

Orchid Care Homes Limited

Aisling Lodge

Inspection report

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31 August 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 5 May 2016. During that inspection one breach of a legal requirement was found. This was because we found that not all areas of the building had been sufficiently maintained to provide a safe environment.

After the comprehensive inspection, the provider wrote and told us what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 31 August 2017 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 this breach. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Aisling Lodge' on our website at www.cqc.org.uk.

Aisling Lodge provides accommodation for up to 22 people who require support with their personal care. The service provides support for older people and people living with dementia. There were 18 people living at the service at the time of our inspection.

There was a registered manager in post. 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 legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the home is run.

At this focused inspection on 31 August 2017 we found that the provider had followed most of their plan, which they had told us would be fully completed by end of June 2017, and the legal requirement had been met.

We found that windows a number of windows had been replaced. Other windows frames and sills had been repaired and re-painted to make them safe. Work was still required to be undertaken to a door and a window. We were informed that this work was due to be carried out by 8 September 2017. On 12 September 2017 the registered manager informed us that this work had not yet been completed due to a delay with the contractor. The contractors have informed the registered manager that they will be undertaking the work by the end of the week.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Action had been taken to improve the safety of the service.

We found that all areas of the building that people had access to, had been sufficiently repaired to provide a safe environment.

This meant that the provider was meeting legal requirements.

Whilst improvements have 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 consistently monitoring the quality of the service and environment.

We will review our rating at the next comprehensive inspection.

Requires Improvement ●

Aisling Lodge

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, 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 unannounced focused inspection of Aisling Lodge on 31 August 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 5 May 2016 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 meeting legal requirements in relation to that question.

This inspection was carried out by one inspector. Before our inspection we looked at the information we held about the service. This included the provider's action plan, which set out the action they would take to meet the legal requirement.

During the visit we spoke with three people who lived in the service and the registered manager. We also undertook a tour of the service to check the repairs of the identified works to make the environment safe had been completed.

Is the service safe?

Our findings

At our comprehensive inspection of Aisling Lodge in May 2016 we found that not all areas of the building had been sufficiently maintained to provide a safe environment. This was a breach of Regulation 12 (2) (d) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 31 August 2017 we found that the provider had followed their action plan to meet shortfalls in relation to the safety of the environment in the areas that people had access. The legal required had been met.

People we spoke to were happy with the safety and the repairs to the windows and frames in areas in which they had access to. One person said, "They look much better now." (Referring to the windows in lounge).

The registered manager showed us the work that had been undertaken and completed to both the inside and outside of the service. We found that the windows and the frames in the rooms the people had access to had been repaired so that they were safe and water tight.

Work was still required to be undertaken to the external office door and the kitchen window. The registered manager told us the delay had been due to the weather. They said that contractors were due to be complete the work by 8 September 2017. The registered manager stated they would notify CQC once this has been completed.

The registered manager told us they had also identified other areas of the environment that needed redecoration and they planned to put an action plan together in relation to this.