

Elmglade Residential Care Home

# Higham House Nursing Home

## Inspection report

87 Higham Road  
Rushden  
Northamptonshire  
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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

Higham House is located in the village of Rushden in Northamptonshire and provides people with accommodation, personal care and nursing care. They are registered for up to 30 older people who may also be living with conditions such as dementia. On the day of our inspection there were 27 people living at the service.

We carried out an unannounced focused inspection of this service on 11 November 2016 and identified one breaches of legal requirements. We issued the provider with a warning notice for this breach. On 6 January 2017, we carried out a focused inspection to see whether the provider had followed their improvement plan and to confirm that they were now meeting 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 Higham House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

During the inspection on 11 November 2016, we found that areas of the service were not always clean and free from the risks associated with infection control. There were not effective cleaning schedules or logs in place to ensure cleaning was carried out as required. We asked the provider to take action in response to our concerns around these areas by 15 December 2016. During this inspection we returned to see if the service had made the improvements we asked for and we found that the provider was now meeting these regulations.

The service had 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.

Improvements had been made to the systems in place for assessing and managing infection control and standards of cleanliness. The provider had introduced improved systems for managing the cleanliness of the service. Additional cleaning staff had been recruited and robust cleaning logs and checklists were in place, to help guide staff and to demonstrate which areas of the service had been cleaned and when.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

The service was not always safe.

Improvements had been made to the cleanliness of the service and the systems which were in place for managing the cleaning of the environment.

We have not changed the rating for this area, although some improvements have been made. To improve the rating to Good would require consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires Improvement** ●

# Higham House 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 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 unannounced focused inspection of Higham House on 6 January 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 11 November 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.

Before this inspection we reviewed all the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. We spoke with the local authority to gain their feedback as to the care that people received. We also reviewed the report from our previous inspection.

During the inspection we spoke with three people living at the service to gain their views about the care and support that they received. We also spoke with a member of the domestic staff team, one staff member from the kitchen team, one carer and one qualified nurse. The registered manager was not available as part of this inspection but we have been in touch with them since the inspection to discuss the changes they had implemented since our last visit. Throughout the inspection we also carried out observations, including cleaning throughout the service.

We reviewed the care plans and records for two people, including aspects of their care related to infection

control. We also looked at quality assurance procedures, such as checks and audits, to see what systems were in place to manage and improve the hygiene and cleanliness within the service.

# Is the service safe?

## Our findings

During our 11 November 2016 inspection we had concerns about the infection control practices at the service. We found that the service was not always clean and hygienic and that there were not effective systems in place to ensure that regular and robust cleaning was carried out. This was a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we found that improvements had been made to the systems in place for maintaining cleanliness and hygiene within the service. People were more positive about the cleanliness of the service and said that they felt staff did a good job of keeping the environment clean. One person told us, "I think it is clean here now." Another person said, "They are doing lots of cleaning. I see them about." We asked another person if they were content with how clean their bedroom was and they nodded and smiled in acknowledgement.

Staff members told us that there were new and improved cleaning schedules in place and that this had enabled some improvements to be made. Following our last inspection, staff said that they were asked to raise standards of hygiene and cleanliness within the service to make the environment better for people to live in and staff to work within. One staff member said, "Yes, things have improved; we have cleaning schedules for the service and equipment. Since the last inspection we have employed a new staff member and have started to give areas a deep clean." We spoke with a domestic staff member who explained that they knew what they had to do on a daily basis and had access to sufficient supplies of cleaning equipment. They felt that the systems in place meant they were able to clean specific areas and moved from room to room, ensuring that everything was clean before moving on.

Members of staff told us that another member of domestic staff had been employed since our last inspection and staff rotas confirmed this. On the day of this inspection we saw that two domestics were on duty, with one cleaning communal areas and the other undertaking a robust deep clean of corridors, doorframes and flooring in communal hallways. All staff felt that the improvements had made a difference to the general hygiene and cleanliness within the service.

We found that people's bedrooms were now clean and free from dust; mattresses and equipment in use were also clean, with records to confirm when they had last been cleaned. Chairs and floors were clean and areas free from odour. The provider had plans to ensure that flooring was replaced to ensure more adequate cleaning could take place. We found that action had been taken to include those areas we identified at the last inspection, such as cleaning of individual equipment. We could see that the provider had taken action to ensure that the service was clean and that new schedules had been implemented to help maintain the levels of cleanliness.