

Mr D Thomas & Ms N Gilera

Downs Cottage Care Home (with Nursing)

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Inadequate



Overall summary

We carried out an unannounced comprehensive inspection of this service on 24 June 2015 when we found breaches of legal requirements. Following this inspection further concerns came to light.

We undertook this unannounced focussed inspection on 24 July 2015 to check the provider had taken appropriate action as a result of the concerns identified in our earlier report and an incident that took place at the home. 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 Downs Cottage Care Home on our website at www.cqc.org.uk.

People were not protected from the potential risk of harm. The provider had not responded appropriately to

ensure the risks to people at danger of heart attack and choking had been reviewed and controls checked to ensure they were keeping people safe. Not all staff had an understanding of current best practice in first aid.

People were at risk of harm in the event of a fire as the provider had not taken action to respond to all the issues raised in Fire Safety risk assessments and reports. People's bedroom doors did not close fully, so would be ineffective at giving people protection from fire and smoke.

The provider had not taken all necessary actions to ensure they had addressed the breaches in regulation and we found continued breaches of regulation.

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?

The service was not safe.

Risk assessments had not been reviewed for each person at risk of heart attack or choking, to ensure staff could keep them safe.

Staff had not had their understanding and competency checked for first aid to ensure they knew what to do in the event of an incident involving choking or heart attack.

Fire safety issues identified in risk assessments had not been completely dealt with, leaving people at risk in the event of a fire.

Inadequate



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Detailed findings

Background to this inspection

We undertook an unannounced focussed inspection of Downs Cottage Care Home (with Nursing) on 24 July 2015. We identified a number of breaches across the service. This inspection was carried out to check action had been taken by the provider in response to a death of a person living at the home to ensure others were safe, and to address concerns raised in the 'Safe' section of our inspection visit report of 24 June 2015.

The inspection was undertaken by one inspector. We spoke with two people, three members of staff and the registered manager. We looked at three care plans, training records and listened and observed how staff spoke and interacted with people.

We inspected the home against one of the five questions we ask about services: is the service safe to meet people's needs? This is because the service was not meeting some legal requirements in this area.

Is the service safe?

Our findings

At our previous inspection we identified concerns with staffs knowledge of first aid. Specifically their knowledge on cardio pulmonary resuscitation (CPR) and how to help someone that was choking. We also raised concerns with the lack of action to make the environment safe by dealing with risks that had been identified in fire risk assessments.

People were not kept safe because the provider had not responded appropriately after the death of a person to ensure that the same thing could not happen to others. We asked the registered manager what action had been taken to keep other people safe, for example reviewing the care plans and risk assessments of people who were at risk of choking, or ensuring staffs understanding of actions to take had been checked. None of these had taken place. Care plans and risk assessments for people at risk of choking and heart attack had not been reviewed. The provider could not be sure that the current support and controls in place for people were adequate to keep them safe.

Staffs understanding of the action to take in the event of a heart attack or choking incident were not adequate to keep people safe. One of the staff was not able to describe the current best practice guidelines for giving CPR or supporting a person who was choking. Practical training had been given to some staff over the course of the year.

However eight staff had still not received this training. Training was booked for September 2015, but the provider had not done anything to ensure staff that had not completed the training were able to safely give support to people in an emergency. New staff that had been employed had also not been given first aid training by the provider.

The issues described above show that the provider had not acted appropriately to ensure people received safe care and support. **This was a continued breach in Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.**

People were not kept safe as fire safety concerns identified in risk assessments and Surrey Fire Safety Officer reports had not been fully addressed. A fire risk assessment had been completed in December 2014 and identified a number of concerns around the home. A further visit in May 2015 also identified concerns. While some issues such as fire seals around doors had been addressed, other areas, such as ensuring fire doors closed fully when released had not been. In the event of a fire people would not be protected in their bedrooms as the doors did not fully close. **This was a continued breach in Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.**

This section is primarily information for the provider

Enforcement actions

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

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care Diagnostic and screening procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment Regulation 12(2)(c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Safe Care and Treatment The provider had not ensured that staff providing care had the appropriate competence, skills and experience.

The enforcement action we took:

A warning notice was issued. The service is to be compliant within 13 working days of receipt of the warning notice.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care Diagnostic and screening procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment Regulation 12(1)(b) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Premises and Equipment. The provider had not done all that was reasonably practicable to mitigate identified risks to peoples health and safety.

The enforcement action we took:

A warning notice was issued. The service is to be compliant within 13 working days of receipt of the warning notice.