

Kingsley Nursing Homes Limited

# Kingsley Nursing Home

## Inspection report

4-6 Trafalgar Road  
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## Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Good 

Is the service well-led?

Requires Improvement 

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service in January 2017 when a breach of legal requirement was found. We found a breach in regulation regarding the service not having suitable systems and processes in place to ensure the environment and equipment was safe and used safely.

After the comprehensive inspection, the provider wrote to us to tell us what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 12 April 2017 to check that they had they now met legal requirements. On this inspection we found improvements had been made and the service was now meeting requirements.

This report only covers our findings in relation to the specific area / breach of regulation. This covered one question we normally asked of services; whether they are 'safe'. We made a recommendation under 'well led' and reviewed this domain around the future development of auditing system for monitoring standards in the environment and for equipment. We therefore reviewed this domain in respect of this recommendation.

The question 'was the service effective', 'was the service responsive' and 'was the service caring' were not assessed at this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kingsley Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

There was a registered manager in post at the time of our inspection. 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.

At the previous inspection we found a number of safety issues at the home and lack of maintenance in some areas. We saw a number of radiator covers were not securely attached and two radiators were not working correctly in people's rooms. We found in general there was poor maintenance and a lack of safety checks for the windows, for example, cracked and blown glass and some window restrictors were not working effectively.

At this inspection we viewed a number of documents in respect of safety checks on the environment and equipment. We found this breach had been met.

We reviewed the audits (checks) on the environment and equipment to ensure they were being effectively monitored. We found monitoring arrangements in respect of health and safety checks had improved. The provider was aware of the need to monitor closely standards within the environment and equipment and has appointed a member of staff to lead on health and safety following this inspection.

## 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 as improvements had been made around the maintenance and safety checks of the environment and equipment.

**Good** ●

### Is the service well-led?

The service was not always well-led.

While improvements had been made around monitoring the home's environment we have not revised the rating for this key question. To improve the rating too 'Good' would require a long term track record of consistent good practice. We will review our rating for 'well led' at the next inspection.

**Requires Improvement** ●

# Kingsley Nursing 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.

The inspection team consisted of an adult social care inspector.

Before our inspection we looked at the notifications and other intelligence the Care Quality Commission had received about the home.

During the inspection we spent time with registered manager and spoke with the provider by telephone following the inspection. We reviewed procedures in place to ensure the environment and equipment was safely maintained.

## Is the service safe?

### Our findings

We previously visited this home in January 2017 and found the provider to be in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The breach was concerning the service not having safe systems and processes in place to ensure the environment and equipment was safe and used safely.

We asked the provider to take action to address these concerns. The provider submitted a provider action report which told us the improvements they had made to meet this breach. At this inspection we checked the progress of the action plan by speaking with the registered manager and we contacted the provider following the inspection. We reviewed document pertaining the safety checks undertaken of the environment and equipment. We had also been informed of improvements around the general maintenance which included replacing a number of windows. We found this breach had been met.

At this inspection 22 people were living at the home. We talked with the registered manager and looked at a number of documents in respect of health and safety checks and maintenance of the home and equipment. We found a number of windows with cracked or blown glass had been fitted and a plan was in place to replace all of the windows over the next two years. A number of window restrictors had also been fitted to ensure windows opened to a safe width.

Radiators covers which were found to be loose at the last inspection had been re-secured to the walls and risk assessments had been completed around the use of oil filled radiators which a small number of people had requested during the winter months to boost the heating in their room. Staff had been reminded of the placement of these radiators to ensure people's safety and the temperature of the radiators was being monitored in line with the built-in thermostat. A check of the central heating system had been undertaken following the previous inspection as some radiators were found to be cold. The registered manager was able to confirm that the heating system was now working effectively.

At the last inspection there was an incident where a person did not have their call bell within reach. The registered manager told us the staff had been reminded of the importance of the position of calls bells and that checks were carried out to ensure their safe placement. Risk assessments were completed where appropriate regarding their use.

The home's maintenance person was working in the home during the inspection. We saw the home's maintenance book and maintenance work had been completed in a timely manner to ensure the upkeep of the home.

## Is the service well-led?

### Our findings

At the previous inspection we made a recommendation around improving the auditing system for monitoring the environment and equipment. The provider worked with the registered manager to improve the standard and maintenance of the environment and equipment in respect of the areas highlighted at the previous inspection.

At this inspection we reviewed the home's monthly health and safety audit for January and February 2017. This provided a record of safety checks, for example, clear fire exits, ensuring the home was free from trip hazards, hot water checks and checks on radiators and windows. The audits showed compliance in all areas. The registered manager was aware of the completion of the audits and confirmed that staff were aware of the importance of reporting any defects found so that they could be rectified immediately.

With regards to the home's monthly health and safety audit for March 2017 this had not been completed as yet. We brought this to the registered manager's attention and following our inspection the provider informed us that the audit had been completed and signed off by the registered manager. We discussed with the provider the need to ensure consistent good practice was maintained in respect of overseeing standards of safety within the environment.

On 15 April 2017 the provider visited the home to undertake a quality assurance visit. We were provided with a copy of the provider's report. The report covered a number of areas including an internal and external inspection of the premises; where maintenance issues were identified these were recorded. The report made reference to a member of staff being appointed as the lead for completing the monthly maintenance audit so as to ensure any health and safety matters arising were dealt with promptly. The provider had also met with people living at the home and their feedback was positive regarding the service provision.

The registered manager was aware of their responsibility to notify us, the Care Quality Commission (CQC), of any notifiable incidents in the home. Our records confirmed this.

From April 2015 it is a legal requirement for providers to display their CQC (Care Quality Commission) rating. 'The ratings are designed to improve transparency by providing people who use services, and the public, with a clear statement about the quality and safety of care provided'. The ratings tell the public whether a service is outstanding, good, requires improvement or inadequate. The rating from the previous inspection for Kingsley Nursing Home was displayed for people to see.