

Monami Care (Scarborough) Limited

# Ashurst Residential and Care Home

## Inspection report

36-38 Westbourne Park  
Scarborough  
North Yorkshire  
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23 December 2016

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

This inspection took place on 23 December 2016 and was announced at 48 hours' notice.

Ashurst Residential and Care Home is located in the town of Scarborough in North Yorkshire. It provides care to up to nineteen people older or younger people who may have mental health needs. Bedrooms are shared or single occupancy. There is a passenger lift to all three floors of the property. The house, built in a residential area of Scarborough, has access to local transport and car parking is on the street outside the property. On the day of inspection the service was caring for nineteen people.

The service had a registered manager in place. 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.

We carried out an unannounced comprehensive inspection of this service on 20 January 2016. A breach of legal requirements was found. 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 this focused inspection 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 those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ashurst Residential and Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found that action had been carried out to improve the safety of care at the service. Bathrooms, toilets and the laundry room had been refurbished so that the living environment minimised the risk of cross infection. Risks to people's health and wellbeing were well managed to protect people while ensuring their freedom was maximised.

We could not improve the rating for safe from Requires Improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

We found that action had been taken to improve safety.

People were protected because the registered provider followed infection control policies and procedures.

We could not improve the rating for safe from Requires Improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires Improvement** 

# Ashurst Residential and 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 is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook an announced focused inspection of Ashurst Residential and Care Home on 23 December 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 20 January 2016 inspection had been made. The inspector 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 carried out by one adult social care inspector. The inspection was announced because it was close to Christmas and people may have been engaged in festive activities which took them away from the home. We wanted to be sure that someone was in.

We spoke with the registered manager, one member of care staff, the maintenance worker and observed staff interactions with people who used the service. We conducted a tour of the service to view the improvements which the registered manager told us in their action plan that they had made.

# Is the service safe?

## Our findings

During our last inspection we found that the registered provider had not provided an environment which minimised the risk of cross infection, which was a breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we noted that the bathrooms and toilets which had not been in a good state of repair had been refurbished; they were easy to clean to minimise the risk of cross infection. The laundry floor had new impermeable flooring which also meant that the risk of cross infection was minimised.

At this inspection we noted that environmental risks were assessed. The registered manager told us they had a written plan in place for the renewal and replacement of fixtures, fittings and furniture to manage infection control risk in the future. They were working alongside the registered provider to ensure a planned and measured approach to managing infection control. This included a plan to fit wall mounted liquid soap and paper towel dispensers in individual rooms in the near future. Environmental risk assessments were in place to protect people and the registered provider was no longer in breach of Regulation 12.

Individual risk management plans were in place to protect people. The registered manager told us how they continued to involve people in their risk management plans. They explained that people had been supported to attend outings and activities of interest in a way which promoted their independence whilst protecting their freedom. For example, one person had fluctuating needs as a result of their medical condition and the person's safety was assessed each time a new activity such as going out to the shops was proposed, to protect them from harm. The registered manager told us that where people were in transition between services, for example, at the point of discharge from hospital, they worked with those services to ensure risks were well managed. They gave recent examples of when they had visited people before admission and liaised with other agencies to protect people.

We could not improve the rating for safe from Requires Improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection