

Mrs Pam Bennett

Benthorn Lodge

Inspection report

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Date of inspection visit:
21 June 2016

Date of publication:
27 July 2016

Ratings

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

Summary of findings

Overall summary

This inspection took place on 21 June 2016 and was unannounced.

We carried out an unannounced comprehensive inspection of this service on 14 and 15 April 2016. After that inspection we received concerns that the stair lifts at the service had broken down and staff were carrying people up and down the stairs. It was also reported that staff were unable to contact the manager. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Benthorn Lodge on our website at www.cqc.org.uk

Benthorn Lodge provides care and support for up to 20 older people who are physically and mentally frail. Most people living at the service have dementia care needs. There were 11 people using the service when we visited.

The service did not have a registered manager. 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.

There was no contingency plan in place for the event of the stair lifts breaking down.

Two stair lifts had broken down the day prior to our inspection. However they had been repaired on the same day and we saw them in working order on the day of our visit.

Service certificates demonstrated that the stair lifts were routinely serviced.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

This service was not always safe.

There was no contingency plan in place for the event of the stair lifts breaking down.

Equipment was routinely serviced in order to keep people safe.

Inspected but not rated

Benthorn Lodge

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.

We undertook an unannounced focused inspection of Benthorn Lodge on 21 June 2016. This inspection was carried out to look at specific concerns relating to the safety and suitability of equipment which were raised with the Care Quality Commission and to check if the provider was in breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We inspected the service against one of the five questions we ask about services: is the service safe. This is because the concerns raised with the Care Quality Commission related to this question.

The inspection was undertaken by one inspector.

We spoke with five staff including the manager, the administrator and three care staff. We checked the stair lifts to ensure they were in working order and looked at the service certificates for the stair lifts to determine if they had been routinely maintained.

Is the service safe?

Our findings

Prior to our inspection we received concerns that the stair lifts in the home were not working and staff had to carry people up and down the stairs as a result of this. We were also informed that because of this equipment not being in working order one person had received an injury. This meant that people and staff may be at risk of harm or injury.

We carried out this focused inspection to check if the stair lifts were in working order and to make sure people were safe from harm.

We found there was no contingency plan in place for the event of the stair lifts breaking down. This meant that staff did not have guidance available to them if the stair lifts or the passenger lift broke down. The manager told us that this would be addressed.

Staff told us that one of the stair lifts had broken down whilst one person was using it. They said they had to carry this person off the lift and help them to safety. During this manoeuvre it was reported that the person had banged their elbow and sustained swelling to the area. Staff also told us that three people living with dementia needed the stair lifts to access their rooms. This meant that some people were not able to go to their rooms unless staff carried them.

We spoke with the manager who told us that the stair lifts had both been repaired on the same day they broke down. We asked about the person who had reportedly received an injury. We were told they had an existing problem with their elbow, accompanied by swelling to the area and this was not a result of the accident. A visiting healthcare professional had advised the person should attend for an x ray. We looked at the persons care records and found that they had attended an X ray and no injuries were found. In addition the person had complained about pain in their elbow prior to their accident.

We observed that the stair lifts were in working order and that people could be moved safely. We saw a service agreement that recorded the stair lifts would be serviced twice a year. The manager was unable to find the most recent service certificate; however following our visit they emailed this information to us. The certificate was dated 27 January 2016 and demonstrated that the stair lifts had been serviced in line with the agreement.