

Ramond Limited

Elsinor Residential Home

Inspection report

5-6 Esplanade Gardens
Scarborough
North Yorkshire
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Tel: 01723360736

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05 January 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 20 January 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of Regulation 15 Health and Social Care Act 2008 (Regulated Activities) 2014 Premises and equipment.

We undertook this focused inspection on 5 January 2017 to check that they had followed their plan and to confirm that they 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 (Elsinor Residential Home) on our website at www.cqc.org.uk.

Elsinor Residential Home is a care home providing accommodation and personal care for up to 35 older people living with dementia. There was a registered manager employed at the service. 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 requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At the comprehensive inspection in January 2016 we found the environment was not dementia friendly and did not therefore meet the needs of the client group who were all living with dementia. When we returned we found that improvements to the environment had been made. These included use of contrasting colours to highlight important areas such as toilets and more effective signage using pictures and words to help people find their way around.

There were plans in place to change all the patterned carpets in the service over time. Patterned carpets can cause confusion if you have dementia, as it becomes increasingly difficult to distinguish between design and actual objects. We saw people's pictures and name on their bedroom doors making it easier for people to identify their room.

The registered manager was using current good practice guidance to identify where further improvements could be made to enhance people's well-being.

This meant that the previous breach of Regulation 15 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that action had been taken to improve the effectiveness of the service.

Signage was improved to ensure people could find their way around the service.

Contrasting colours had been used to help people to identify specific areas such as toilets. There was a plan in place to replace the flooring throughout the service to remove the highly patterned carpets.

We could not improve the rating for effective from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Elsinor Residential Home

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.

We undertook an unannounced focused inspection of Elsinor Residential Home on 5 January 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider, after our comprehensive inspection on 21 January 2016, had been made. The team inspected the service against one of the five questions we ask about services: Is the service effective? This is because the service was not meeting some legal requirements. The inspection was undertaken by one adult social care inspector.

Prior to the inspection we reviewed the information we held about the service. This included notifications of events which affected the service or people who used the service which the provider had informed us about. A notification is information about important events which the service has to send us by law. A Provider Information Return (PIR) had not been requested for this inspection. The PIR is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed the action plan that the provider had submitted following the last inspection and the update provided by the registered manager in December 2016.

During this inspection we spoke with two people who used the service and two relatives. We looked around the service and spoke to the registered manager.

Is the service effective?

Our findings

At our last comprehensive inspection on 21 January 2016 we found that the service required improvement. We identified a breach of Regulation 15 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the environment was not dementia friendly. After the inspection the provider submitted an action plan telling us the action they would take to make the required improvements.

At this inspection we found that improvements had been made.

At the last inspection we saw that the use of signage and personal objects to orientate people throughout the house was not consistently applied across the service. There was a risk that people could become disorientated and lose their way. At this inspection we saw that signage had been improved using both pictures and words to help people recognise key areas within the service. Directional signage was in the process of being developed to ensure that every area of the service was accessible to people. One person told us that their relative had been very happy living at this service and we observed people moving freely around the ground floor demonstrating their ability to find their way around.

At the last inspection there had been no personalisation of bedroom doors to identify people's bedrooms using names and photographs or personal objects. This was not helpful for people in retaining some independence in finding their own way to their room. At this inspection we saw that people's rooms were identified with their names and a photograph which assisted them in identifying their own room. Two people had chosen not to have their room identified and staff had respected their choice.

At this inspection we saw that contrasting colours had been used to identify the ground floor toilets. This helped people with way finding and continence promotion. To draw attention to something important, greater colour contrast helps to highlight it. In this case the toilet doors were in a contrasting colour to the walls. In addition the toilets were clearly identified with signage. Contrast is vital in enabling people living with dementia or those with poor sight to understand their environment and understand the features of the building in which they live. As people age they lose the ability to differentiate colours clearly, their vision is not as clear, they have less spatial awareness and we do not see contrasts in colour unless it is very obvious. The use of contrasting colours enhanced people's well-being at the service.

The registered manager told us about plans that had been made to have new carpets fitted in the ground floor lounge and entrance hall the week after our inspection. They told us the provider was supportive of the refurbishment. This was to start the process of eliminating the patterned carpets around the service. Patterned carpets are not recommended for people living with dementia. According to the Kings Fund report 'Enhancing the healing environment' people living with dementia can become restless and distracted in environments that are visually over stimulating or where there is competing visual information.

The registered manager and provider had plans for improvements to the environment for the years ahead in order to ensure the service was dementia friendly. To evidence these changes they were using current good practice guidance.

