

Sweet Homes Limited (A Joshi)

Sweet Homes Limited t/a Carshalton Nursing Home

Inspection report

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Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires improvement 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 20 January 2015 and two breaches of legal requirements were found. After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to adequately maintaining the premises to a suitable standard, specifically furniture in the main communal area and bedrooms, and having effective fire safety arrangements in place. We also made a recommendation about people who lived at the home having greater opportunities to participate in meaningful activities that reflected their social interests.

We undertook this focused inspection to check the provider had followed their plan and to confirm they now

met legal requirements. This report 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 Carshalton nursing home on our website at www.cqc.org.uk

We undertook this unannounced focused inspection of Carshalton nursing home on 12 August 2015. The home provides accommodation and nursing or personal care for up to 33 people. The service specialises in the nursing care and support of older people who may be living with dementia. At the time of our inspection there were 16 people living at the home.

Summary of findings

The service is required to have a registered manager in post, but currently does not have one. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run. Our records showed the homes acting manager, who was appointed in September 2014, has now submitted the appropriate registered manager application to the CQC.

During this inspection we found the provider had taken appropriate action to ensure furniture in the home was adequately maintained and robust fire safety arrangements were established and operated effectively. This helped ensure people using the service lived in a safe and comfortable environment.

We also saw staff encouraged people to participate in meaningful social activities that interested them. Our discussions with people using the service, staff and the acting manager supported this.

Summary of findings

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 is safe. We found that action had been taken to ensure the homes fire safety arrangements were suitably robust and effectively operated. Specifically, staff regularly participated in fire safety evacuations of the premises and its fire safety equipment and systems were regularly tested.

We also found action to replace damaged furniture and soft furnishings that were no longer fit for purpose had been taken. Specifically, broken chairs in the main lounge and torn curtains in people's bedrooms had been upgraded.

We were able to improve the rating for 'Is the service safe' from requires improvement because we were able to see evidence, over time, of consistent good practice in relation to the homes fire safety arrangements and furniture repair and maintenance.

Good



Is the service responsive?

The service is responsive. We found that action had been taken in respect of our recommendation to ensure people were supported to live an active life in the home and community.

We were able to improve the rating for 'Is the service responsive' from requires improvement because we were able to see evidence, over time, of consistent good practice in relation to opportunities people were given to participate in social activities and events that they enjoyed.

Good



Is the service well-led?

We found that action had been taken to improve how the home was managed because the acting manager has now submitted their registered manager application, which the CQC is processing.

However, we could not improve the rating for 'Is the service well-led' from requires improvement because the acting manager has yet to be approved by the CQC as the homes new registered manager.

Requires improvement



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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 checked 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.

This unannounced focused inspection was undertaken by a single inspector on 12 August 2015. It was undertaken to check that improvements had been made by the provider after our comprehensive inspection on 20 January 2015. This is because the service was not meeting legal

requirements at the time of that inspection. We inspected the service against three of the five questions we ask about services: Is the service safe? Is the service responsive? Is the service well led?

Before the inspection we reviewed the information we held about the service. This included notifications the provider is required to submit to the CQC. We also read the written report we asked the provider to send us, setting out the action they would take to meet the regulations they had breached at their last inspection.

During our inspection we spoke with three people who lived at the home, the acting manager and two nursing staff. We also looked at records that related to people's care and the management of the service. This included care plans for three people who lived at the home.

Is the service safe?

Our findings

We inspected the service on 20 January 2015 and identified the provider was in breach of the regulations which required them to operate safe premises including having effective fire safety systems and adequately maintain furniture. Specifically we found fire safety equipment was not being regularly tested, staff were not participating in fire evacuation drills and some of the furniture in the main communal area and bedrooms were damaged and no longer fit for purpose. This had placed people using the service, visitors and staff at risk because the provider could not be confident the homes fire safety equipment and other furniture were appropriately maintained to a safe standard or that people understood what they needed to do in the event of the fire alarm being activated.

Following that comprehensive inspection the provider sent us an improvement plan in April 2015. They told us they had completed all the actions needed to meet the requirements of the regulations.

On 12 August 2015 we inspected the service to check whether or not the provider had taken all the action they said they would in their improvement plan. We found that improvements had been made to the services fire safety arrangements and furniture, to meet the requirements of the relevant regulation.

The provider and acting manager had taken appropriate action to improve the homes fire safety arrangements and ensure all staff working at the home regularly participated in fire evacuation drills. Records showed us all staff regularly participated in fire evacuation drills, which the acting manager and staff we spoke with confirmed. People's care plans also included a personalised fire safety risk assessment which made it clear how each person who lived at the home should be supported to evacuate the home in the event of a fire. Staff demonstrated a good understanding of their fire safety roles and responsibilities. Record showed us, and staff told us, they had refreshed their fire safety training in July 2015. This was also confirmed by discussions we had with the acting manager.

The acting manager used quality monitoring checks to ensure the service was meeting its fire safety obligations. As part of their quality checks, staff and suitably qualified external professionals regularly checked the homes fire safety equipment and systems, including fire extinguishers, fire alarms, and fire resistant doors, sound activated fire resistant door closure devices and emergency lighting.

During our tour of the premises we saw all the damaged dining room furniture and armchairs that had previously been used in the main lounge had been replaced. We also saw new curtains had been hung in people's bedrooms and new blinds fitted in the main lounge. The acting manager told us the provider was in the process of upgrading all the homes beds with new nursing ones.

Is the service responsive?

Our findings

We inspected the service on 20 January 2015 and found people did not have enough meaningful activities to participate in. We rated this section as requiring improvement and made a recommendation that people should be given far greater opportunities to participate in fulfilling activities that reflected their social interests.

On 12 August 2015 we inspected the service and found that improvements had been made in the way the provider gave people the chance to get involved in more interesting social events and activities, as we had recommended.

People were supported to pursue activities and interests that were important to them. People told us they were happy with the activities provided at the home. Typical feedback we received included, "There's always lots of things to do here. I never have time to be bored", "sometimes we play cards with the staff and the other day I potted some plants in the garden" and "school girls come here to sing to us every week and the other day some

musicians came to play. It's marvellous." During our inspection we saw two staff initiate an art and craft class with some people who were in the lounge. We also saw a wide range of age appropriate books, board games and art and craft resources were available in the main communal area, as well as pictures people had painted and plants they had potted in the garden. The acting manager told us the home had recruited an activities coordinator whose role was to create, plan and facilitate activities for people living in the home. Regular planned activities included gardening sessions, arts and crafts, bingo, cards, movie nights, and various visiting entertainers, such as school choirs, a local cub scout group and a string orchestra.

Care plans contained specific information about people's social interests and activities they enjoyed doing. Staff told us they ensured people were encouraged to participate and be included in activities as much as they could be. People were also supported by staff to undertake outings and trips away from the home. For example, records showed some people had been on a day trip to a local park, which staff we spoke with confirmed.

Is the service well-led?

Our findings

The service did not have a registered manager in post, although our records showed us appropriate action had been taken by the acting manager who had recently

submitted their registered manager application to the CQC. We will continue to monitoring progress made by the provider to meet all the conditions of their registration, which includes having a registered manager in post.