

# Cornwall Care Limited

# Penberthy

## Inspection report

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### Ratings

#### Overall rating for this service

Inadequate



Is the service safe?

Inadequate



Is the service effective?

Inadequate



Is the service caring?

Good



Is the service responsive?

Requires Improvement



Is the service well-led?

Inadequate



### Overall summary

Penberthy is a care home which provides care and support to older people most of whom are living with dementia. The service does not provide nursing care. The home can accommodate up to 35 people. There were 26 people living at the home at the time of the focused inspection.

The service had 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 and associated Regulations about how the service is run.

We carried out a comprehensive inspection on 05 & 07 January 2015. Breaches of legal requirements were found. As a result we undertook a focused inspection on 18 February 2015 to follow up on whether action had been taken to deal with the breach relating to the standards of cleanliness and hygiene.

# Summary of findings

## **Summary of the findings of the comprehensive inspection 05 & 07 January 2015**

The home did not have suitable procedures to ensure the maintenance of cleanliness and hygiene standards. Carpets had not been cleaned sufficiently. There were severe incontinence odours evident throughout the home.

The number of bathing facilities in the home was inadequate to meet the needs of people living at Penberthy. Of the four bathrooms one was not used as it was not appropriate to meet the needs of the people that lived in the home. A first floor bathroom with assisted hoist was not working. Two remaining bathrooms were being used to meet the bathing needs of up to thirty five people, many of whom had continence management needs. There were no showers available to people which staff said would have made bathing easier for some people.

Following our inspection of 05 & 07 January 2015 the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

## **Summary of the findings of the focused inspection 18 February 2015**

We observed the service to be clean and tidy when we visited. A carpet cleaner was available to staff to clean and maintain carpets following spillages. Records were in place to show when areas had been cleaned in order to monitor cleaning activity.

Cleaning schedules were in place in all bathrooms, toilets and sluices to monitor the standards of cleanliness and hygiene.

The service was actively recruiting a housekeeping lead to take responsibility for the monitoring and maintenance of standards of cleanliness and hygiene within the service. In the interim period the homes registered manager and deputy manager were carrying out this role.

A review of quality audits, policies and procedures in relation to the management of cleanliness and hygiene was being undertaken by members of the senior management team. This process was still underway at the time of this inspection.

Three bathrooms were operating in the home. One on each floor which improved access to people living at the service. In addition, work was progressing to equip a 'wet room'. This will improve the range of bathing facilities for people living at the service.

The service had met the breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Cleanliness and Infection control.

A breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Safety and suitability of premises remain in the domain of safe. Therefore the rating of Inadequate will remain for the comprehensive inspection which took place on 05 & 07 January 2015.

# Summary of findings

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

We always ask the following five questions of services.

### Is the service safe?

05 & 07 January 2015

The service was not safe.

The service did not have suitable cleaning procedures or schedules to ensure the premises were kept clean and provide a suitable odour free environment for people to live in.

18 February 2015

Overall the service was not safe. However, we found action had been taken to improve safety.

Equipment was available to staff to clean spillages and eradicate continence odours.

The service was clean and free from offensive odours

Cleaning schedules were being maintained to monitor hygiene and cleanliness practices.

Designated staff were responsible for monitoring and auditing cleanliness and hygiene practices in the service.

Inadequate



### Is the service effective?

### Is the service caring?

### Is the service responsive?

### Is the service well-led?

# Penberthy

## Detailed findings

### Background to this inspection

We carried out both inspections 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 first comprehensive inspection of all aspects of the service was undertaken on 05 & 07 January 2015.

This inspection identified breaches of regulations. The second inspection was made on 18 February 2015 and focussed on following up on action taken in relation to the one of the breaches of legal requirements we found on 05 & 07 January 2015. You can find full information in the detailed findings section of this report.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home. This included action plans submitted by the service informing us of what steps had been taken to address the breach in regulation relating to the standards of hygiene and cleanliness of the service since the inspection of 05 & 07 January 2015.

We spoke with the registered manager, deputy manager and a regional manager for Cornwall Care Limited. We also spoke with three staff members. We spoke with two people who had capacity to communicate with us. We looked at three cleaning schedules and equipment used for cleaning the service including a recently purchased carpet cleaner. We looked around the home including the lounges and dining rooms as well as three bathrooms and six bedrooms.

# Is the service safe?

## Our findings

When we inspected the service on 05 & 07 January 2015 the service was not safe people were being put at risk because the service did not have suitable equipment to manage spillages. This resulted in unpleasant continence odours throughout the ground floor and in a number of specific bedrooms. There was no member of staff taking responsibility to manage the standards of cleanliness and hygiene within the service.

### Findings from 05 & 07 January. Comprehensive Inspection

When we entered Penberthy there was an immediate unpleasant continence odour throughout the ground floor, specifically in the area between the dining room and conservatory. The continence odour was also identified in a number of people's bedrooms. A housekeeper told us, "When the carpet cleaner broke in October (2014) (the staff member) tried to fix it but it was not possible" There was evidence the registered manager had applied to the organisation for a replacement carpet cleaner in November 2014. The registered manager had reminded the organisation in December 2014 as no agreement to replace it had been received by them. This was followed by confirmation the carpet cleaner would be delivered in early January 2015. This was a gap of approximately two months, during which time staff had to rely on physically cleaning carpets by hand. This process did not adhere to the code of practice and guidance on the prevention and control of infections.

The service had a number of people with incontinence needs. Staff told us they had been concerned about the impact of not having a carpet cleaner and recognised it was difficult to manage the odour. Comments included, "People wee all over the floor" and "We have been using cloths to clean up excrement from the floor". The lead housekeeper's notes reported three occasions in October and December when staff were asked to clean faeces from people's carpets. One person told us, "It's a hard building to keep clean". One room in particular had a strong continence odour. The person living in that room had a particular incontinence pattern recognised as difficult to manage. Staff said, "For years the carpet had not been removed". This demonstrated the service did not have suitable cleaning procedures or schedules to ensure the

premises were kept clean and to provide a suitable odour free environment for people to live in. There was no evidence of checks taking place and no individual was accountable for maintaining the standard of each room.

Cornwall Care's infection control policy had been implemented in December 2011 and was due to be reviewed by December 2014. The policy did not refer to systems for the cleaning of, and standards of cleanliness. Standards of cleanliness and cleaning are included in the organisations decontamination policy. The infection control policy stated the head housekeeper was the infection control lead for the service. At the time of the inspection there had been no lead housekeeper in post for one month. No staff member was taking responsibility for the standards of cleanliness in the service. The organisations infection control audit for October 2014, identified there were no hand washing facilities in sluice rooms. There was no evidence of any action having been taken or planned to address the issue of no hand washing facilities in the sluice rooms.

The registered person was not maintaining appropriate standards of cleanliness and hygiene for people who used the service. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

### Findings from 18 February 2015. Focused inspection.

We looked around the environment taking account of specific areas including the lounge and dining area, several bedrooms and three bathrooms and toilets to see what action had been taken to eradicate and manage continence odours. There were no offensive odours. One person commented to a member of staff, "It smells so fresh walking through here". This had been an area of the service particularly identified as having a continence odour. Carpets had been replaced in this area and several other areas of the service including six bedrooms. By replacing specific carpets and replacing a carpet cleaner had enabled staff to manage the cleanliness and odours more hygienically and effectively. Staff responsible for domestic duties told us things had improved. One staff member said, "It's much better now we have the carpet cleaner and new carpets. We just couldn't get the old ones clean anymore". This demonstrated the staff team now had resources available to them to keep the home clean and hygienic.

## Is the service safe?

There had been no systems in place to manage and monitor what cleaning had taken place and how hygiene was being managed. We found cleaning schedules were in place in all bathrooms, toilets and sluices. They were being completed by staff on a daily basis and reported on when checks had been made and any action taken. A staff member told us, “There have been a lot of changes and we have got a proper schedule now so we all know what needs doing. It will be better when we get a lead housekeeper but things are going the right way”.

The service was actively recruiting a lead housekeeper whose role will include monitoring and managing standards of hygiene and cleanliness. Until a candidate has been recruited the registered manager and deputy manager were carrying out this task. They collated daily cleaning schedules as well as making regular visual observations. The registered manager said they were also recruiting an additional member of domestic staff to ensure there were enough domestic staff to provide cover for annual leave and sick leave. This showed systems were being put in place to manage the standards of hygiene and cleanliness more effectively.

We found there had been restrictions on the number of bathing facilities available to people living at Penberthy. This was of concern as a number of people had continence needs. Staff had told us it was hard work with just two baths available to them and that sometimes they had to provide people with ‘bed baths’ as a result. When we carried out this focused inspection all three baths were operating. In addition a ‘wet room’ was under construction. This would provide people with bathing options. Staff said it had improved accessibility because a bathroom was in operation on each of the three floors.

The service had met the breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Cleanliness and Inspection control.

A breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Safety and suitability of premises remain in the domain of safe. Therefore the rating of Inadequate will remain for the comprehensive inspection which took place on 05 & 07 January 2015.