

Angels (Kingsleigh) Ltd

# Kingsleigh Residential

## Inspection report

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Burnham On Sea  
Somerset  
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04 October 2021

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## Ratings

Overall rating for this service

Inadequate 

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Kingsleigh Residential is a residential care home providing personal and nursing care to 16 people aged 65 and over at the time of the inspection. The service can support up to 23 people.

Kingsleigh Residential is a large converted house. People live in single rooms with mostly shared bathroom and toilet facilities.

### People's experience of using this service and what we found

The provider had made improvements to the service and had met the warning notice in relation to Regulation 12 (Safe care and treatment).

The service now had improved the systems in place to prevent and control infection. Staff had received training in preventing and controlling infection. The registered manager had a program of refurbishment in place and stained and worn flooring was being replaced.

The provider had met the warning notice in relation to Regulation 17 (Good governance). There were improved systems in place to monitor the quality and effectiveness of the service.

### Rating at last inspection and update:

The last rating for this service was inadequate (published 06 August 2021) and there were three breaches of regulation.

We served two warning notices in relation to Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance). At this inspection we found improvements had been made.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notices we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) and Regulation 17 (Good governance) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## Special Measures

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it. And it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

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

We always ask the following five questions of services.

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

At our last inspection we rated this key question inadequate. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question inadequate. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Kingsleigh Residential

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notices in relation to Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was conducted by two inspectors.

#### Service and service type

Kingsleigh Residential is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the registered manager. We reviewed a range of records relating to the safety and management of the service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as inadequate. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- At our last inspection the thermometer used to check the temperature of staff and visitors was not working correctly. The service had replaced the thermometer and temperatures were measured and recorded for everyone entering the service.
- At our last inspection we found infection control risks had not been identified and mitigated. The registered manager now carried out a weekly infection control walk around of the service. Risks were identified and action taken. Flooring was being replaced throughout the service. For example, in one room where we had identified a worn carpet, new flooring had been laid. There was new flooring in communal corridors. Staff had now received training in infection prevention and control.
- All bathrooms now had foot-operated bins which reduced the risk of cross infection.
- There was now a cleaning schedule in place which identified daily, weekly and monthly cleaning tasks carried out by housekeeping staff. Staff signed to confirm assigned tasks had been completed.
- At the previous inspection the chair on the weighing machine had a very compromised surface, meaning it could not be thoroughly cleaned. The weighing machine had now been replaced. We noted side tables in the lounge had also been replaced which meant they could be cleaned thoroughly.

# Is the service well-led?

## Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- At our previous inspection we found there was a lack of systems in place to identify and manage infection risks. There were now systems in place to identify and manage risks of infection.
- At our previous inspection a Legionella risk assessment had not been completed. There was no system in place to carry out routine maintenance which reduced the risk of Legionella. The provider had arranged for a Legionella assessment. A number of high risks were identified; the registered manager had arranged for a plumber to begin to address these risks. There was now a system in place for Legionella checks. However, this system was very recent and had yet to be implemented by the maintenance person. We have asked the registered manager to keep us updated on the implementation.
- The provider had undertaken recent gas and electricity safety checks. Safety certificates were available.
- A recent fire risk assessment had been undertaken. Regular checks of fire safety equipment were carried out. The alarm call points were checked regularly. All staff had received fire safety training. A registered contractor was booked to carry out a service of the fire alarm and fire safety equipment. A fire drill had been planned for the day of our inspection, but this was postponed. We have asked the registered manager to inform us of the re-arranged date.
- There was now a system in place to deliver and monitor staff training. The registered manager was able to identify which members of staff had completed mandatory training and which staff still had courses to complete.