

Meridian Healthcare Limited

# Roby House Care Centre

## Inspection report

Tarbock Road  
Huyton  
Liverpool  
Merseyside  
L36 5XW

Date of inspection visit:  
09 December 2016

Date of publication:  
30 December 2016

### Ratings

Overall rating for this service

Inadequate ●

Is the service safe?

**Inadequate** ●

Is the service well-led?

**Inadequate** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 29 September and 04 October 2016. After that inspection we received concerns in relation to people's safety and the leadership of the service. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Roby House Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

At the time of the inspection, there was no registered manager in place. 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.

Since the last inspection in September and October 2016 the previous registered manager resigned from their post and a new manager had recently been appointed and is expected to take up their position early in January 2017. In the interim the service was being managed by a team of experienced managers within the organisation.

People told us that they felt safe and that their bedrooms were comfortable and kept clean. They told us that they had always received their medication on time and that staff made sure that they took them. The environment smelt fresh and was clean and tidy and free from hazards.

Checks on the environment and the quality of the care people received were carried out each day. Any findings which posed a risk to people's health and safety were actioned in a timely way to ensure people's safety. Concerns which were raised about people's safety and the quality of the care they received were listened to and promptly actioned.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

**Inadequate** ●

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

People told us they felt safe and that they received their medicines on time.

The environment was clean and safe.

### Is the service well-led?

**Inadequate** ●

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

Checks were carried out to check on the safety of the environment and the quality of the care people received.

Concerns were listened to and improvements were promptly made to ensure people's safety and the quality of the care they received.

# Roby House Care Centre

## **Detailed findings**

### Background to this inspection

We undertook unannounced focused inspection of Roby House Care Centre on 09 December 2016. This inspection was done following concerns we received in relation to people's safety and the leadership of the service. We inspected the service against two of the five questions we ask about services: is the service safe and well led. The inspection was undertaken by one adult social care inspector.

During our inspection we spoke with four people who used the service, one family member and the assistant operations director for the service. We looked at care records for one person and a selection of quality monitoring records. We also made observations of the environment.

## Is the service safe?

### Our findings

People told us that they felt safe and that they had received their medication on time. They also told us that their bedrooms were comfortable and kept clean. People's comments included; "Oh yes I always get them [medication] on time" "They [staff] always make sure I take them [medication]" "Yes I like my room and they do come in and clean it each day" and "I feel safe and I'm very comfortable".

Before the inspection we received concerns in relation to the safety of the environment and the management of medication. We looked at those concerns as part of the safe question. We discussed the concerns with the assistant operations director who was at the service at the time of our inspection. They told us that the concerns had been raised directly with them and that appropriate action had been taken to rectify them. This was evidenced through observations of parts of the environment, discussions held with people who used the service and records.

People who were being cared for in bed told us that they had received their medication on time and that staff had supervised them taking it.

Parts of the environment which we toured including bedrooms were clean and tidy and there was a pleasant smell throughout. Bedrooms and communal areas were adequately lit and free from any trip hazards.

## Is the service well-led?

### Our findings

Before the inspection we received concerns that people were put at risk due to a lack of regard to their safety. We looked at those concerns as part of the well led question. The assistant operations director told us that the concerns had been raised directly with them and that appropriate action had been taken to rectify them. This was evidenced through observations of parts of the environment, discussions held with people who used the service and records.

Daily walk rounds had been carried out by a manager as part of the registered providers quality monitoring framework. The records which were completed during the walk rounds showed the required checks were carried out on the care people received and the safety of the environment. The records which were completed in full included a detailed account of the areas checked and where appropriate any action which needed to be taken to mitigate any risks or potential risks to people's health and safety. The records detailed who was responsible for completing the actions and the time scale in which actions were to be completed. Actions were addressed in order of priority to ensure people's safety.

Records showed that concerns raised about the safety of a person who used the service and the quality of care they had received had been discussed and actioned in a timely way.