

Avon Lodge UK Limited

Fairview

Inspection report

33 Bridgend Road
Enfield
EN1 4PD
Tel: 01992 711729

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 16 and 17 October 2014. During the inspection the home was in breach of one legal requirement and regulation associated with the Health and Social Care Act 2008. The registered provider did not ensure people who used services and others were protected against the risks associated with unsafe or unsuitable premises because of inadequate maintenance.

After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook a focused inspection on 10 December 2015 to check that they had followed their plan and to confirm if they now met the legal requirement. 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 Fairview on our website at www.cqc.org.uk

Fairview provides care and accommodation for a maximum of 10 people with a learning disability. During the inspection six people were living at the home.

There was a registered manager in post. 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 legal requirements in the Health and Social Care Act 2008 and the associated regulations on how the service is run.

During this inspection, we found a suitable window restrictor was not in place on a kitchen window that was broken, which was near to a dual carriageway. This meant that there was a risk that people could abscond or the window may fall off causing injury to people, staff or visitors.

The second floor bathroom window did not have measures in place to restrict access. The registered

Summary of findings

manager told us after the inspection the kitchen window had been repaired and a window restrictor was placed on the kitchen and bathroom window and provided evidence to support this.

The risk assessments on safety of the premises had not identified the shortfalls that we identified during our inspection.

Window restrictors were in place in people's bedroom on the ground floor. We checked two rooms on the first floor and second floor and window restrictors were installed.

All rooms were clean and tidy. People confirmed that the home was cleaned regularly and did not have any concerns about the premises. Some refurbishment to the home had taken place and there were plans to make further improvements to the home environment.

Cleaning chemicals were locked away in a cupboard and the home was clean. There was a cleaning schedule, which covered all areas of the house.

Checks had been made by qualified professionals in gas safety and electrical installations.

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?

Some aspects of the service were not safe. The kitchen window was broken and left open without suitable window restrictors in place. The second floor bathroom window was not secured effectively.

There were window restrictors in people's bedrooms.

The home was clean and people were happy with the cleanliness of the home. Cleaning chemical materials were stored securely. Some refurbishment to the home had taken place and there were plans to make further improvements to the home environment.

Checks were made in gas safety and electrical installations.

Requires improvement



Fairview

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 Fairview on 10 December 2015. The inspection was carried out by a single inspector.

This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 16 and 17

October 2014 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 a legal requirement in relation to this question.

During the inspection we spoke with five people, two staff members and the registered manager. We observed the general maintenance and cleanliness of the home.

We spent some time looking at documents and records that related to the management of the home. We looked at health and safety checks and risk assessments of the premises.

We reviewed six staff training records to see if people were trained in health and safety and infection control. We looked at other documents held at the home such as the accident and incidents records, infection and health and safety policy, repair works and surveys.

Is the service safe?

Our findings

During our last inspection the home was in breach of one legal requirement and regulation associated with the Health and Social Care Act 2008. We found the premises were poorly maintained. Suitable window restrictors which could only be released with a special tool were not in place and two bedroom windows on the ground floor which was near to a public footpath were left open. Cleaning chemicals were not locked away in a cupboard. These were a risk to people's safety. Some areas of the home were not fully cleaned and had cobwebs. The gas boiler was inspected more than twelve months ago. The five year electrical installations certificate had expired. These safety checks needed to be carried out by a qualified professional to ensure that the premises were safe and well maintained.

This was a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

During this inspection people told us that they enjoyed living at the home, felt safe and did not have any concerns regarding the maintenance and cleanliness of the home. One person told us "It's a lovely place" and another person commented that the "home is clean." Despite these positive comments we found that some aspects were not safe.

We saw the kitchen window was broken and was partially hanging off its hinges. The window did not have a suitable window restrictor in place to prevent it from opening fully. There was a dual carriageway a short distance from the window. People were able to use the kitchen as they wished and without supervision. This meant that there was a risk that people could abscond or the window may fall off causing injury to people, staff or visitors. We showed this to the registered manager and the window was immediately closed. The second floor bathroom window was not secured. Although the window was not directly accessible there were items in the bathroom which might have enabled people to use as steps to access the window.

The registered manager told us after the inspection the kitchen window had been repaired and a window restrictor was installed on both kitchen and bathroom window and provided evidence to support this.

Risk assessments and checks regarding the safety and security of the premises had been reviewed. This included assessments in control of substances hazardous to health

(COSHH), kitchen, bathrooms and windows. The risk assessments included potential hazards and listed ways to mitigate such risks. However, the risk assessments had not identified the shortfalls that we identified during our inspection.

We looked at two people's bedrooms on the ground floor and two bedrooms on the first and second floor. The bedrooms had suitable window restrictors to ensure people were kept safe at all times. We applied some force to test the strength of the window restrictors in the bedrooms, store room and lounge, and the restrictors were firm and robust.

The home was clean and was being maintained. One person told us that the "home is fine as it is." During the inspection we saw a staff member cleaning the home wearing protective clothing. Staff and people confirmed the home was cleaned regularly. One staff member told us, "Every day I clean." There was a cleaning schedule listing all areas of the home that should be cleaned and staff had to sign to confirm the duties had been carried out. A staff member commented "I clean everywhere." People told us they helped out with the cleaning, one person told us "I help out with cleaning every day" and we saw people assisting with the cleaning of the home.

Cleaning chemicals was securely stored and staff were able to tell us how to handle the chemical materials safely. There was a checklist on how to handle cleaning chemical materials, which included storage, protective clothing and training.

Staff members were trained on infection control and health and safety. The training covered important aspects such as housekeeping, risks assessments, de-contamination, spillage, window safety and chemicals.

The service had a quality monitoring system which included surveys for relatives and people about the overall condition and cleanliness of the home. We saw the results of the survey, which were positive. One comment from the survey included "Everything was cleaned, lounge and lobby, spot on."

There were policies and procedures to ensure staff had the appropriate guidance in infection controls, cleaning and health and safety. Staff confirmed they could access the information. The policies and procedures were reviewed and up to date to ensure the information was current and appropriate.

Is the service safe?

We saw that the home was being refurbished. Repairs had been made to paintwork that was previously in need of repair. A staff member told us the lounge had been redecorated recently and our observations confirmed this. The local authority confirmed that when one of their officers visited the home that refurbishments were taking place. The registered manager told us the refurbishment had been temporarily suspended due to refurbishment being carried out on a neighbouring home, but showed us evidence of the work that was scheduled to be carried out, which included redecorating the entire home and the refitting of the kitchen and bathroom.

We saw evidence of appropriate gas, legionella and electrical installation safety checks that had been undertaken by qualified professionals. Portable appliance testing (of electrical equipment) and hot water temperature checks has been carried out to ensure people living at the home was safe.

We reviewed the incident and accident report for the last twelve months. There were no records that reported incidents resulting from windows or hazards in the premises.