

Really Flexible Care Ltd

Penniston Barn

Inspection report

Wadelow Grange
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Bedfordshire
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Tel: 01525873265

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23 November 2016

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Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement 

Summary of findings

Overall summary

This focused follow up inspection was unannounced and took place on the 23 November 2016.

Penniston Barn provides accommodation and personal care for up to six people with a learning disability, autistic spectrum disorder, and other associated complex needs. It is part of a group of three services located on a rural site run by the same provider. At the time of our inspection there were six people living at the service.

The service had a registered manager. 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.

At the last inspection on the 11 and 12 May 2016 we asked the provider to take action and to make an improvement. This was because a breach of legal requirement was found in relation to Regulation 15 of the Health and Social Care Act Regulations 2014 Premises and Equipment. We found that the floor covering on the stairs leading to the office was worn. Floor coverings in the communal corridor and the entrance hallway leading to people's bedrooms were not appropriately cleaned and maintained. There were also noticeable gaps in the flooring between rooms and evidence of water damage to door frames and skirting boards. This meant that cleaning was ineffective and presented a risk to the infection control of the service.

After the comprehensive inspection, the registered person wrote to us to say what they would do to meet the legal requirement relating to Regulation 15 of the Health and Social Care Act Regulations 2014.

We undertook this focused inspection 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 that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Penniston Barn on our website at www.cqc.org.uk

We found that the provider had replaced the floor covering on the stairs leading to the office. The floor coverings in the communal corridor and the entrance hall leading to people's bedrooms had been replaced with floor tiles. The defects on the door frames and skirting boards had also been remedied.

While an improvement had been made we have not revised the rating for the 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.

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 safe

Action had been taken to ensure the service was safe

Floor coverings on the stairs, communal hallway and entrance of the premises had been replaced; and the risk to the infection control of the service had been minimised.

We could not improve the rating for safe from requires improvement to good. To do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Penniston Barn

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 an unannounced focused inspection of Penniston Barn on 23 November 2016.

This inspection was done to check that the improvement to meet the legal requirement planned by the provider after our comprehensive inspection on 11 and 12 May 2016 had been met. The inspector 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 some legal requirements.

The inspection was undertaken by one inspector.

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, to meet the legal requirement. We also reviewed information we held about the service that included statutory notifications, which the provider is required to send us by law.

During the inspection we spoke with the registered manager to gain their views on what improvement had been made to achieve compliance. We also carried out a tour of the premises.

Is the service safe?

Our findings

When we visited Penniston Barn on the 11 and 12 May 2016, we found there was significant staining and discolouration to the flooring in the communal corridor from the entrance hallway leading to people's bedrooms. There were also noticeable gaps in the flooring between rooms and evidence of water damage to the flooring, door frames and skirting boards. The gaps and damage to the flooring meant that cleaning was ineffective and presented a risk to the infection control at the service.

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

The provider submitted an action plan detailing the action they would be taking to meet the regulation. They told us that the carpet on the stairs leading to the office had been replaced. They also told us that they had recruited maintenance personnel to ensure that all maintenance work in the service would be carried out within a reasonable timescale. They told us that the replacement of the floor coverings would be completed within three phases. In addition a system had been developed to ensure that maintenance issues were dealt with promptly. For example, maintenance and safety checks would be carried out on a weekly basis.

During this inspection, we found that the provider had replaced the floor covering on the stairs leading to the office. The floor coverings in the communal corridor and the entrance hall leading to people's bedrooms had been replaced with floor tiles. The defects to the door frames and skirting boards had also been addressed. This ensured that the cleaning to these areas was now effective and the risk to the infection control of the service had been minimised.

While an improvement 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.