

Care Management Group Limited

Care Management Group - Carlton Avenue

Inspection report

64-66 Carlton Avenue
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23 March 2016

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Ratings

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

Summary of findings

Overall summary

We undertook this unannounced inspection on 23 March 2016. Care Management Group - Carlton Avenue is a care home that is registered to provide accommodation and care for up to nine people with profound and multiple learning disabilities. At this inspection there were seven people living in the home.

At our last focused inspection on 11 September 2014 the service met the regulation we looked at.

Prior to this inspection, we received recent information of concern regarding the health & safety arrangements of the service. At this inspection we looked at arrangements for health and safety. This report therefore only covers our findings in relation to the health & safety of people who used the service.

The home had a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements of the Health and Social Care Act and associated Regulations about how the service is run.

At this focused inspection, we found that the provider had followed their action plan for improving health & safety in the home. We found that the provider had taken action to rectify deficiencies related to the provision of hot water. This included daily temperature checks on the hot water temperatures and repairs to the thermostatic mixer valves (TMV). There was evidence of maintenance checks carried out on the bath on the ground floor to ensure it was in good working order. We however, noted some areas where improvements were needed. A small window in a bedroom on the ground floor facing the road did not have a restrictor. There were three unsecured sandbags on the flat roof of the lounge at the back of the house. The regional director informed us that action would be taken to rectify these deficiencies.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Some areas of the service were not safe. Improvements had been made to ensure that the people were protected from the risk of scalding from hot water. Care workers had received first aid training and were aware of action to take to ensure the safety of people. However, we noted some safety and security deficiencies and further work is needed to ensure the safety and security of people.

Inspected but not rated

Care Management Group - Carlton Avenue

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection took place on 23 March 2015 and it was unannounced. The inspection team consisted of two inspectors. Before our inspection, we reviewed information we held about the home. This included notifications and reports provided by the home. Prior to the inspection the provider had sent us their action plan to improve safety and ensure that people are protected from scalding from hot water. This was in response to a recent health & safety incident.

There were seven people living in the home. We tried to speak with people who used the service but they did not provide us with feedback regarding their view of the service. We spoke with four care workers and the regional director of the company. We also spoke with two plumbers who were in the home. The registered manager was not present in the home. We looked at various areas of the home and visited the bedrooms of people, the garden and bathrooms.

We reviewed a range of records about people's care and how the home was managed. These included the care records for four people who used the service, policies and procedures and maintenance records of the home.

Is the service safe?

Our findings

On our arrival at the home we observed that people were cleanly dressed and care workers were getting some people ready to go out to a day centre. Staff were constantly present and interacted regularly with people. We observed that staff supervised people and ensured that they were escorted safely to the minibus taking them to the day centre.

There were seven people living in the home on the day of inspection. The day shift consisted of four care workers plus the deputy manager. The regional director came to meet us during the inspection. Care workers we spoke with informed us that the staffing levels were adequate and they were able to manage their workload. The service had used some temporary agency care workers to work alongside their permanent staff. This had worked well and ensured that people were well cared for.

We spoke with two plumbers who informed us that they were checking and replacing the TMVs. They informed us that some of the valves needed to be replaced as they were worn and were difficult to adjust and they hoped to complete the work within a day.

We checked the care records of people and noted that they contained up to date risk assessments. These were of a good standard. There was guidance for care workers regarding how to protect people and prevent scalding from hot water when assisting people with bathing or showering. Care workers were aware of the maximum safe water temperature which is no higher than 43C. They also informed us that they checked the water temperatures and recorded them.

There were arrangements for monitoring the hot water temperatures. We noted that there was a thermometer in the bathroom. Hot water temperature checks made prior to care workers assisting in the bathing of people in March 2016 had been documented. They were below 43 degrees centigrade (C). In addition, hot water temperature checks in bedrooms were checked and recorded daily in March 2016 and were below 43C.

We saw the company had issued recent guidance for care workers regarding prevention of scalding and there was also a policy document on this. Staff had completed first aid training and knew action to take if people sustained an injury from scalding. They also stated that they would summon emergency services if needed. We observed people who used the service and noted that they did not have any visible marks or signs of any injury or scalding.

During our checks on the premises we discussed whether the service had arranged for regular maintenance checks of the hot water TMV's to ensure they were in good working order. The regional director explained that this had not been done. After the inspection we were provided with documented evidence that the specialist, accessible bath on the ground floor of the service was maintained every six months by an external servicing contractor. This service included a check of the mixer valve operation. We found that a small window in a bedroom on the ground floor facing the road did not have a restrictor. This is needed for security reasons. The regional director stated that this would be fitted. We also found that there were three

unsecured sandbags on the flat roof of the lounge at the back of the house which may pose a safety hazard to people. These bags may get blown down or sand may leak downwards during severe weather. The regional director informed us this was left there to hold down a cover for the roof which was leaking and repairs had been arranged that week. The regional director stated that prompt action would be taken in response to deficiencies identified.