

# Bedford Borough Council

# Highfield

## Inspection report

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07 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

During our inspection on 1 February 2017, we found that the cleanliness of the service had not been maintained to an acceptable standard. We saw that there were a number of areas of the service which were not clean and we found that effective cleaning processes were not being implemented. During the inspection we saw that cleaning practices were not robust which had resulted in dust, dirt and stains to communal areas, toilets and bathrooms and people's bedrooms.

This was a breach of regulation 15 (1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This report only covers our findings in relation to the outstanding breach of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Highfield on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was unannounced and took place on 7 March 2017.

During this inspection, we found that improvements had been made to the systems in place within the service, to ensure that cleaning took place regularly, and to a good standard. We saw that the areas throughout the home that were previously not clean had been deep cleaned and maintained as clean. Thorough checks were in place where senior staff would monitor the on-going cleanliness, and staffing hours had increased within the cleaning and housekeeping team.

While improvements had been made we have not revised the rating for the key questions; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe and well led at the next 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 the safety of the service.

Improvements had been made to the systems that the service used for cleaning. Areas we looked at within the home were clean and being closely monitored by senior staff to maintain a level of cleanliness.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

**Requires Improvement** ●

# Highfield

## **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 a focused inspection of Highfield on 7 March 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 1 February 2017 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 previously meeting legal requirements in relation to this domain.

The inspection was unannounced and the inspection team consisted of one inspector.

During our inspection we looked at records relating to cleaning and audits to ensure that improvements had been made to the systems in place.

During our inspection we spoke with the deputy manager, operations manager and one carer.

# Is the service safe?

## Our findings

During our inspection on 1 February 2017 we found the cleanliness of the service had not been maintained to an acceptable standard. We saw that there were a number of areas of the service which were not clean and we found that effective cleaning processes were not being implemented. During the inspection we saw that cleaning practices were not robust which had resulted in dust, dirt and stains to communal areas, toilets, bathrooms and people's bedrooms. There was a lack of personal protective equipment available for people and staff to use. During our inspection, we did not see any vacuum cleaning take place, despite a large amount of dirt and debris on carpets throughout the service. There were systems in place to record when cleaning took place; however, these were not being completed on a regular basis. This was a breach of regulation 15 (1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we found that improvements had been made to the cleaning systems in place. One staff member told us, "The whole team has been spoken to by management regarding the concerns about cleanliness. A clear plan has been put in place and we have all taken part in getting things up to scratch. The new systems in place are good and we are confident that it has improved a lot." We spoke with the deputy manager, who showed us records of a deep clean that had taken place within the service as a result of the previous inspections findings. A zoning system had been devised and all staff had been assigned areas to clean within the service. Our observations confirmed that all the areas we saw had been cleaned to a good standard.

A new, more detailed system had been put in place for housekeeping and cleaning staff. Both daily and weekly duties were listed for staff to complete and sign off. This also included a daily checking system where a senior member of staff would walk around with the staff member and confirm that all areas had been cleaned to the required standard. Cupboards we checked were stocked with appropriate personal protective equipment for staff to use, and the pedal bins in use were all brand new and clean.

Staffing hours had improved to ensure that there were enough staff to complete the cleaning required. We looked at a rota that showed us an increased level of cleaning staff on shift. This included a newly hired agency cleaner and a cleaner from another site run by the same provider. A handbook had been created with a detailed plan of the expectations and standards of cleanliness. This was provided to cleaning staff to ensure that the levels of cleanliness expected were understood. During our inspection we saw that both cleaning staff and other staff were cleaning and vacuuming both communal areas and people's rooms.

The service had created a service improvement plan which detailed the immediate improvements that were made, as well as some longer term refurbishment plans throughout the service which would continue to improve the overall quality of the home.