

Rosclare Residential Home Limited

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Inspection report

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Date of inspection visit:
09 August 2017

Date of publication:
24 August 2017

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of this service on 17 January 2017 at which two breaches of legal requirements were found. We identified risks of injury or harm posed to people by the premises. We also found the provider's arrangements for monitoring the quality and safety of service were ineffective. After the inspection, the provider wrote to us with a plan for how they would meet legal requirements in relation to these breaches.

We undertook this focused inspection on 9 August 2017. We checked the provider had followed their plan and made the improvements they said they would to meet legal requirements. This report only 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 Rosclare Residential Home Limited on our website at www.cqc.org.uk

Rosclare Residential Care Home provides accommodation and personal care for up to 19 older people, including people who have dementia. At the time of this inspection there were 17 people using the service.

At this inspection we found the provider had taken the action they said they would and now met legal requirements. Our checks of hot water temperatures from outlets in the premises found these did not exceed permitted safe levels. Records maintained of these checks showed these consistently remained within these levels. This improvement meant people were now better protected from the risk of scalding from hot water.

Restrictors had been fitted on windows on the first floor of the home. This meant people were now better protected from the risk of injury or harm that could result from a fall from these windows.

The provider had introduced a new quality assurance system which enabled them to monitor, assess and review the quality and safety of the service. Shortfalls or gaps in expected standards identified through these checks was dealt with appropriately by the provider. Staff were supported to reflect on their working practices and the provider used people's feedback more effectively to drive improvements at the service. These changes helped to enhance the quality of support people experienced.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found action had been taken to make improvements. People were now protected from the risks of scalding from hot water and from injury that could result from a fall from windows

We have not improved the rating for this key question from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection of the service.

Requires Improvement ●

Is the service well-led?

We found action had been taken to make improvements. The provider had introduced a new quality assurance system. Shortfalls or gaps found in expected standards were dealt with appropriately by the provider.

People's feedback was used to drive improvements at the service.

We have not improved the rating for this key question from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection of the service.

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 focused inspection was unannounced and undertaken by a single inspector on 9 August 2017. It was done to check that improvements had been made by the provider after our comprehensive inspection on 17 January 2017. This is because the service was not meeting legal requirements at the time of that inspection. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well led?

Before the inspection we reviewed the information we held about the service. This included the written report we asked the provider to send us setting out the action they would take to take to meet the regulation that was not being met at their last inspection.

During our inspection we spoke with the registered manager and the deputy manager. We carried out checks of hot water temperatures and the windows on the first floor of home. We also looked at records relating to the management of the service.

Is the service safe?

Our findings

At our last inspection of the service in January 2017 we found the provider in breach of the regulations because they had not taken action to address hot water temperatures exceeding permitted safe levels in some parts of the home. They also failed to identify that window restrictors were not fitted on some first floor windows. After the inspection, the provider wrote to us with an action plan setting out how they would make the necessary improvements to address the issues and concerns we found.

At this inspection we found the provider had taken the action they said they would and now met legal requirements.

We checked hot water temperatures in people's bedrooms and in communal bathrooms. These did not exceed permitted safe levels. Appropriate measures had been put in place on hot water systems so that the hot water temperature was appropriately regulated. Senior staff undertook weekly checks of the temperatures from hot water outlets in the premises. Records maintained of these checks since our last inspection showed these consistently remained within permitted safe levels. These improvements meant people were now better protected from the risk of scalding from hot water.

We also found restrictors were fitted on windows on the first floor of the home. Restrictors help to protect people from the dangers of falling from upper floor windows. This meant people were now better protected from the risk of injury or harm that could result from a fall from these windows.

Is the service well-led?

Our findings

At our last inspection of the service in January 2017 we found the provider in breach of the regulations because their arrangements for monitoring the quality and safety of service were ineffective. This was because they had failed to identify areas in which the service needed to improve. After the inspection, the provider wrote to us with an action plan setting out how they would make the necessary improvements to address the issues and concerns we found.

At this inspection we found the provider had taken the action they said they would and now met legal requirements.

The provider had introduced a new quality assurance system to enable them to monitor, assess and review the quality and safety of the service. Using this new system, the registered manager had reviewed people's care records and associated risk assessments, medicines management arrangements, accidents and incidents that occurred at the service, fire safety, the health and safety of the environment including equipment used by staff and records relating to staffing.

When a shortfall or gap in expected standards was identified through these checks, the registered manager took appropriate action to address this. For example, following a recent check of medicines management the registered manager used the staff team meeting to discuss improvements that were needed to the quality of staff's record keeping. The registered manager told us this was a good way to support all staff to share and learn good practice in order to drive improvement at the service.

We saw the provider had also introduced a 'How are we doing?' feedback form which people and others, such as relatives and healthcare professionals that visited the service, could fill out with their suggestions about how the service could be improved. The frequency of 'residents meetings' had been changed so these took place more often. The provider used people's suggestions through these different methods of feedback to make improvements that people wanted. For example new food items had been introduced in the weekly menus and some of the activities that people participated in had been improved to tailor these more specifically to people's needs.

The improvements made by the provider meant they were able to identify more effectively areas of the service that needed to improve to enhance the quality of support people experienced.