

Leicestershire County Care Limited

# Kirby House

## Inspection report

Kirby Lane  
Kirby Muxloe  
Leicester  
Leicestershire  
LE9 2JG

Tel: 01162394286

Date of inspection visit:  
24 April 2023

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Kirby House is a residential care home providing personal care and accommodation to up to 41 people. The service provides support to older people, some of who live with dementia. At the time of our inspection there were 36 people using the service.

### People's experience of using this service and what we found

This was a targeted inspection that considered fire safety and follow up of the provider's response to the regulatory reform (fire safety) order 2005 by the fire and rescue service. Based on our inspection of fire safety of the premises, people were not always protected from risk relating to incidents such as a fire outbreak.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 08 March 2018)

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about fire safety. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Kirby House

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about fire safety.

#### Inspection team

This inspection was carried out by 1 inspector.

#### Service and service type

Kirby House is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Kirby House is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback

from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and deputy manager. We reviewed the safety of the environment and reviewed relevant processes and policies relating to the fire and rescue service enforcement notice.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about fire safety. We will assess the whole key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People were not always protected from fire risks. The home had a compliance visit by the fire and rescue service in December 2022. Following the visit, concerns were raised about the fire protocols and compliance of parts of the building which put people at risk of harm from fire incidents.
- We saw the provider had commenced some of the improvements required to meet safety requirements. However, there were still outstanding required actions which had not been completed.
- The provider had installed a required fire door, however additional alteration was required to make the keyhole in the door fire compliant. The registered manager told us a deadline of September 2023 had been set for the completion of this action.
- There were other actions the provider had not yet completed. These included replacing required smoke seals on some fire doors. Required automated systems to support safety had not been installed. We saw the provider had obtained quotes for these.
- We were satisfied the provider had an action plan in place to complete the outstanding fire safety actions.
- The fire and rescue service report of March 2023 showed they had extended the deadline required for the home to become compliant with fire safety order. The provider is required to be compliant by 20 September 2023.
- Other works had been completed. Heat detectors had been installed inside and outside of the laundry. Protocols for times the laundry room could be used were in line with the recommendations of the fire and rescue service to support fire safety.
- The provider had installed required emergency lighting in the areas where required. The registered manager and maintenance staff oversaw regular checks of the fire extinguishers, evacuations pads and related protocols.
- The registered manager had taken action to cascade information to the staff team to support their knowledge and fire safety awareness. Staff competency and knowledge to deal with emergency fire incidents was reviewed as part of their regular supervision support.
- There were designated staff within the service who were champions for fire safety. This included the registered manager and 3 care team leaders. They had received required training to support them to fulfil this role.
- The registered manager deployed enough staff to maintain safe staffing level which would meet the needs

of people who used service should there be a fire incident. This was in line with the recommendations of the fire and rescue service.