

St Mary's Care Home Limited

St Mary's Nursing Home

Inspection report

327 Main Road
Sidcup
Kent
DA14 6QG

Tel: 02083027289

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07 April 2016

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09 May 2016

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 14, 17 and 18 November 2015 at which breaches of legal requirement were found. We found breaches in areas such as risk associated with unsafe or unsuitable premises; the safe management of medicines; risk associated with the spread of infection including those that were health care associated; inappropriate systems and processes to safeguard people using the service; the risk of unclean premises and equipment, the secure maintenance of contemporaneous records and inadequate staff recruitment and selection procedures.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for St Mary's Nursing Home on our website at www.cqc.org.uk.

We took an enforcement action and served a warning notice on the provider in respect of more serious breaches with regards to the risk associated with unsafe or unsuitable premises and required them to become compliant with Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 07 January 2016.

We carried out this unannounced focused inspection of the service on 07 April 2016 to check that the requirements of the regulations had been met in response to the enforcement action we had taken. This report only covers our findings in relation to the follow-up on the warning notice we served on Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in respect of unsafe and unsuitable premises. The provider had sent us an action plan to tell us of how and when they will be compliant with other breaches we found in Regulations 12, 13, 15, 17 and 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These breaches will be followed-up at our next comprehensive inspection of the service.

St Mary's Nursing home provides accommodation and nursing care for up to 20 older people who have nursing or residential care needs. At the time of our inspection, there were 15 people using the service and the home also provides respite care.

There was 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.

At this focused inspection on 07 April 2016 we found that the provider had addressed the issues we raised in the warning notice we served under Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. However, our rating of the key question "Is the service safe" have not been changed from 'Required improvement' because we found other breaches under this key domain and we are yet to follow up on the other key lines of enquiry at our next comprehensive inspection because the systems and processes that had been implemented have not been operational for a sufficient amount of time for us

to be sure of consistent and sustained good practice.

We found that the provider had put systems in place to assess and monitor the quality and safety of the service in regards to ensuring the premises was safe and suitable for people using the service, staff and others visiting the home. We saw that fire signage were pointing people in the right direction, the sluice door was locked and the fire escape door on the first floor was secured with an alarm in place to alert staff. Appropriate storage space was in place to ensure that equipment such as wheelchair and hoist were stored safely and not obstructing fire exit points.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At this inspection we found that action had been taken to improve the safety of the service. Appropriate fire signage was pointing people in the right direction, the sluice door was locked and the fire escape door was secured with an alarm in place to alert staff of unauthorised access.

Appropriate storage space was in place to ensure that equipment such as wheelchair and hoist were stored safely and not obstructing fire exit points.

There were systems in place to ensure that the premises was safe and suitable for people using the service.

Requires Improvement ●

St Mary's Nursing Home

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.

This focused inspection took place on 07 April 2016 and was unannounced. The inspection was conducted to check if improvements had been made following the enforcement action we took by serving the provider a warning notice in response to the breach of Regulations 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 at our comprehensive inspection on 14, 17 and 18 November 2015. We inspected the service against one of the five key questions we ask about services, 'Is the service safe?' This was because the service was not meeting legal requirements in relation to this question which resulted to CQC taking enforcement action.

Before our inspection we reviewed information we held about the service including notifications received from the provider. A notification is information about important events that the provider is required to send us by law.

The inspection was undertaken by an inspector. During the inspection we did not speak to anyone using the service or their relatives because their views would not be relevant with the issues we followed up on. We spoke with the registered manager and a member of staff. We reviewed four people's care records and other records relating to the management of the service.

Is the service safe?

Our findings

At our inspection on 14, 17 and 18 November 2015 we found a breach of regulation because some risks to the health and safety of people using the service had not been identified, assessed and action taken to prevent or reduce the likelihood of them occurring. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014.

We took enforcement action and served a warning notice on the provider requiring them to become compliant with the regulation by 07 January 2016. We took this unannounced inspection on 07 April 2016 to check that the improvements required following our enforcement action had been implemented.

We found that the provider had put systems in place to assess and monitor the quality and safety of the service in regards to ensuring the premises was safe and suitable for people using the service. New fire signage was in place and pointing people in the right direction and to the nearest exit point. We saw an empty room that was used to store equipment such as wheelchair and hoist and this ensures that fire exit points were free from obstruction and safe for use.

We saw that an alarm had been fitted to the fire escape door on the first floor which alerted staff when the door was being opened and this prevented unauthorised access and ensured the safety of people who used the service. We tested and opened the door during our inspection and staff attended to the scene promptly. This showed that appropriate measures were in place to ensure the safety of people using the service.

The door of the sluice room was shut and secured with a digital lock to ensure that people were protected from the risk of coming into contact with contaminated material and hazardous liquids stored in the room.

The windows on the first floor that were not safety glazed had been reinforced with additional metal bars to ensure that people were not put at risk of falling through them. Staff completed risk assessments for every person that was occupying a bedroom of which the windows were not double glazed and the document showed that people living in these bedrooms do not have the capability to access their windows. The registered manager told us that they carry out visual health and safety checks especially to ensure that fire exit points were not obstructed and they showed us documentation to confirm this. This showed that the provider had taken action to ensure that people who use services, staff and others visiting the home were protected against the risk associated with unsafe or unsuitable premises.