

Alexis Care Limited

# Frome Care Village

## Inspection report

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### Overall summary

We undertook this focused inspection because of concerns we had received about the premises and equipment. This report only covers our findings in relation to these issues. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Frome care Village on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

This inspection was announced and took place on 12 November 2015.

Frome Care Village is registered to provide nursing care for up to 60 older people. There are two separate units: The Parsonage provides support and nursing care for people living with dementia and Woodlands for people who need nursing care because of physical health needs. At the time of our inspection Woodlands was closed for building and refurbishment work. People who had lived in Woodlands had moved to The Parsonage during the period of work.

There was a registered manager 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 and associated Regulations about how the service is run.

We had received concerns from the Health and Safety Executive around improvements needed to ensure people were protected against the risks of Legionella. The provider told us they would complete the necessary works by 24/09/2015. We had also received concerns around window restrictors and the home's fire risk assessment.

In discussion with the estates manager and registered manager we were able to establish the required work to update storage and use of cold and hot water had been completed as recommended. Work had been undertaken to improve the efficiency of the heating and water systems in the home. Systems were in place to monitor and check the water temperatures and cold water storage so any risk of legionella would be identified and the necessary actions taken to protect people's health and welfare.

We confirmed checking of window restrictors was undertaken on a monthly basis and there had been a review of the home's fire risk assessment. Work had been undertaken to make improvements in relation to a fire exit and installation of additional smoke alarm.

# 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?**

The service was safe.

Improvements had been made to the equipment to ensure people were protected from Legionella.

Measures were in place to monitor the temperature and water system to ensure they were within safe limits.

**Good**



# Frome Care Village

## Detailed findings

### Background to this inspection

We undertook an announced focused inspection of Frome Care Village on 12 November 2015. This inspection was done to check improvements had taken place with regard to the protection of people from Legionella's. We inspected the service against one of the four questions we ask about services: is the service safe.

The inspection team consisted of one adult social care inspector.

As part of the inspection we spoke with the registered manager and estates manager. We also looked at the work that had been completed and records related to the monitoring of the water and heating system.

# Is the service safe?

## Our findings

We discussed with the estates manager the work which had been completed. They identified how, as set out in the provider's action plan, work had been completed to improve the storage of cold water in the water storage tanks. This had entailed the fitting of isolation valve and insulation of tanks, lids and pipework. This meant the water storage tanks were able to maintain the necessary temperature to alleviate the risk of Legionella. We looked at the loft storage area where these tanks were situated and saw the work had been completed.

Work had been completed on the calorifiers which store water. Before the work had been undertaken they posed a risk of legionella because of low temperature of the stored water. We saw as set out in the providers plan additional heat was now available to ensure stored water was at the required temperature, temperature gauges had been fitted and pipes insulated. We visited the basement where the calorifiers were situated and confirmed the work had been completed.

The estates manager confirmed the water heater situated in the boiler room had been fitted with temperature gauges. We saw this work had been completed.

There had been concerns about domestic hot and cold water because of incorrect siting of thermostatic valves. This meant temperature at the outlets (sinks and basins) was below the recommended temperature posing a risk of legionella. We looked at a number of rooms and saw valves had been fitted to all individual rooms sinks. This meant the water was being used at the correct controlled temperatures.

The registered manager told us there were measures in place to ensure the continued safety of the heating and water systems. These included weekly and monthly monitoring of water temperatures; monthly checks of calorifiers flow and return temperatures and inspection of tanks. Records showed this monitoring and checks had taken place since the installation of the new fittings. Arrangements were in place for the testing of water supply if required and cleaning of water tanks.

The provider had confirmed arrangements were in place to monitor and check the condition of window restrictors. These were in place in all rooms of the home restricting window opening so people could not fall through. We also confirmed the fire risk assessment had been reviewed and recommended work had been completed.