

Mr and Mrs T A Mills

Apple Orchard

Inspection report

Apple Orchard
The Green
Newnham
Gloucestershire
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Tel: 01594516582

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23 August 2017

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

Apple Orchard is a care home providing support and accommodation for up to 10 adults with learning disabilities.

At the time of our inspection visit Apple Orchard had a 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.

This focused inspection took place on the 23 August 2017 and was unannounced. We previously inspected the service on 31 March 2017, where we found a continuous breach of regulation 18 of the Care Quality Commission (Registration) Regulations 2009 in relation to a lack of notifications. We had not been notified of some incidents impacting on the wellbeing of people living at the home. CQC monitors events affecting the welfare, health and safety of people living in the home through notifications that providers are required to send to us.

At this inspection we found an improvement and the provider was meeting the requirements of this regulation. Important events impacting on people using the service had been reported to us through required notifications.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Apple Orchard' on our website at 'www.cqc.org.uk'. At the comprehensive inspection in March 2017 the service was rated as overall Good' with 'Requires Improvement' in Well-led to reflect our concerns in relation to notifications not being sent. Our findings at this inspection have not changed the current rating of 'Requires Improvement' for the key question Well-led for this service because we did not look at all the areas for the key question Well-led. We will review all areas of the key questions in full at our 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 well-led?

Required information in the form of notifications affecting people using the service had been sent to the CQC.

While improvements had been made to ensure information would be submitted to CQC as required by law; the rating of 'Requires Improvement' has not been changed from our last inspection as we did not look at all the areas of the key question of Well-led. We will review all areas of the key questions in full at our next comprehensive inspection.

Requires Improvement ●

Apple Orchard

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 was a focused inspection to check whether the provider was 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 23 August 2017 and was unannounced. Our inspection was carried out by one inspector. We carried out the inspection to check if a breach of the regulations found at our previous inspections had been met. We spoke with one of the team leaders. We examined documents relating to events affecting people who used the service.

Is the service well-led?

Our findings

At our inspections of 31 March 2017 we found important events impacting on people using the service had not been notified to us. This included allegations of abuse and the outcome of an application to restrict a person of their liberty. We had not received a notification from Apple Orchard since 2011. CQC monitors events impacting on the welfare, health and safety of people living in the home through notifications that providers are required to send to us.

The provider wrote to us following our previous inspections and told us the improvements they were going to make to ensure notifications were sent to us when important events occurred. They told us the improvements relating to our previous inspection would be completed by 28 May 2017.

At this inspection we found events affecting people using the service had been notified to us on the provider was meeting the requirements of the regulations relating to statutory notifications. These included a serious injury to a person, allegations of abuse made by a person about another person using the service, the outcome of a Deprivation of Liberty Safeguard (DoLS) application and an incident reported to the police. Records of incidents and accidents examined during our inspection visit corresponded with notifications we had received.