

Partnership Caring Ltd Firbank House

Inspection report

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Date of inspection visit: 4 August 2015
Date of publication: 28/10/2015

Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Overall summary

Firbank House consisted of two buildings. There is one building known as the 'old' building and another building known as the 'annexe'. The 'old' building has bedroom and communal facilities for up to 22 people. The 'annexe' has bedroom and communal facilities for up to 20 people and is the only building currently used to provide accommodation for people living in Firbank House.

We carried out an unannounced scheduled inspection of the service in September 2014 and we had some concerns about the safety and suitability of some parts of the premises. At the time of this visit, the 'old' building was not in use and was found to be in a state of disrepair and the provider said that it was his intention to fully refurbish the building so that it could once again be used for residential purposes.

After the scheduled inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a follow up inspection on the 12 February 2015 to check that they

had followed their plan and to confirm that they now met legal requirements. We found that the provider had failed to meet the legal requirements in relation to the breach. A further visit was made to the service on the 9 March 2015 where it was found that the required work had still not been completed.

A Notice of Proposal to restrict admissions into the home was served on the provider. This was to ensure that all work was safely and satisfactorily completed to the 'old' building before it was used again for residential purposes.

This report only covers our findings in relation to this topic. You can read the reports from our previous inspections, by selecting the 'all reports links for 'Firbank House' on our website at www.cqc.org.uk

The registered manager of the service had recently left and a new manager had been in post for the past five weeks. They had yet to register with the Care Quality Commission. A registered manager is a person who has registered with the Care Quality Commission to manage

Summary of findings

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.

At our focused inspection on the 4 August 2015, we found that the provider had followed their plan and all work had been completed to the areas of the 'old' building intended for use as residential accommodation. Works were still required to be completed to the top floor of the premises, such as plaster boarding a ceiling and removing old furnishings and other rubbish. This part of

the premises would not be used for residential purposes and secured access would be fitted. We were told by the maintenance person, who was involved in the refurbishment of the premises, that a further two week's should see the end of all the required work and that the premises should then be fit for use.

We confirmed that the premises would then need to be fully checked and passed by the local Fire Officer and by an approved electrical contractor to confirm that the premises were safe in relation to fire prevention and electrical safety. Copies of these reports would need to be provided to the Care Quality Commission.

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?

We found that action had been taken to improve the safety of the premises known as the 'old' building.

Further work was still required.

A comprehensive inspection has still to be completed on this service.

Requires improvement



Firbank House

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.

We undertook a focused inspection of Firbank House on 4 August 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our follow up inspection of 12 February 2015 and our visit of the 9 March 2015 had been made. We

inspected the part of the service known as the 'old' building against one of the five questions we ask about services: Is the service safe. This is because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one inspector and was unannounced.

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements. We spoke with the acting manager of the service and the maintenance person for the service and both supported the inspector during the tour of the premises known as the 'old' building except the main kitchen area, where, at the time of our visit, meals were being prepared.

Is the service safe?

Our findings

At our follow up inspection of Firbank House on 12 February 2015 and our visit of the 9 March 2015 we found that the premises known as the 'old' building was still not safe. On these visits we still found piles of debris, parts of old furniture, broken sanitary ware and plastic paint points piled in front of the premises. We found that each room still required a lot of work to be completed, including the fitting of new toilets and wash hand basins to rooms with en-suite facilities. New carpets were needed throughout and no furniture or furnishings were in place. Some rooms still required new nurse call points to be fitted. Appropriate window restrictors needed to be fitted to all windows and some doors were missing handles and appropriate locks. We were unable to fully tour the upstairs of the premises, but again, this still required full refurbishment before it would be suitable to be used again for residential purposes.

A Notice of Proposal to restrict admissions into the part of the service known as the 'old' building was served.

At our focused inspection of the 4 August 2015 we found that the provider had followed the action plan they had provided us with, although works still needed to be completed to the top floor of the premises known as the 'old' building.

We found that all bedroom areas had been re-decorated and painted, new carpets had been fitted, new beds and furnishings and soft furnishings had been installed and, where required, new nurse call points fitted.

Those rooms with en-suites had all new tiling, flooring and sanitary ware fitted.

Water damage to the ceiling near the lift and in other areas of the corridor had been repaired and repainted.

Toilet, shower and bathrooms had all be re-fitted and redecorated.

The dangerous light fitting on the upstairs corridor had been removed.

New carpets had been fitted to all corridors.

New and appropriate window restrictors had been fitted to all windows where people using the service would have access to.

Some work was still required to the top floor of the building, such as plaster boarding and plastering some ceiling areas and the removal of old furniture and other rubbish. It was confirmed that this top floor would not be used for residential purposes and would be securely locked to prevent unauthorised access.

The maintenance person who has been fully involved in the refurbishment work to the 'old' building said that the work to the top floor should be completed within two week's of our visit on the 4 August.

Prior to the premises being used again for residential purposes, the provider must ensure that the building has been thoroughly checked and inspected by the Fire Officer and an approved electrical contractor and 'signed off' as being safe and fit for purpose. The Commission must be provided with copies of both inspection reports.