

Mr and Mrs T A Mills

# Apple Orchard

## Inspection report

Apple Orchard  
The Green  
Newnham  
Gloucestershire  
GL14 1AQ

Tel: 01594516582

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31 March 2017

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## Ratings

Overall rating for this service

Good ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

The inspection took place on the 31 March 2017 and was unannounced. We previously inspected the service on 15 and 16 July 2015 and 4 August 2016 where we found a breach of regulation 18 of the Care quality Commission (Registration) Regulations 2009 in relation to a lack of notifications. We had not been notified of some incidents impacting on the wellbeing of people living at the home. CQC monitors events affecting the welfare, health and safety of people living in the home through notifications that providers are required to send to us.

Apple Orchard is a care home providing support and accommodation for up to 10 adults with learning disabilities.

Important events impacting on people using the service had not been reported to us through required notifications.

At the time of our inspection visit Apple Orchard had a registered manager in post. 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 found a breach of the Care Quality Commission (Registration) Regulations 2009. You can see what action we told the provider to take at the back of the full version of the report.

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

We always ask the following five questions of services.

### **Is the service well-led?**

The service was not as well led as it could be.

Required information in the form of notifications about allegations of abuse affecting people using the service had not been sent to the CQC.

**Requires Improvement** ●

# Apple Orchard

## **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.

This inspection took place on 31 March 2017 and was unannounced. Our inspection was carried out by one inspector. We carried out the inspection to check if a breach of regulations found at our previous inspection had been met. We spoke with the deputy manager. We examined documents relating to people who used the service. Following the inspection we spoke with the registered manager on the telephone.

# Is the service well-led?

## Our findings

At our inspections of 15 and 16 July 2015 and 4 August 2016 we found important events impacting on people using the service had not been notified to us. This included allegations of abuse and the outcome of an application to restrict a person of their liberty. We had not received a notification from Apple Orchard since 2011. CQC monitors events impacting on the welfare, health and safety of people living in the home through notifications that providers are required to send to us.

The provider wrote to us following both of our previous inspections and told us the improvements they were going to make to ensure notifications were sent to us when important events occurred. They told us the improvements relating to our previous inspection would be completed by 15 September 2016.

At this inspection we found two allegations of abuse had been made by a person using the service in January 2017 and recorded on incident report forms. These related to another person using the service and although they had been reported to the local authority they had not been reported to us. Following the inspection we discussed the issue of the notifications with the registered manager who agreed to send the notifications to us.

This was in breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 18 Registration Regulations 2009 Notifications of other incidents  The registered person had not notified the Commission of allegations of abuse relating to people using the service which occurred whilst services were being provided in the carrying on of a regulated activity.