

Unlimitedcare Limited

Stanley Lodge Residential Home

Inspection report

School Lane
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Forton
Lancashire
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21 November 2016

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 18 and 24 April 2016. At this inspection breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met 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 Stanley Lodge Residential Home on our website at www.cqc.org.uk

This unannounced focused inspection took place on 21 November 2016.

Stanley Lodge Residential Home is a care home managed by Unlimited Care Limited. It is located in the village of Forton, South of Lancaster.

There was a registered manager in place. 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 were 23 people residing at the home at the time of the inspection.

The service was last inspected on 18 and 24 April 2016. At this comprehensive inspection we found the registered provider was not meeting all the fundamental standards. We identified a breach to Regulation 15 of the Health and Social Care Act 2014 as the registered provider had failed to ensure premises and equipment were suitable for use and appropriately maintained.

Following the comprehensive inspection in April 2016, we asked the registered provider to submit an action plan to show what changes they were going to make to become compliant with the appropriate regulations. The registered provider returned the action plan to demonstrate the improvements they intended to make. We used this focused inspection to look to check if the actions set out within the action plan had been completed and to ensure all fundamental standards were now being met. At this focused inspection carried out in November 2016, we found the required improvements had been made.

Improvements to the living environment had been completed. Decoration within the building had taken place. Slips, trips and fall hazards had been reviewed and addressed.

Best practice guidance had been referred to and window locks had been fitted to all windows where there was risk of falls from height.

Electrical testing of all appliances had been carried out to ensure electrical appliances were suitable and

safe for use.

Following the inspection visit we received confirmation that action was being taken to ensure infection control processes were consistently applied throughout the building.

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 sometimes safe.

We found that action had been taken to improve safety. Work had been completed to reduce hazards within the living environment.

We could not improve the rating for "Is the Service safe?" from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Stanley Lodge Residential 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 visit of Stanley Lodge Residential Home on 21 November 2016. This inspection visit was carried out to check that improvements to meet legal requirements planned by the provider after our April 2016 inspection visit had been made. We inspected the service against one 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 carried out by an adult social care inspector.

Prior to the inspection taking place, information from a variety of sources was gathered and analysed. This included notifications submitted by the provider relating to incidents, accidents, health and safety and safeguarding concerns which affect the health and wellbeing of people.

We contacted the local authority health and safety team as part of our planning process to see if they had any relevant information regarding the registered provider. They had no information of concern.

Information was gathered from a variety of sources throughout the inspection process. We spoke with the registered manager and deputy manager and undertook a visual inspection of the home.

We looked at a variety of records. This included documentation which was relevant to the management of the service including health and safety certification and monthly audits.

Is the service safe?

Our findings

At the comprehensive inspection carried out in April 2016, we identified a breach to Regulation 15 of the Health and Social Care Act 2008, (Regulated Activities) 2014 as there were hazards within the living environment with the potential to cause harm. We highlighted these concerns to the registered manager during a feedback session. They assured us they would liaise with the registered provider to ensure work would be undertaken to make the environment safe. We used this inspection visit to ensure action had been taken.

At this focused inspection visit carried out in November 2016, we asked what progress had been made to improve the living conditions at the home. The deputy manager said they were confident all works had now been completed and the living environment was safe.

We undertook a visual inspection of the home to see if improvements had been made. We noted some improvements had been made. A carpet on the main staircase which had presented as a slip, trip and fall hazard on the stairs had been replaced. Bedrooms had been painted and refreshed. Furniture in rooms was of a suitable standard.

The central heating system in the home had been reviewed and all radiators were now in full working order. We noted rooms were of a suitable room temperature to ensure people were kept warm and comfortable. Where rooms were cold, it was noted this was the person's personal choice and thermostats were available to control room temperatures.

We checked water temperatures in bathrooms and noted that hot water was available from all water outlets. The deputy manager said the maintenance person at the home carried out monthly checks on water temperatures to ensure all taps had sufficient hot water. We looked at records and noted these temperature checks took place on a monthly basis and were consistently recorded.

We looked at systems in place to minimise the risk of people falling from height. We noted all bedrooms on the first floor and bedrooms on the ground floor with wide opening windows had been fitted with a window restrictor lock that met with current health and safety guidance. The deputy manager said the maintenance person at the home reviewed the window restrictors on a monthly basis to ensure they remained secure and intact. We looked at records maintained by the maintenance person and they had confirmed monthly checks were consistently taking place.

We looked to ensure electrical appliance testing had taken place and was complete. At our last inspection visit in April 2016, we observed electrical engineers working at the home carrying out the appliance testing schedule. At this inspection visit, the registered manager was unable to locate the Portable Appliance Testing Certificate but we noted from looking at labels on electrical items within the home, that appliance testing had taken place. The deputy manager said one item of equipment had been condemned during the testing of the appliances but this had since been replaced by the registered provider.

At the previous inspection visit in April 2016, it was noted there had been an improvement notice served on the home from the local authority environmental health department due to the floor being uneven and presenting as a trip, slip and fall hazard. At this inspection visit, we looked at the floor in the downstairs bathroom and noted the floor had been levelled out. We spoke with the local authority environmental health department and they confirmed since our last inspection visit they had visited the home and were satisfied the required works had been carried out to a suitable standard.

We looked at maintenance records maintained by the service. We noted that maintenance requests were logged by staff and action was taken in a timely manner by the maintenance person employed by the service. The deputy manager and the registered manager praised the skills and commitment of the maintenance person.

Although some improvement had been made we noted vanity units in bedrooms had not been reviewed to ensure they could be suitably cleaned. This presented as a continued infection control risk. We highlighted this to the registered provider, they said this was an oversight and agreed to make the required improvements immediately. We received confirmation after the inspection visit that new vanity units had been ordered by the registered provider.