of regulations.

Shared bathrooms did not have working radiators which meant people could not always bathe or shower in comfort.

The registered manager had taken action to minimise risks of people being cold. People had all been moved to bedrooms which had effective heating. We found all occupied bedrooms were warm and cosy.

One communal lounge area only had one working radiator and a portable heater had been purchased to raise the temperature for people using the room.

People were cared for by staff who had received training in infection prevention and control and were following best practice guidelines. This helped to minimise the spread of infection.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Requires Improvement (published 6 July 2022.)

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to check up on concerns raised with us by visiting professionals. Concerns raised were about a lack of heating at the home.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an

entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We have found evidence that the provider needs to make improvements. Please see the effective section of this full report.

You can see what action we have asked the provider to take at the end of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Northway House Residential Home on our website at www.cqc.org.uk.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Northway House Residential Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to follow up on concerns raised by visiting professionals about heating at the care home.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Northway House Residential Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Northway House Residential Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the

quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make.

We used all this information to plan our inspection.

During the inspection

We toured the building and observed people in communal and personal rooms. We spoke with 3 people who lived at the home and a visiting relative. We met with 3 members of staff and spoke with them about the heating at the home. The registered manager was available throughout the inspection.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the home was following good infection prevention and control measures. We will assess the whole key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

- Throughout the Covid-19 pandemic the staff had followed all Government guidelines to help people to stay in touch with friends and family.
- At the time of the inspection there were no restrictions on visitors. People were able to see personal and professional visitors at any time.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

The purpose of this inspection was to look into concerns raised with us about heating at the home. We will assess the whole key question at the next comprehensive inspection of the service.

Adapting service, design, decoration to meet people's needs

At our last inspection we found that the building was not being well maintained and did not provide a safe and pleasant environment for people to live in. This was a breach of Regulation 15 (Premises and Equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection visit we found that although some issues had been addressed not enough improvement had been made and the provider remained in breach of regulations.

Before this inspection the local authority shared concerns with us about the lack of heating which potentially placed people at risk.

- People lived in a home which was poorly maintained, and some radiators were not working. This meant that some areas of the home were not as warm as they could be.
- Shared bathrooms on the ground and first floor did not have working radiators. This needed to be addressed as a matter of urgency to make sure people could have baths and showers in comfort.
- The registered manager had taken action to minimise risks to people. Everyone who lived at the home had been moved to bedrooms which had working radiators. We visited each occupied room and found them to be warm and cosy. One person told us, "I'm perfectly warm and feel at home."
- The TV lounge had two radiators but only one was working on the day of the inspection. The registered manager had provided a portable heater for this room to enable people to use it. However, the size of the room meant that the room was only warm, not hot.
- The main lounge/diner had working radiators and was an acceptable temperature. People we spoke with said they were warm enough. One person told us, "It's always warm. It's comfortable." A visitor said they always found the home to be warm and had no concerns.
- The registered manager informed us that the heating system had been looked at on more than one occasion by outside professionals. The boilers had been recently serviced but the problems in some areas persisted.
- The local authority had informed the provider of the concerns they had with the temperature within the home. The registered manager informed us that the provider would be visiting the home the day after our inspection to ensure action was taken to address issues.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 15 HSCA RA Regulations 2014 Premises and equipment The provider was not ensuring that the premises were being properly maintained. This was a breach of Regulation 15 (Premises and Equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.