

Karenza Limited

Canonbury Residential Home

Inspection report

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24 June 2016

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Ratings

Overall rating for this service

Inadequate 

Is the service safe?

Requires Improvement 

Is the service well-led?

Requires Improvement 

Summary of findings

Overall summary

Canonbury Residential Home is registered to provide accommodation and personal care for up to 13 older people. At the time of this inspection there were eight people in residence.

We carried out an announced comprehensive inspection of this service on 26 January 2016. During that inspection we found five breaches of legal requirements. Two of the breaches were of a more serious nature and we issued warning notices.

The overall rating for this service was 'Inadequate' and the service was therefore placed in to 'special measures'. The purpose of special measures is to ensure that providers found to be providing inadequate care significantly improve. It was also to provide a framework within which we used our enforcement powers, work with, or signpost to, other organisations in the system to ensure improvements were made. Services placed in special measures will be comprehensively inspected again within six months. The service would be kept under review and if needed could be escalated to urgent enforcement action.

This focused inspection on 24 June 2016 was to check that appropriate action had been taken to meet the two warning notices and the legal requirements. We will be carrying out a further unannounced inspection to check the other three requirement notices have been met.

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

Since the last inspection the home manager had left the service and the registered manager was back full time and in day to day charge of the service. 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 and associated Regulations about how the service is run.

The improvements we had asked the provider to make in respect of essential checks of the premises (for fire safety and to mitigate the risks of being scalded by hot water) had been acted upon. Checks had been made, and recorded, on a weekly basis of the fire alarm, fire extinguishers and emergency lighting, the fire officer had visited and the staff had additional training. The temperature of the hot water had been reduced and the checks of the temperature at tap end were consistently below the recommended 43°C.

The provider had re-implemented a programme of regular audits that looked at all aspects of the service and enabled them to monitor the quality and safety of the service. The level of the checks were adequate for a small service of this kind and meet the regulations. Because these improvements had been instigated since our last inspection in January 2016 we will check again at the next comprehensive inspection to ensure the consistency of these arrangements.

The breaches of regulations 15 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 have been addressed. Although improvements have been made and we have been able to review the ratings of the safe and well-led areas we have not revised the overall rating of the service. This will be reviewed when we complete our 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?

The service was safer.

Improvements had been made to the checks on the premises and facilities within the home to ensure they did not pose a risk to people.

Because these improvements had been made we have revised the rating to Requires Improvement 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 ●

Is the service well-led?

The service was partly well-led.

Action had been taken to improve the leadership and management of the service. The system of quality assurance checks had been re-implemented to monitor the quality and safety of the service. Other records were audited and the incidence of any events were analysed.

Because improvements had been made we have revised the rating to Requires Improvement 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 Well-Led at the next comprehensive inspection.

Requires Improvement ●

Canonbury Residential 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, and to provide a rating for the service under the Care Act 2014.

When we inspected the service on 26 January 2016 we found the service was not meeting legal requirements and we issued two warning notices. During that inspection there were serious concerns regarding the safety, leadership and management of the service.

This focused inspection took place on 24 June 2016 and was carried out by one adult social care inspector. For the purpose of this inspection we have looked at the two relevant questions is the service safe and is the service well-led. There were three other breaches of regulations when we inspected in January 2016, these will be followed up when we next undertake a comprehensive inspection.

At the visit to the service we spoke with the registered manager and two members of staff who were on duty. We did not speak with any of the people who lived at Canonbury Residential Home. We looked at records relating to the management of the service, for example the fire safety and hot water temperature checks and the auditing process.

Is the service safe?

Our findings

At the comprehensive inspection of Canonbury Residential Home in January 2016, we found the service were not undertaking checks of the fire safety equipment. The records for the emergency lighting system, the fire-fighting equipment and the fire doors were blank. According to the instructions in the file these were to be carried out on a monthly basis. The home manager who was in post at that time was not sure who was responsible for completing the checks.

There was also concern regarding the checks of the hot water temperatures at the point of delivery. In both bathrooms and the ground floor toilet, used by the people who lived in the service and staff during the day, the hot water temperature had been recorded as being 50 °C. There was a significant risk of people being scalded.

This was a serious breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we served a warning notice to the registered provider. They wrote and told us what action they were going to take to address the issues and this inspection was to check that those arrangements were in place.

Since the last inspection the fire alarm, fire extinguisher checks and emergency lighting checks had been recorded consistently on a weekly or monthly basis. The fire officer had visited the service on 11 April 2016 and many of the staff team and received fire extinguisher training on the 18 April 2016, provided by an external company.

The registered manager told us the plumber had visited the service and the temperature valve regulators had been adjusted. Hot water temperature checks had consistently been recorded below or at the recommended 43°C. The records of these checks were seen during this inspection.

At this inspection we found they had taken action to meet the requirements of Regulation 15.

There were two other breaches of regulation as regards safety when we visited in January 2016. This was in respect of the management of medicines and staff recruitment. We had a conversation with the registered manager regarding the storage arrangements for controlled medicines and the correct recording in a controlled medicines register. The person no longer required these medicines however the provider had taken the appropriate action to rectify the breach. The appropriate checks that should have been completed pre-employment for any new staff had been undertaken. These areas will be explored further when we complete our next comprehensive inspection.

Is the service well-led?

Our findings

At the comprehensive inspection of Canonbury Residential Home in January 2016, we found the service did not have measures in place to effectively assess, monitor and improve the quality of the service provided. We were told there was not a programme of regular audits and the home manager was uncertain what should be audited. There was no improvement plan as a result of feedback obtained from people who live in the service. We found that care planning documentation needed improvement in some areas and some medicine records were not completed properly. Advice that had previously been given by the environmental health officer regarding the use of a digital probe to check hot food temperatures had not been followed. In addition there were no records that the staff were actually recording the temperatures.

This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we served a warning notice to the registered provider. They wrote and told us what action they were going to take to address the issues and this inspection was to check that those arrangements were in place.

Since that inspection the registered manager had resumed day to day management of the service and had re-introduced a programme of audits. There was a monthly programme of audits. These covered the premises, care planning documentation, medicines, staff training and an analysis of any accidents, incidents of complaints received. 'Resident' meetings remained informal however the registered manager recorded the views people expressed and took action where needed. Staff meetings had been re-introduced in order to get feedback from the staff team. The registered manager had compiled an action plan following the quality assurance survey completed last year and was in the process of distributing survey forms to the people who lived at Canonbury, their family and friends and healthcare professionals. The registered manager gave assurance these checks will be consistently maintained. We will be checking up on this again when we complete our next comprehensive inspection.

At this inspection we found they had taken action to meet the requirements of Regulation 17 of the Health and Social Care Act 2008 (Regulation Activities) Regulations 2014.