

Mrs Brenda Tapsell

The Granleys

Inspection report

21 Griffiths Avenue
Cheltenham
Gloucestershire
GL51 7BE

Tel: 01242521721
Website: www.thegranleys.com

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

This was an unannounced inspection which took place on the 23 February 2017. The Granleys provides accommodation and personal care for up to 17 people with a learning disability and a sensory or physical disability.

We undertook this focused inspection on 23 February 2017 to check that they had followed their plan and to confirm that they now met legal requirements in relation to a breach of regulation 15. 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 The Granleys on our website at www.cqc.org.uk"

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 2008 and associated Regulations about how the service is run.

At the unannounced focused inspection of this service on 4 January 2017 a continuing breach of legal requirements were found. After this inspection, we asked the provider to take action to make improvements to:

- Infection and control systems within the home and we found these improvements had been met.

The Department of Health's guidance on the prevention and control of infection in care homes had been followed. A cleaning schedule was in place providing clear guidance about the standard expected to maintain the cleanliness of the environment, equipment and fixtures and fittings. An annual statement had been produced to summarise infection prevention and control measures in the home. The management of the laundry had improved, new bins had been supplied with lids and additional quality assurance measures had been put in place to ensure infection control measures and the cleaning of the home were being sustained.

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 safety. Infection control procedures and the cleanliness of the home had significantly improved. Systems had been put in place to keep the home clean and to protect people from the risk of infection.

We could not improve the rating for 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 ●

The Granleys

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.

This focused unannounced inspection on 23 February 2017 was done to check that improvements to meet legal requirements planned by the provider after our 4 January 2017 inspection had been made. One inspector inspected the service against one of the five key questions we ask about services: is the service safe? This was because the service was not meeting some legal requirements.

Prior to this inspection we reviewed information we have about the service including notifications. A notification is a report about important events which the service is required to send us by law. We had also received information from the local environmental health agency and commissioners of this service.

As part of this inspection we spoke with the registered manager. We walked around the environment. We reviewed infection control records, systems for the management of cleaning and observed staff working in the kitchen.

Is the service safe?

Our findings

At our inspection of 4 January 2017 we found people who lived in the home and others were put at risk due to poor infection control measures. The provider told us how they would address these issues.

At our focused inspection on 23 February 2017 we found the provider had followed their action plan to meet shortfalls in relation to the requirements of Regulation 15 described above. Infection control measures were in place in line with the Department of Health's (DoH) Code of Practice on the prevention and control of infections (The Code). The registered manager had a copy of The Code and other relevant national guidance about best practice in relation to infection control measures. An annual statement as required by The Code had been produced. This contained a brief summary of infection control audits, risk assessments, policies and procedures and staff training. Infection control procedures had been reviewed and updated. A full infection control audit had been completed in January 2017 identifying a number of actions which needed addressing. The maintenance book evidenced that these were being completed. In addition an external health and safety contractor had completed an audit of all systems within the home, including infection control procedures. The registered manager said a report was due.

At this inspection we saw soiled laundry had been put into red bags for washing and were being washed at the appropriate temperature. Posters had been displayed in the laundry prompting staff about correct temperatures for laundry and about hand washing. The laundry floor had been covered in a washable covering but the registered manager said this was not satisfactory and they planned to lay a different washable floor covering in this area. Laundry was stored in laundry baskets. New checklists were in place evidencing when laundry had been completed and allocating staff to oversee this.

The utility area and the area where medicines were stored had been tidied, redecorated and were clean. Waste paper bins in the utility and toilets had been replaced with new bins with lids. Areas outside of the home were uncluttered. The cleaner had a cleaning schedule which defined cleaning tasks and their cleaning frequencies. They initialled this as they completed each task. Cleaning checks were completed by care staff as well monitoring for instance the condition of the fridges and removing debris from tumble dryers.

Toilets, en suite facilities and shower/bath rooms were clean and hygienic at the time of the inspection. Personal protective equipment had been provided around the home. The registered manager said they had displayed posters near all hand wash basins to prompt staff about the correct method for washing hands and observed staff to make sure this was carried out in practice. A recent influenza outbreak had been dealt with appropriately and the relevant authorities had been informed. The home had been closed to visitors for two weeks and additional precautions had been put in place for those living in the home who were more vulnerable to infections. Infection control systems had significantly improved promoting the standard expected to maintain aspects of cleanliness in the environment, equipment and fixtures and fittings.