

Mr & Mrs S Munnien

South Wold Nursing Home

Inspection report

South Road
Tetford
Horncastle
Lincolnshire
LN9 6QB

Tel: 01507533393

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16 March 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection on 9 August 2016. A breach of a legal requirement was found. After the inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to the breach.

At the last inspection on 9 August 2016 we found that the provider was not meeting the standards of care we expect in relation to the upkeep of the premises and there was no maintenance plan in place.

We undertook this focused inspection on 16 March 2017 to check that they had followed their plan and to confirm they now met the legal requirement. During this inspection on the 16 March 2017 we found the provider had made improvements in the area we had identified.

This report only covers our findings in relation to that requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for South Wold Nursing Home on our website at www.cqc.org.uk.

South Wold Nursing Home provides care for people who require nursing and personal care. It provides accommodation for up to 16 people. At the time of the inspection there were 15 people living at the home.

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.

On the day of our inspection we found a maintenance person had been employed and there was a system in place to ensure the premises were being kept to a suitable standard. Problems with the hot water system had been resolved, areas of the home had been refurbished and window restrictors placed on all windows which required this device.

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 the safety of the service.

This meant that the provider was now meeting legal requirements.

A system was in place to ensure the wishes and needs of people were taken into consideration when refurbishing the premises.

A maintenance person had been employed and a system put in place to ensure the premises were maintained to a suitable standard.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

Requires Improvement ●

South Wold Nursing Home

Detailed findings

Background to this inspection

We carried out an unannounced focused inspection on 16 March 2017. This inspection was completed to check that improvements to meet a legal requirement with regard to the premises being maintained to a suitable standard had been met. This work was planned by the provider after our comprehensive inspection on 9 August 2016.

We inspected the service against one of the five key sections we ask about services; is the service safe. This is because the service was not meeting a legal requirement in relation to that section.

The inspection was undertaken by a single inspector.

During our inspection we toured the premises. We spoke with four people who use the service, a care worker, a member of the domestic staff and the registered manager. We looked at records which included a report from commissioners of services, maintenance records, the fire risk assessment, service users' questionnaires and cleaning schedules.

Is the service safe?

Our findings

At our previous inspection on 9 August 2016 we identified that people were living in an unsafe environment as the premises were not maintained to a suitable standard. This was a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

After our inspection the provider wrote to us to say what they would do to meet the legal requirement. At our focused inspection on 16 March 2017 we found that the provider had followed the action plan they had written to meet shortfalls in relation to Regulation 15 described above.

People told us they were happy with the standard of cleanliness in their bedrooms and in communal areas of the home. One person told us, "There is nothing wrong anywhere in the home. Staff have helped me to keep my independence by ensuring my room is free from hazards." Another person said, "I'm happy with the standard of cleanliness. If anything gets broken I take it to the boss and they get it repaired."

People told us they had completed questionnaires, which included questions about the cleanliness of the home and the upkeep of the environment. One person said, "The manager and staff are always asking our opinions about the home. I like the new shower room. We were asked about the colours."

We saw the analysis of the service users' questionnaires for 2016. These were divided into the domains of safe, effective, caring, responsive and well-led. Premises were included under the safe section and people gave positive comments about their living environment with 83% saying it was very good and 17% saying it was good.

Since our last inspection a maintenance person had been employed. Their role was to cover general maintenance within the home and grounds. We saw there was now a system in place for staff to report general repairs such as the need for new light bulbs and broken furniture. As each item was repaired this was signed by the person who had completed the work.

At our previous inspection the hot water system was not functioning in parts of the home. This was now repaired. People and staff told us they could now obtain hot water throughout the home when required.

Window restrictors had now been placed on all windows which required them. The home is a single storey building and this has ensured people cannot enter windows and people can feel safe. One person said, "The window restrictors allow me to have air, but I feel safe now." At our last inspection we found some visitors entering the building through their family member's patio doors and not signing into the building. This meant staff were unaware of how many people were in the building should they need to evacuate the premises. Staff told us this practice had now stopped.

The quiet room was very cluttered during our last inspection and not free of trip hazards. This has been cleared and was a pleasant room to sit in overlooking the garden. A visitor told us now they liked this room as it was light and airy.

There had been some refurbishment in areas of the home. This included new floor coverings, redecoration of some rooms and a new shower room. The registered manager told us they looked at all areas of the home on a regular basis and refurbished as needs arose. Work was currently in progress on the upkeep of the gardens, patio areas and entrance. The next planned piece of work was the upkeep of the walkways and the handrail by the front door. This had been impeded over the winter months due to bad weather. Cleaning schedules were in place for staff to follow to ensure the home was kept clean and fresh. Staff told us there were sufficient staff to enable the cleaning schedules to be completed. We saw these covered daily and monthly tasks and had been consistently completed.

Items from the last fire and rescue service report were outstanding at our last inspection. The recommendations had now all been completed. This included a review of the fire risk assessment for the home, staff training and more signage around the home. The signage was in words and pictures to show people the direction of certain rooms such as the dining room and notices on doors such as toilets and bathrooms.

There was now a process in place to review accidents and incidents. This included outcomes for each event to see if lessons could be learnt from events which had taken place. Staff told us this was passed on through meetings and one to one discussions with the manager.

Staff had been allocated lead roles within the home. This included infection control link and fire link persons. The infection control link person attended local meetings with the commissioning authority's infection prevention nurse. Two staff ensured there was maintenance of the fire equipment and checks were completed weekly to ensure fire fighting equipment was in place and was fit for use. The registered manager had just signed up for a local scheme entitled "Harm Free Care". This looks at how people can maintain their independence by living within their capabilities in a harm free environment.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.