

Apex Care Homes Limited

Crescent Nursing Home

Inspection report

12 The Crescent
Bedford
MK 40 2RU
Tel: 01234 266933
Website: www.apexcare.co.uk

Date of inspection visit: 29 July 2015
Date of publication: 14/09/2015

Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



Overall summary

During our inspection in March 2015, we found that people were not protected from the risk of infection. There were ineffective cleaning processes in place. Communal areas within the service, including toilets, armchairs and people's bedrooms had not been cleaned effectively.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following the inspection the provider sent us an action plan detailing the improvements they were going to make.

This report only covers our findings in relation to the outstanding breach of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'The Crescent Nursing Home' on our website at www.cqc.org.uk.

This inspection was unannounced and took place on 29 July 2015.

During this inspection, we found improvements had been made to the service's cleaning processes to ensure appropriate standards of cleanliness and hygiene were maintained. Toilet cleaning schedules had been revised and they were now being checked and cleaned on a two hourly basis if required. Staff had reviewed their cleaning practice to ensure it was now more thorough.

We reviewed the audit systems in place, which at the past inspection had failed to identify the issues we found in respect of poor hygiene. We found that these had been strengthened and had more managerial oversight which meant that any issues could be identified and addressed in a timely manner.

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. We will review our rating for safe at the next comprehensive inspection.

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 service

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. We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Crescent Nursing Home

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.

At the last comprehensive inspection on 26 March 2015, we asked the provider to make improvements to meet the legal requirement in relation to maintaining the cleanliness of the service to ensure people were protected from the risk of infection.

The provider sent us an action plan stating how they planned to meet the legal requirement.

We undertook an unannounced focussed inspection at the Crescent Nursing Home on 29 July 2015, to check that improvements to meet the legal requirement had been achieved.

The inspection was undertaken by one inspector.

We inspected the service against one of the five questions we ask about services: Is the service safe. This was because the service was not previously meeting the legal requirement in relation to the safe domain.

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, to meet the legal requirement. We also reviewed information we held about the service that included statutory notifications, which the provider had sent to us. A statutory notification is information about important events, which the provider is required to send us by law.

During our inspection we carried out a tour of the premises and checked all toilets, bathrooms and bedrooms.

We spoke with four people who used the service, the provider, two deputy managers and a nurse.

We looked at records relating to cleaning schedules and quality audits. We also looked at minutes from management meetings held to evidence the strategies the provider had put in place. This was to ensure action had been taken to make required improvements.

Is the service safe?

Our findings

When we inspected the service on 26 March 2015 we found that people were not protected from the risk of infection. The cleaning processes in place at the service were not effective. Communal areas within the service, including toilets, bathrooms, arm chairs and people's bedrooms had not been appropriately cleaned.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

People told us they had no concerns about the cleanliness of the service. One person said, "Most days my bed clothes are changed and my room is cleaned." Another person commented, "My bedroom is deep cleaned once a month. I have my own toilet and it is cleaned every day." Staff told us that the provider ensured there was sufficient Personal Protective Equipment (PPE) available for them to use when assisting people with personal care. They also told us that the provider had revised the service's cleaning schedule to ensure all communal toilets were now checked and cleaned on a two-hourly basis. The deputy manager said, "We delegate a staff member on every shift who is responsible for making sure the toilets are checked and cleaned." We checked the communal toilets and found there was a check list in each of them place, which recorded the date and time they had been checked and cleaned, and the signature of the staff member who had undertaken the checks and cleaning.

We found the walls in the lounge area had been repainted. The skirting boards in bedrooms and corridors had been repainted. People's bedrooms and all areas of the service were now being cleaned to a satisfactory standard. We saw evidence that the bathroom and sluice area that had chipped tiles and discoloured grout was to be refurbished. The provider told us that work was to commence in July; however, due to unforeseen circumstances out of the provider's control the work had not yet started. As a result the bathroom had been taken out of use. We found the heavily soiled arm chairs had been removed from the service to be upholstered. In addition, we saw the floor covering in the clinical room had been replaced; and a corroded bed pan chair had been replaced.

During the inspection the provider produced further evidence to demonstrate how they intended to ensure improvements made would be sustained. For example, they had sought specialist advice with a view of obtaining special protective covering for the walls and equipment to assist with the cleaning of skirting boards. We saw the minutes from the management team meeting, where further options had been considered to ensure that standards of cleanliness at the service would be maintained. For example, consideration was being made to outsource the cleaning or to employ a cleaning supervisor who would oversee the cleaning on a daily basis. There was evidence that a new environmental audit tool had been created to enhance the service's quality assurance system.