Sanctuary Care Limited

Westmead Residential Care Home

Inspection report

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30 March 2017

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Ratings

Overall rating for this service	Requires Improvement

Is the service safe?	**Requires Improvement**

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 21, 22 and 23 June 2016 at which a breach of legal requirements was found. This was because staff were not always following policies and procedures in line with current relevant national guidance relating to infection control.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 30 March 2017 to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Westmead Residential Care Home' on our website at www.cqc.org.uk'

Westmead Residential Care Home is registered to provide accommodation and personal care for up to 42 older people, some of whom may have dementia. The home is divided over two floors with lift access. Rooms and shared bathroom facilities are wheelchair accessible.

The service had a registered manager. 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.

During our visit we saw that the home was clean and tidy and that staff had access to disposable gloves, hand gels and aprons.

We observed the correct bins being used to dispose of clinical and household waste. Bathrooms were clean and free of personal items.

Over 70% of staff had completed training in infection control policies and procedures.

The provider carried out quality audits on a monthly basis covering infection control and other areas. Audits were detailed in scope, identified shortfalls and set out the action required to improve quality standards.

At our focused inspection on the 30 March 2017, we found that the provider had followed their plan and implemented improvements and legal requirements had been met in relation to infection control.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Requires Improvement

The service was safe although further improvements are required to meet optimum levels of hygiene and cleanliness.

Equipment such as toilet raisers were not being checked for cleanliness on a regular basis throughout the day/night.

Staff had access to protective clothing and disposable gloves.

Communal areas were clean, odour free and well maintained.

Westmead Residential Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Westmead Residential Care Home on 30 March 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 21, 22 and 23 June 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 legal requirements in relation to that question.

The inspection was undertaken by one inspector and was unannounced. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During our visit to the home we spoke with the registered manager and staff members on duty. During our visit we looked at quality audits and the provider's policies and procedures in relation to infection control and prevention. We looked at all shared bathroom facilities, the kitchen area, waste disposal facilities and store rooms.

Requires Improvement

Is the service safe?

Our findings

At our comprehensive inspection of Westmead Residential Care Home on 21, 22 and 23 June 2016 we found that people were not always being protected from avoidable harm as the provider was not always following policies and procedures in line with current relevant national guidance relating to infection control.

During this inspection we found communal areas within the home were clean and free from odours. We saw staff cleaning bathrooms and were told by the registered manager that the home was cleaned on a daily basis.

Bathroom equipment such as toilet seat raisers were in good working order. The registered manager acknowledged that this equipment would benefit from more frequent cleaning checks throughout the day to ensure optimum levels of hygiene and cleanliness.

Colour coded laundry bins were in place and these were being used correctly to divide soiled and non-soiled items and a dedicated laundry assistant was in post. New bins with lids had been purchased for all bathrooms although we noted that toilet brushes were not always being housed in containers with lids, cleaned or replaced when required. We pointed out to the registered manager that hand towels were missing in some of the bathrooms. We saw that these had been replenished by the end of our visit.

We noted at our previous visit in 2016 that the home had been awarded a '2' star food hygiene rating. (A top rating of '5' means that a service/business was found to have 'very good' hygiene standards). This rating remains unchanged. We checked food storage areas to see if the provider was following recommendations made by the Food Standards Agency and found that food storage containers were being used appropriately. We did not see any evidence of pest infestation during our visit and kitchen staff confirmed that treatment for the eradication of mice had been successful.

The provider had followed their action plan by ensuring staff completed further relevant training. We were informed by the registered manager and records confirmed that over 70% of staff had recently completed infection control training.

Staff confirmed they had access to protective clothing and disposable gloves and we saw these items were readily accessible and being used appropriately.

The provider carried out regular quality and improvement audits. We looked at a home manager's audit carried out in March 2017 and an infection control audit carried out in October 2016. Action plans addressed issues of concern and identified a named person responsible for ensuring that improvements were implemented and a timescale for completion.

Team meetings were held on a regular basis and we noted from meeting minutes that the hygiene and infection control policies were discussed regularly and staff reminded of the importance of maintaining a

clean home.

This meant that the provider was now meeting legal requirements in relation to infection control. However, the provider was not always effectively addressing the shortfalls we found during this and our previous inspection in relation to the frequency and effectiveness of cleaning checks. We have judged this issue to be an area that continues to require improvement.

We have not revised the rating for this key question as improvements have not been consistent and have not been sustained over a sufficient period of time.