

Accommodating Care (Southport) Limited Highfields Residential/Dementia Care Home

Inspection report

Culver Street
Newent
GL18 1JA

Tel: 07977776457

Date of inspection visit:
20 November 2023

Date of publication:
12 January 2024

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Highfields Residential/Dementia Care Home is a residential care home providing personal care for up to 27 people. The service provides support to older people, some of whom are living with dementia. The home is a converted property providing accommodation and communal areas over three floors. At the time of our inspection there were 14 people using the service.

People's experience of using this service and what we found

People, staff and visitors were not adequately protected from the risk of fire. During our inspection we identified fire doors which had not been maintained and were not effective. Fire escapes did not provide a safe and clear route of escape in the event of a fire. All staff had not completed a fire drill and were not equipped with the necessary skills to assist people should they need to evacuate the building.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service, under the previous registered provider, was good (published 25 March 2020).

Why we inspected

We undertook this targeted inspection in response to concerns regarding fire safety at the service. A decision was made for us to inspect and examine those risks.

We use targeted inspections to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Enforcement

We have identified a breach in relation to safe care and treatment and have served a warning notice on the registered provider. You can see what action we have asked the provider to take at the end of this full report.

Follow up

We have requested an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected not rated. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Highfields Residential/Dementia Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection in response to specific concerns regarding people's safety particularly in relation to fire.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

Highfields Residential/Dementia Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Highfields Residential/Dementia Care Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced. We visited the home on 20 November 2023.

What we did before the inspection

We reviewed the information we held about the service. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

We used all this information to plan our inspection.

During the inspection

We spoke with the deputy manager and care staff who were on duty at the time of the inspection. We spent time walking around the home to enable us to see the environment and we also reviewed a number of records relating to fire safety at the home.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection of this newly registered service. At our last inspection, under the previous provider, this key question was rated Good. As a result of our findings at this inspection, we have suspended this rating. The purpose of this inspection was to check a concern we had about fire safety. We will assess the whole key question at the next inspection of the service.

Assessing risk, safety monitoring and management

- People, staff and visitors were not adequately protected from the risk of fire.
- A Fire Risk Assessment report dated 23 May 2023 identified a number of fire safety concerns. This included 14 identified as 'high priority, action within month of receiving the report'. There was no evidence to demonstrate these concerns were being addressed.
- During our inspection we saw various defects with fire doors which meant they did not offer the required protection, to delay the spread of fire, and allow time for people to be safely evacuated. We reviewed the fire evacuation plan. It did not include any details of defective fire doors or any additional measures to mitigate risk until work to repair the doors was completed.
- Fire exit doors and escape routes had not been maintained to provide safe and clear evacuation routes in the event of a fire. For example, the ground floor fire exit onto a courtyard, could not be readily opened. Also an external fire exit from the dining room included a long ramped path, the path had not been cleaned and was very slippery underfoot due to the effects of weathering. An external fire escape serving both the middle and upper floors was blocked by a garden bench, with rotting grass trimmings underneath. The upper emergency lighting on this fire escape was not working, the gate did not open freely, and a wooden step on the fire escape was rotten.
- A fire chair was located on the middle floor of the home. All staff we spoke with said they had not received training in how to use this equipment.
- The current provider had owned the home since December 2022. Only one fire drill had taken place since then, on 11 July 2023. This drill did not include use of evacuation equipment, and a record of staff in attendance was not maintained.

We found no evidence people had been harmed. However, the provider had failed to ensure the premises were safe and they had failed to do all that was reasonably practicable to mitigate risks relating to fire safety. This placed people at risk of significant harm. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following the inspection we shared our concerns with the fire service.

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure the premises were safe.</p> <p>The provider had failed to do all that was reasonably practicable to mitigate risks relating to fire safety.</p>

The enforcement action we took:

We served a Warning Notice on the registered provider.