

Westcare (Somerset) Ltd

# The Tudors

## Inspection report

Street Road  
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Somerset  
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Tel: 01458831524

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21 September 2022

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20 October 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

### About the service

The Tudors is a residential care home providing personal care and accommodation to up to 21 people. At the time of the inspection, 13 people were living there. The service supports older people with a range of needs in one converted building.

### People's experience of using this service and what we found

This was a targeted inspection that considered fire safety at The Tudors. Based on our inspection of fire safety, we found people were not always protected from the risks of their environment and equipment. Action had not been taken by the provider to make sufficient changes to the environment to improve the safety of the service. In addition, specific safety concerns which had been identified by experts and external professionals had not been addressed in a timely manner.

The staff team at the service had made changes where possible to improve staff knowledge and skills and keep people safe. For example carrying out fire drills, sharing information and carrying out additional checks of the environment.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was requires improvement (published 12 August 2022).

The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found the provider remained in breach of regulations.

### Why we inspected

We had planned to check whether the Warning Notices we previously served in relation to Regulations 15 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. We learned that the provider had entered administration and the closure of The Tudors was planned within a few weeks.

We therefore undertook this targeted inspection to check on a specific concern we had about fire safety. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will meet with the provider following this report being published to discuss what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform further actions.

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

We always ask the following five questions of services.

### **Is the service safe?**

### **Inspected but not rated**

The service was not always safe.

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

# The Tudors

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

The Tudors is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. The Tudors is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection a manager had been appointed and had planned to register with the Care Quality Commission. This had been postponed due to changes within the organisation.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included the statutory notifications the provider had sent to CQC. A notification includes information about important events which the service is required to send us by law.

We reviewed the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make.

We used all this information to plan our inspection.

During the inspection

We spoke with the manager and maintenance person about the specific concern we were inspecting. We spoke briefly with people who lived at the service, staff and visiting professionals.

We looked at checks which were carried out of the environment and equipment, policies and documents relating to people's safety in the event of an emergency. We looked around the building and grounds. We considered all of this information to help us to make a judgement about the service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about fire safety. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were not always safe from the risk of avoidable harm because improvements had not been made to the environment to improve safety. This is described in more detail below.
- Staff knew people well and supported them to stay as safe as possible.

Assessing risk, safety monitoring and management

- People were not always protected from the risks of their environment and equipment.
- The environment and equipment were not always serviced, maintained or replaced as required. For example, the fire alarm system was not suitable for this type of service and additional emergency lighting was needed. This placed people at a continued risk of harm.
- Action had not been taken by the provider to make sufficient changes to the environment to improve the safety of the service. For example, a specialist risk assessment company and Devon and Somerset Fire and Rescue Service both required the provider to carry out a fire compartment survey. This is a check of the environment to confirm levels of protection in the building and improvements required. Although we were told the survey had been completed, information about this was not available and remedial works had not begun.
- Specific safety concerns which had been identified by experts and external professionals had not been addressed in a timely manner. For example, a specialist risk assessor advised the provider doors had to be changed to ensure they were specialist doors which protected against fire. This had not been actioned in the following five months.

The lack of adequately maintained premises and equipment was identified as a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 at the last inspection.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 15.

- The systems and actions which had been put into place to manage fire safety presented added tasks and were difficult to comply with. Staff completed additional checks and tasks, although there were some gaps due to personnel changes. Key actions such as hourly checks of all fire doors were usually completed consistently.
- Information about risks relating to fire safety was being shared with staff. Fire drills had recently been

carried out during the day and at night and involving people who lived at the service. New equipment which better met the needs of people had been used in practice by staff.

- Personal emergency evacuation plans were in place and had recently been updated. These are documents which describe what must be done to ensure people get the assistance they need to safely evacuate the building during a fire or other emergency.

Learning lessons when things go wrong

- The provider had not taken action to rectify the concerns we identified at our inspection in May 2022. They had not acted on the requirements and recommendations made by a specialist risk assessor or local fire service safety officers.

- The manager at The Tudors had made local changes where possible to ensure changes were made to help keep people safe. For example, carrying out hourly checks of fire doors and ensuring staff were more informed about risks.