

Mrs M Mather-Franks

Hawthorns Residential Care Home

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service well-led?

Requires improvement



Overall summary

Hawthorns Residential Care Home provides personal care and accommodation for up to six people who have learning disabilities. The home is located in a residential area of Rushden.

The inspection took place on 17 August 2015.

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.

During our inspection on 15 June 2015, we found that people were not protected from the risks of infection, as

there were ineffective cleaning processes in place. Communal areas within the service, and people's bedrooms had not been cleaned effectively. We found that cleaning within the service was not satisfactory or robust. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We also found that audit checks that had been completed were not always effective in identifying the issues that we found or detailing the action that needed to be taken to address them. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) 2014.

Summary of findings

Following the inspection the provider sent us an action plan detailing the improvements they were going to make, and stating that improvements would be achieved by early August 2015.

This report only covers our findings in relation to the outstanding breaches of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Hawthorns Residential Care Home' on our website at www.cqc.org.uk.

This inspection was unannounced and took place on 17 August 2015.

During this inspection, we found that improvements had been made to the systems in place within the service, to ensure that appropriate standards of cleanliness and hygiene had been maintained. New cleaning schedules

had been implemented to ensure that cleaning regimes were effective. Staff had reviewed their practice in respect of cleaning, and had worked hard to ensure this was now undertaken in a more thorough manner.

We also reviewed the audit systems in place, which in our previous inspection had failed to identify the issues we found in respect of poor hygiene. We found that these had been strengthened and had more managerial oversight, which meant that any issues could be identified and addressed in a timely manner.

While improvements had been made which means that the service is no longer in breach of regulations, we have not revised the rating for these key questions. To improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe and well- led at the next comprehensive inspection.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found that action had been taken to improve the safety of the service.

Cleanliness and hygiene standards were now more effectively maintained.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Is the service well-led?

This service was not always well- led.

We found that monitoring of quality assurance and audit systems had improved since our last inspection but required further time to become embedded.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Hawthorns Residential Care 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 a focused inspection of Hawthorns Residential Care Home on 17 August 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our focused inspection on 15 June 2015 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well-led. This is because the service was not previously meeting legal requirements in relation to the safe and well-led domain.

The inspection was unannounced and the inspection team consisted of one inspector.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements. We checked the information we held about the service and the provider and made contact with the local authority to obtain additional information.

During our inspection, we reviewed the cleaning taking place within the service and observed communal areas and people's bedrooms to determine their cleanliness. This was so that we could corroborate our findings and ensure the care being provided was appropriate to meet people's needs.

We spoke with two people who used the service. We also spoke with the deputy manager.

We looked at records relating to the management of the service, including cleaning schedules, and quality audits to ensure that action had been taken to make required improvements.

Is the service safe?

Our findings

During our inspection on 15 June 2015, we identified that the systems in place for cleaning were not satisfactory. Communal toilets and bathrooms had not been cleaned robustly. We found that people's equipment, including wheelchairs and mattresses had not been cleaned effectively. They therefore posed a risk of cross infection to people who used the service. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we found that the provider had followed the action plan they had written, to meet shortfalls in relation to the regulatory requirements as described above.

People thought the service was clean. One person said, "It is nice and tidy." We found that bedrooms had been cleaned, surfaces were dust free and rooms smelt fresh. Our observations confirmed that communal areas, including bathrooms, toilets and bedrooms, had been cleaned, carpets hoovered and chairs cleaned. We found that all through the service, improvements had been made to the cleaning systems and processes in place, since our last inspection. We found that there was on-going cleaning in operation, and that a more robust system had been implemented to ensure that areas of the home had been cleaned.

Staff had access to a good supply of protective equipment for the tasks they were carrying out, for example, disposable gloves and aprons when assisting with personal care. We found that there were good supplies of cleaning equipment, with mops and cloths for use within different areas.

The deputy manager showed us that there was a cleaning schedule to document the last time that communal areas had been cleaned. They also showed us new forms that had been implemented to record when people's equipment had been cleaned, for example, mattresses, hoist slings and commodes. We found that these records had been completed with no gaps since their implementation.

We were made aware that manager's from sister services would also undertake quality monitoring visits to each other's homes, so that an independent view of the cleanliness of the service could be given. This would ensure the on-going maintenance of appropriate standards of cleanliness and hygiene within the service.

The deputy manager confirmed that a schedule for required maintenance work across the service was now in place. This took into account the redecoration of people's bedrooms, communal areas and attention to any required maintenance issues. Most of this work was scheduled to be completed in September 2015, whilst people were away on holiday.

Is the service well-led?

Our findings

During our inspection on 15 June 2015, we identified that the people were put at risk because systems to assess and monitor the quality of care provided or to manage risks of unsafe or inappropriate treatment were not effective. This was a breach of Regulation 17 (1) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) 2014.

During this inspection we discussed with the deputy manager the improvements that had been made. We were told that since our last inspection, a variety of new audit checks had been implemented to ensure that staff took cleaning and infection control seriously. The deputy manager told us, “The records are now completed as part of people’s daily care, which means that we do them on a regular basis.” Our observations and review of records,

confirmed that staff were had been robust in their delivery of care. Action had been taken to ensure that quality assurance of cleaning had been incorporated into daily practice.

We were shown more robust audit systems for the monitoring of infection control and cleaning within the service. For example, daily checks on the cleanliness within the service were now being completed by staff and these were overviewed by management. As these had only just been implemented, they required more time to fully embed into staff practice.

We were aware that those issues that had been highlighted by the local authority and Care Quality Commission (CQC) had been discussed across all provider services, so that lessons could be learnt by them all. Staff appreciated that further improvements could still be made within all quality monitoring processes in place, so that the service could drive future improvement and provide quality care for the people who used the service.