

Peninsula Care Homes Limited

Coppelia House

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This unannounced focused inspection took place on 20 July 2017. This inspection was carried out because there had been three separate fires at Coppelia House during June 2017. As a result people had been moved out of the service until it could be ascertained that people were safe.

During this inspection, we looked at the fire safety arrangements made by the home on the advice of Fire Prevention professionals, staff recruitment and training. The previous comprehensive inspection had been carried out on 8 and 10 March 2017 and the overall rating at that time was 'Good'. This inspection has not changed the overall rating for the service.

This report only covers our findings in relation to the areas we looked at on this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Coppelia House' on our website at www.cqc.org.uk.

Coppelia House is registered to provide personal care for up to 30 people. The service provides care for older people and people living with dementia. At the time of our inspection, 20 people were living at the home. There were plans for several people to move back following our inspection.

A registered manager was 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.

We looked around the home and saw that all areas had been made safe for people. Building work and redecoration were taking place in some areas which had been damaged by fire or smoke. The registered manager had carried out a risk assessment to identify, manage, and minimise possible risks to people. For example, bedrooms that were not in use had been closed off so that people could not access them. There were no visible fire hazards and there were clear evacuation paths throughout the home.

Action had been taken to reduce the risk of further fires in the home. For example, items that could potentially start a fire had been stored securely and additional checks had been put in place. Risk assessments and an audit had been carried out relating to the environment and equipment. Checks and services relating to fire, gas safety, electric, and lifts were all up-to-date. We saw that one fire exit door had been replaced so that it was easier to open.

Staff had completed fire training and knew what action to take in an emergency. Recruitment practices were safe. Staff files included evidence that pre-employment checks had been made including written references and satisfactory police checks (Disclosure and Barring Service or DBS). This helped to ensure staff were of good character.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Risks to people had been assessed and action had been taken to minimise any risks.

People benefited from living in a home which was safe and well maintained.

The provider had robust recruitment systems in place to ensure staff were of good character.

Coppelia House

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 checked 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.

This focused inspection took place on 20 July 2017 and was unannounced. The inspection was carried out by one inspector.

Before the inspection we received notifications that told us there had been three fires at the home. We reviewed information we held about the registered provider and spoke with the local authority fire officer. There was an on-going police investigation at the time of our inspection.

We looked around all areas in the home. We spoke with the registered manager and three staff members.

We reviewed records relating to fire, maintenance of equipment and premises, staff recruitment and training.

Is the service safe?

Our findings

There were three separate fires at Coppelia House during June 2017. Although everyone had been safely evacuated from the building, we visited to ensure the building was safe and fire precautions in place protected people.

When the fires had occurred, staff had taken appropriate action to ensure people were safely evacuated from the building. After the third fire, the provider used their business contingency plan to support people to move to suitable, alternative accommodation whilst an investigation and works were carried out. The fire service and local authority praised staff for their actions. Staff told us they had worked well together to protect people.

At the time of this inspection, 20 people were living in the home. People had moved back to Coppelia House over a five day period to ensure a safe transition. We looked around the home and saw that all areas were tidy and had been made safe for people. Building work and redecoration were taking place in some areas. The registered manager had carried out a risk assessment to identify, manage, and minimise possible risks to people. For example, bedrooms that were not in use had been closed off so that people could not access them. Sensor mats were in place on the floor so that staff were alerted should a person try to enter any areas that were not in use. There were no visible fire hazards and there were clear evacuation paths throughout the home. The fire exits were clear and accessible.

There was information next to the fire panel to assist staff in the event of the fire alarm ringing. A 'grab bag' contained a list of the people who lived in the home and how to support them to evacuate the service, as well as a fire warden jacket and torch. We spoke with staff who knew what action to take in an emergency.

Action had been taken to prevent the risk of further fires in the home. The fire risk assessment had been reviewed and included changes that had been made following the fires. For example, items that could start a fire had been stored securely. Additional building checks had been put in place. For example, the registered manager and senior care staff told us they walked around the home at the end of every day to check it was safe and secure.

Risk assessments had been carried out relating to the environment and equipment. Checks on services relating to fire, gas safety, electricity, and lifts were all up-to-date. The provider had asked an independent health and safety consultant to visit and carry out an audit and this had been completed. The registered manager told us they were waiting for the report. However, we saw that actions had been taken following the visit. For example, one fire exit door had been replaced so that it was easier to open.

Staff had completed fire training which consisted of scenarios and drills. We spoke with a new staff member who told us they had been shown around the home on their first day and made aware of what to do in the event of a fire.

Recruitment practices were safe. Potential staff were interviewed, any gaps in their employment history

were explored, and detailed notes were kept. The staff files included evidence that pre-employment checks had been made including written references and satisfactory police checks (Disclosure and Barring Service or DBS). Staff told us references and a DBS had been completed before they started to work in the home. This helped to ensure staff were of good character.

There was an on-going police investigation at the time of our inspection. The fire service planned to carry out a further visit to the home to ensure it is safe and compliant. The provider had taken steps to minimise the risk of a further fire at the home.