

Centenary Care Homes Limited

Centenary House

Inspection report

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Date of inspection visit:
15 May 2018

Date of publication:
13 June 2018

Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of Centenary House on 20 and 21 December 2017.

Following this inspection we served a Warning Notice for a breach of Regulation 17 of the Health and Social Care Act 2008, Good governance.

We undertook a focused inspection on 15 May 2018 to check the provider was meeting the legal requirements for the regulation they had breached that resulted in them being served a Warning Notice. This focused inspection was to ensure the provider had taken sufficient action that ensured people were protected against the risks associated with exposure to hot radiators, hot water and the risks relating to fire doors being propped open so that they would not fully close in the event of a fire. This report only covers our findings in relation to these areas. At the last inspection 'Well led' was rated required improvement. This rating will not change because this was not a full comprehensive inspection. You can read the report from our last comprehensive inspection, by selecting the 'All reports' link for 'Centenary House' on our website at www.cqc.org.uk

Centenary House is registered to provide personal care and accommodation to up to 13 people. The home is an older style building with accommodation for people arranged on the ground floor. The home specialises in the care of older people. At the time of the inspection there were 11 people living at the home.

There was no registered manager in post. 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. The provider told us a new manager was due to start in post in June 2018.

During this focused inspection on 15 May 2018, we found action had been taken to ensure people were protected from the risks associated with burning themselves on hot radiators. All of the radiators in people's bedrooms had radiator covers on them. Where there were radiators that were unable to be covered in bathrooms for example, there were risk management plans in place to prevent the radiators from becoming hot.

People were protected from the risks associated with being exposed to hot water. All of the sinks in people's bedroom had been fitted with thermostatic mixing valves, which limited the water temperature they could reach. Regular checks of the water temperatures were being carried out by staff.

Action had been taken in relation to the risks identified by Devon and Somerset Fire Service in January 2017. People's bedroom doors had been fitted with hold open devices to enable them to safely close in the event of a fire. We noted one door had been propped open with a cd rack as the door opener was not fully working. The provider had contacted the company that installed the devices to request they visit and ensure

the devise worked appropriately.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

We found action had been taken to improve the safety of the service in relation to hot water temperatures, risks relating to the exposure of hot surfaces and the risks relating to fire doors been safely opened.

Requires Improvement ●

Centenary 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.

Following our inspection on 20 and 21 December 2017, we served a Warning Notice for a breach in Regulation 17 of the Health and Social Care Act 2008, Good Governance. We undertook a focused inspection of Centenary House on 15 May 2018.

During this inspection we checked that the improvements required by the provider after our comprehensive inspection had been made in relation to Regulation 17.

The inspection was unannounced and undertaken by one inspector. The inspection involved inspecting the service against one of the five questions we ask about services which was, 'Is the service well led.'

During our inspection we spoke with the provider and the deputy manager. We observed the environment and looked at records relating to water temperatures and radiator checks.

Is the service well-led?

Our findings

At the last inspection of this service on 20 and 21 December 2017 we found a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Some aspects of the service were not safe, risks relating to fire doors were not being managed safely and risks relating to exposure to hot surfaces and high water temperatures were not being managed consistently.

During this inspection we found that improvements had been made to ensure the provider was compliant with this part of the regulation. Risks associated with exposure to hot surfaces were now being managed safely. We observed the radiators in people's bedrooms had now all been covered with radiator covers, mitigating the risk of people burning themselves on them. Where radiators could not be covered, in the bathrooms for example, there were risk management plans in place to reduce the likelihood of people being exposed to a hot surface. These included staff being aware that the temperature of the radiators should not exceed the temperature setting of two, and weekly checks by the deputy manager to ensure the radiator covers remained adequate, and the uncovered radiators were not exceeding the temperature setting of two.

Risks relating to the exposure of hot water were also being managed safely. The provider confirmed all water outlets had now been fitted with thermostatic mixing valves, which meant the temperature of the hot water, was being controlled to ensure it did not go above a safe temperature. The deputy manager told us they checked water temperatures weekly to ensure the temperatures remained within a safe range, records confirmed this.

The risks identified by Devon and Somerset Fire Safety report in January 2017 in relation to bedroom door being propped open had been addressed by the provider. People had automatic door openers fitted to their bedroom doors where this had been identified as being required by the fire service. We observed one person's bedroom where a new floor had been fitted, the door opener was not fully functioning and a cd rack was placed in front of the door. The deputy manager told us the person put this in place to hold the door fully open. We discussed this with the provider who told us they had already reported the door to their contractor and was waiting for a response. They also told us they would complete a risk assessment around the door in the meantime to ensure staff were extra vigilant about the door being propped open.

Since our last inspection the manager had left the service and the provider had recruited a new manager who was due to start in June 2018. The provider told us since the previous manager had left they were spending more time in the service working alongside and supporting the staff team. The deputy manager confirmed this and told us the provider was available for support at any time on the telephone if needed.