Galfrie Limited

The Old Hall Residential Home

Inspection report

Old Hall Street
Malpas
Cheshire
SY14 8NE

Tel: 01948860414

Date of inspection visit:
18 February 2016

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29 March 2016

Ratings

Overall rating for this service	Requires Improvement

Is the service safe?	**Requires Improvement**

Summary of findings

Overall summary

We carried out an unannounced focused inspection of this service on 18 February 2016
.The Old Hall is registered to provide accommodation and personal care for up to 16 older people. The home has single room accommodation over two floors. Communal areas include a dining room, a lounge and a conservatory. The home is located on the main high street of Malpas in Cheshire and is within reach of local services, community and public transport.
At the time of this inspection 13 people were living at the service.
The service had a registered manager. 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 and associated Regulations about how the service is run.
We carried out an unannounced comprehensive inspection of this service on 15 September 2015. A breach of legal requirements was found for which we issued a warning notice.
We undertook this focused inspection to check that they now met the legal requirement. This report only covers our findings in regards to that topic.
You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Old Hall on our website at www.cqc.org.uk.
At our focused inspection on the 18 February 2016, we found that the registered provider met all the requirement of the warning notice and legal requirements had been met.
Our visit on the 18 of February 2016 found that many improvements had been made to the environment. These included remedial work carried out to fixtures and fittings, the purchase of new furniture, improved cleaning schedules and the complete refurbishment of the laundry facilities.
We found that hazards identified during our last visit had been addressed. We observed that the environment was home-like in appearance with people who used the service being able to relax in main communal areas without any disruption from any remedial work being undertaken.
While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Requires Improvement

The service was safe
People now had their health promoted with the provision of a clean and hygienic environment
Remedial work had been undertaken to ensure that risks of infection could be minimised
People lived in a relaxing and peaceful environment.

The Old Hall 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, and to provide a rating for the service under the Care Act 2014.

We undertook an unannounced focused inspection of The Old Hall on 18 February 2015 .This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 15 September 2015 had been made. The team 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 some legal requirements in relation to that question.

The inspection was undertaken by one adult social care inspector.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan setting out action they would take and in respect of a related warning notice that we had served.

During our inspection we spoke with one of the Directors of the company which was the registered provider and a senior member of staff. We were also able to observe care practice. We also looked at infection control audits, cleaning schedules and staff rotas.

Requires Improvement

Is the service safe?

Our findings

When we carried out a comprehensive inspection of the home in September 2015, we identified concerns because the premises were not completely safe and people were not protected from the risk of infection. Following that visit, we issued a warning notice requiring the registered provider to take action to become compliant with Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 31 January 2016. We asked the registered provider to send us an action plan us telling what action they had taken.

On this inspection, we found that improvements had been made and the registered provider had met the requirements of the warning notice action plan. We found that the premises were safer and people were now better protected from the risk of infection.

We toured the premises and saw that steps had been taken to ensure that the recommendations raised in the infection control and prevention report had been addressed. Appropriate chairs had been purchased for use in the lounge and bedroom areas. These were made of impermeable and washable fabric. This enabled the risks of infection to be eradicated or minimised and therefore promoted people's health.

Work had been undertaken to address the concerns that we had in regards to decoration in communal areas. The exposed cables and wiring had been appropriately concealed to reduce the risk of harm. We saw that attention had been paid to the decoration of ceiling areas and handrails meaning, in the case of hand rails, that these could be effectively cleaned.

All areas of the building were clean and no offensive odours were noted. Remedial work had been undertaken in a toilet area. This had included the application of new sealant to a hand wash basin and replacing a shower rail.

The laundry area had been completely refurbished and new appliances purchased. These were to be installed a few days after our visit when the laundry would be fully operational again. The appliances purchased were better equipped to ensure that infection was prevented and for clothing to receive appropriate laundering. A thermostatic valve had been installed in this area with the sink being completely replaced.

Our tour noted that the issues we had identified during our last visit around cleanliness had also been addressed. All of the window ledges in communal areas and bedrooms were clean and free from dirt, dust and other debris. We saw that bed-bumpers were clean and that a dirty pressure cushion identified during our last visit had been replaced. Over bed tables in the lounge area and bedrooms were now cleaned and unstained. Other defects had been addressed, for example, the toilet seat in one en-suite bedroom which had been loose was now secure.

People appeared relaxed in the lounge areas during our visits and were not subjected to any dust, dirt or noise associated with building work. People told us that they were happier with the environment. One bedroom was being refurbished during our visit. When not being worked on, this room had been locked and could not be accessed by anyone living there. We saw that a number of power tools were in this room during refurbishment work but while the room was secure when not in use and as a result power tools did not did not pose an adverse risk to people.

Our last visit identified that three bedrooms were without sufficient window restrictors. This meant that people who used these rooms did not have their safety promoted. Appropriate restrictors had now been installed in these rooms. In addition to this, health and safety checks had not been carried out. This meant

that the safety of people had not been fully taken into account by the registered provider. Health and safety checks were now in place enabling the registered provider to identify those risks posed to people by the environment. Cleaning schedules were now in place enabling standards of cleanliness within the building to be better maintained.