

Dimensions (UK) Limited

Dimensions 101 Pinewood Avenue

Inspection report

101 Pinewood Avenue
Crowthorne
Berkshire
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Date of inspection visit:
13 March 2017

Date of publication:
31 March 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 13 April 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of Regulation 12 (Safe care and treatment).

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at www.cqc.org.uk

Dimensions 101 Pinewood Avenue is a care home without nursing, located in Crowthorne. It provides accommodation and personal care support to up to four people living with a learning disability. Some people may have additional physical disabilities. Three people were living in the service at the time of this inspection. A registered manager was 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 service had addressed the areas of concern we identified in April 2016. The sluice had been removed from the bathroom and replaced with a new washing machine incorporating a sluice programme. Its removal had enabled more effective cleaning of hard to reach areas and the staining in the bath had also been reduced. The bathroom had been redecorated.

One person had been reassessed as requiring nursing care and had moved to a nursing home which would better meet their needs.

An ensuite wet room shower had been provided to ensure another person's safety and dignity while showering.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

The action necessary to address infection control and other concerns had been taken.

The communal bathroom now met people's needs. One person had been provided with ensuite shower facilities to ensure their needs were met.

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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 was planned to check 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.

We undertook an announced focused inspection of Dimensions 101 Pinewood Avenue on 13 March 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 13 April 2016 inspection had been made. The team inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements."

The inspection was undertaken by one inspector. During our inspection we spoke with the registered manager. The provider was given 48 hours' notice of this inspection because we needed to be sure the registered manager would be available to assist.

Before the inspection we reviewed the evidence previously provided to show the actions which had been taken. This included an action plan which indicated that all of the concerns had been addressed. We discussed the actions taken with the registered manager and clarified the current situation with regard to the needs of people within the service.

Is the service safe?

Our findings

At the previous inspection on 13 April 2016 the service required improvement under "Safe". It was in breach of Regulation 12 of the Health and Social Care Act (Regulated activity) Regulations 2014. This related to a failure to ensure the communal bathroom and the equipment within it, were safe to use for their intended purpose.

We carried out this focused inspection on 13 March 2017 to check that action had been taken to address this.

When we visited in April 2016 we found the layout of the bathroom, used by three people living in the service, was unsuitable. This was because it was too cramped and did not allow sufficient room for the staff to support one person who was a wheelchair and walking frame user, to transfer when using the facilities.

We also found that the bathroom contained sluice equipment adjacent to the bath, which was contrary to safe infection control practice. The bath was accessible only from one side and there was an inaccessible space beyond where staff could not easily access to clean. The bath itself was stained. Exposed pipework and handrails showed signs of rusting.

These matters had been raised with the provider and the landlord by the registered manager but nothing had been done. An occupational therapist had previously completed an assessment, recommending removal of the sluice, replacement of the bath and other improvements, which had not been addressed.

The registered manager provided a written action plan on 17 May 2016 stating how the service had planned to address the issues raised. One person whose support needs had increased significantly was re-assessed as requiring nursing care and had moved to a nursing home in June 2016.

The sluice was removed from the bathroom by the end of June 2016 and a washing machine with a suitable sluice programme obtained to address this provision. Removal of the sluice addressed the infection control concerns and meant it was now easier for staff to reach the gap behind the bath to clean effectively.

A wet-room shower was installed ensuite to one of the bedrooms, which was also redecorated. The person who mobilised using a wheelchair and required the support of two staff to shower, was invited to move to this room in July 2016. The registered manager reported this move had been positive for both his safety and dignity.

The communal bathroom had recently been redecorated by the landlord and staff had added further items such as tile transfers to make the room more homely. This facility met the needs of the people who needed to use it. The bath with integral hoist seat had not yet been replaced as the future registration status of the service had yet to be decided. However the bath had been thoroughly cleaned and much of the staining removed.

We were satisfied the communal bathroom was now suitable for people's needs. However, the bath would still benefit from replacement once the registration status of the service was decided.