

# Mr Asif Iqbal Alvi & Muhammad Fayyaz Chauhdry

## Afton Lodge Care Home

### Inspection report

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20 January 2017

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### Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Requires Improvement ●
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# Summary of findings

## Overall summary

This unannounced inspection of Afton Lodge Care Home took place on 20 January 2017.

Located in a residential area of Bootle, Afton Lodge Care Home provides accommodation and care for a maximum of 27 people. Access for people who use wheelchairs is located to the front of the property. A passenger lift is available for access to the upper floors. Parking is available to the front of the property and a large garden to the rear. The home is located close to shops, local facilities and transport links.

The service was last inspected in August 2016 and at that time was found to be in breach of Regulations 15 of the Health and Social care Act 2008 (Regulated Activities) Regulations 2014. This was in relation to the safe management of the premises and equipment at the home.

We were also concerned because despite audits being completed as required by the registered manager, the provider had not taken timely action to address these concerns. We rated the 'Well led domain as 'requires improvement.'

This inspection was 'focussed' in that we only looked at the breach of regulations to see if the home had improved and the breach was now met. This report only covers our findings in relation to these specific areas / breaches of regulations. They cover only two of the domains we normally inspect; whether the service is 'Safe' and 'Well led'. The domains 'Caring' 'Effective' and 'Responsive' were not assessed at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Afton Lodge Residential Care Home' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

On this inspection we found improvements had been made and the home had taken action to address the issues identified with regards to the environment. The provider was no longer in breach of this regulation.

A registered manager was 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.

During our last inspection in August 2016, we found a breach of Regulation 15 of the Health and Social Care Act 2008. We raised some concerns on the first day of our inspection with regards to outstanding structural repairs requiring attention on the building as well as some safety issues with regards to the inside of the building such as the décor and standard of general fixtures and fittings. The provider met with us on the second day of our inspection and this was discussed with them, as we were concerned some repairs had been already requested by the registered manager yet there were no plans in place for the repairs to commence. We saw during this inspection that all of the structural repairs had taken place in the home, and

new fixtures and fitting had been ordered and were in place. The provider was no longer in breach of this regulation.

During our last inspection in august 2016 we identified that despite quality assurance procedures being in place and highlighting the concerns which we picked up during our inspection, the provider had not taken appropriate action to address these concerns. We saw during this inspection that a better system of communication had been developed between the provider and the staff at the home so that repairs or replacements were dealt with straight away. The provider had improved in this domain.

As the provider was able to evidence these improvements had been implemented shortly after our last inspection and had been sustained , we have changed the rating for the key question is the service safe? to 'good.' This means that the overall rating for the home had changed from 'requires improvement' to 'good'.

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

We always ask the following five questions of services.

### Is the service safe?

**Good** ●

The service was safe.

Repairs and maintenance had been carried out both outside and inside the building to ensure a safe and homely environment for people.

We have changed the rating for this domain from 'requires improvement' to 'good' because the provider was able to demonstrate required improvement and consistent good practice.

### Is the service well-led?

**Requires Improvement** ●

The service was well-led.

The provider communicated regularly with the home, and when any repairs or maintenance issues were identified, they were dealt with in a timely way.

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 'well-led ' at the next comprehensive inspection.

# Afton Lodge Care 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.

This inspection took place on 20 January 2017 and was unannounced.

The inspection team consisted of an adult social care inspector.

Before our inspection we reviewed the information we held about the home. We looked at the action plan the provider had submitted to us following the last inspection.

During our inspection we spoke with the deputy manager, the maintenance person and one person who lived at the home. We checked the inside and outside of the building and records relating to quality assurance (checks) on the home.

# Is the service safe?

## Our findings

During our last inspection in August 2016, we found the provider was in breach of regulations relating to premises and equipment. This was because major repairs had not been started on the outside of the building and there was no plan in place for this work, and attention was needed in some parts of the home concerning the décor and general maintenance. This domain was rated as requires improvement. The provider emailed us following the inspection to tell us what they were going to do, and assured us the repairs had started straight after our inspection. We checked this during this inspection.

We saw that the front window the lounge had been repaired. The steel beams which were holding the window in place at our last inspection had been removed, and the window had been completely restored. Natural light was now flooding into the front room, at our last inspection, most of this window had been boarded up, and so the lounge area was dark.

We looked around the lounge area and saw that all of the ripped and damaged chairs we identified at our last inspection had been replaced with new ones. We asked one person if they liked the chairs, and they said, "Yes they are very nice."

During our last inspection we were concerned because some areas of the home were dark, and stairwells did not have any form of safety measure, such as stair gates, to keep people safe. We saw during this inspection that bulbs had been replaced with a new lighting system which allowed these areas to be well lit, and stair gates had been purchased and fitted to the stair wells.

During our last inspection we saw that one of the bedrooms and a bathroom were not able to be used. This was because of ongoing repairs needed both to the bathroom, and the bedroom as a result of it being directly over the damaged downstairs window. We checked this during this inspection, and saw that the maintenance person was working in this room and had almost refurbished it to a high standard. In addition, a new bathroom suite had been ordered and was in the process of being fitted.

We saw during our last inspection, that the carpet in one area of the home had come away from the wall and was loose, presenting a risk to people. We checked this during this inspection and saw that it had been fixed so it was no longer a tripping hazard. We saw that a new carpet had been ordered for the home, and they were just waiting for a date for it to be fitted.

Since the provider has been able to demonstrate that action was taken as soon as our last inspection was completed, and this is still ongoing and sustainable, we have changed the rating for this domain from 'requires improvement' to 'good.'

## Is the service well-led?

### Our findings

During our last inspection in August 2016, we were concerned because although audits completed by the registered manager had identified most of the concerns we highlighted during our inspection, the provider had not taken any action address these concerns. We rated this domain as 'requires improvement.'

We saw during this inspection that the provider had clearly taken immediate action after our last inspection had taken place. They also emailed us to inform us of the timescales and other actions they were taking. We asked the deputy manager if they had noticed any improvements in the communication between the management of the home and the providers (owners) of the home. The deputy manager informed us that this was greatly improved. They said, "Before the last inspection, you could call them up and ask for something and they might not get back to you for a while, now we have their (owners) personal number and we just call them and they tell us to just get what we need for the home. I think there has been a big improvement."

We saw that the providers had visited the home on more than one occasion since our last inspection, which was an improvement because prior to our inspection the providers very rarely visited.

We checked audits which had recently taken place, and saw that these had been submitted to the provider at head office and action had been taken in areas which required attention.

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.