

Bupa Care Homes (AKW) Limited

# Collingwood Grange Care Centre

## Inspection report

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## Ratings

Is the service safe?

Requires improvement



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 19 January 2015. Breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to cleanliness and infection control.

We undertook this focused inspection on the 2 April 2015 to check that the provider had followed their plan and to confirm they have now met 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 Collingwood Grange Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The service was clean and the risks of cross infection had been reduced. People's rooms and all of the communal areas were clean and tidy. Staff had received refresher training in infection control and we saw staff using gloves and aprons where necessary. Additional staff had been recruited to keep the service clean.

# Summary of findings

## 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 that action had been taken to improve the safety of people living at the service.

Action had been taken to improve the cleanliness and infection control at the service. The service was clean and staff understood their responsibilities in relation to infection control.

**Requires improvement**



# Collingwood Grange Care Centre

## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of Collingwood Grange Care Centre on 2 April 2015. This inspection was carried out to check improvements to meet legal requirements planned by the provider after our 19 January 2015 inspection had been made

Before the inspection we reviewed the provider's action plan which they had supplied to tell us how they were meeting or intended to meet, their legal requirements.

The inspection was undertaken by two inspectors. During and after our inspection we spoke with four people and 13 members of staff who included the deputy manager and area manager. We looked at records including staff training records and cleaning schedules. The team inspected the service against one of the five questions we ask about services: is the service safe to meet people needs? This is because the service was not meeting some legal requirements.

# Is the service safe?

## Our findings

At our previous inspection the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Multiple areas of the service were not clean including people's bedrooms and the dining rooms on each floor. Other areas of the service such as the kitchen areas were not clean and posed infection control risk.

We found during this inspection there had been sufficient improvements to the cleanliness and infection control at the service.

People told us the cleaning had improved since the last inspection. One person said, "The cleaning has improved dramatically, the cleaners are fantastic." People's bedrooms were clean and tidy. We observed staff cleaning people's bedrooms whilst we were there.

Cleaning of the home was effective and reduced the risk of cross infection. The small kitchenettes on each floor were much cleaner. Most of the concerns identified at the previous inspection related to the first and second floor. The fridge was clean inside and out and the warming tray inner surface had been thoroughly cleaned since the last inspection. The sink, pipes and walls were clean and tidy. The dirt and grime seen at the previous inspection had been removed and the shelves in the cupboards were free from dirt. The air vents on the ceiling had been cleaned and there was a checklist in one cupboard which was completed by the kitchen staff at the end of each day when

they had completed the cleaning tasks. Food debris on the floor of the dining room had been cleared. Areas of skirting which were coming away from the wall had been repaired and were clean. Table tops had been wiped down and wooden trays had been replaced with new plastic trays. All chair seats were clean and stain free.

Staff understood their responsibilities around the cleanliness of the service. They said the service was a lot cleaner now and that the responsibilities for cleaning had been made clearer. One said, "The manager and the nurses are on our case daily, everyone plays a part, it's so much cleaner now." Staff said the carers needed to make sure the kitchenettes were cleaned as they went along and they were then deep cleaned in the afternoons. Staff said more cleaners were visible and could call upon them if needed. We saw staff ask for hand towels and cleaning equipment to be re-stocked in the kitchen and this was done.

People were protected from the risks of infection because infection control practices were in place. We observed staff using gloves and aprons appropriately and staff talked through how they separated laundry to reduce the risk of spreading infections. The sluice rooms were clean and tidy and fit for purpose. Staff had received refresher infection control training since the last inspection. Additional cleaners had been recruited along with a new head of housekeeping. The deputy manager told us that nurses allocated which rooms the carers and cleaners needed to clean daily.

There was a infection control lead who undertook regular audits of the service to ensure the service was clean and that there was good infection control.

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 did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.