

HC-One Limited

Washington Lodge Nursing Home

Inspection report

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Overall summary

We carried out an unannounced comprehensive inspection of Washington Lodge on 16 and 22 December 2014. A breach of legal requirements was found.

The registered person did not take proper steps to ensure adequate maintenance and the proper operation of the premises.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to this breach. As a result we completed a focused inspection to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Washington Lodge Nursing Home on our website at www.cqc.org.uk.

Washington Lodge is a purpose built two storey home set in its own grounds. Accommodation is provided over two floors with parking areas to the front and side. It provides care for up to 65

people who live with dementia and who require nursing and personal care. There is an enclosed internal courtyard on the ground floor of the home for people to access and utilise. At the time of our inspection there were 32 people living at the service.

The service had a registered manager who had been in post since November 2014. 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.

At the focused inspection on 12 June 2015 we found that the provider had made the improvements to the maintenance and operation of the premises as detailed in their action plan.

Some carpets had been replaced and there was a deep cleaning schedule in place. Some redecoration work had been started and there was a new café area that was newly refurbished and available for people to use for quiet time or to have private time with their family and friends.

Summary of findings

The ground floor sluice machine had been replaced and both sluice rooms had been redecorated and had new shelving, new clinical waste bins and were regularly deep cleaned.

We found there remained a malodour in the ground floor sluice room. We asked about ventilation and the registered manager said, "There is an extractor fan which I'll get checked to see if it's operating on high." They also told us they would put a request through for new flooring as the flooring was old. The registered manager authorised the purchase of two hand held steam cleaners during the inspection so 'tricky to reach areas' could be accessed easily.

We saw that daily walk round checks had been introduced and daily meetings were in place so any issues or concerns could be shared immediately and action taken to address them.

Robust cleaning schedules were in place and the housekeeper explained that they monitored the work to ensure it was completed to a high standard.

There was one member of the domestic staff team working on each floor and the housekeeper floated between the two floors as needed. Recent recruitment of bank domestic staff hadn't been successful but two part time kitchen staff had been appointed and they were also going to cover some domestic shifts on an 'as and when needed' basis in addition to their contract.

The bathrooms and shower rooms were clean and free from odours and the general environments on both floors (sluice room aside) were free from odours.

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 improvements had been made. The general environment was clean and free from odours.

Some carpets had been replaced, others had been ordered and some redecoration work had been completed.

Robust cleaning schedules were in place and these were carefully monitored.

There remained an odour in the ground floor sluice room which was being addressed as new flooring was to be ordered and ventilation checked.

Washington Lodge 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.

We undertook an unannounced focused inspection of Washington Lodge on 12 June 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 16 and 22 December 2014 had been made.

We inspected the service against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting some legal requirements.

The inspection was undertaken by one adult social care inspector.

During the inspection we spoke with the registered manager, the deputy manager and the housekeeper. After the inspection we were contacted by the assistant operations director.

We walked around the building and looked at cleaning checks and schedules, the registered managers daily walk around audit and daily team briefing minutes.

Is the service safe?

Our findings

At the comprehensive inspection of Washington Lodge on 16 and 22 December 2014 we found that the provider had breached Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 (Safety and suitability of premises). Proper steps had not been taken to ensure adequate maintenance and proper operation of the premises.

At the focused inspection on 12 June 2015 we found the provider had made improvements to the maintenance and operation of the premises. The environment on both floors was clean and odour free. We saw some redecoration of doors and doorframes was needed and there remained a malodour within the ground floor sluice room.

The ground floor sluice machine had been replaced. Both the ground floor and first floor sluice rooms had been redecorated, were regularly deep cleaned and had new foot operated clinical waste bins which were emptied and cleaned three times a day. Metal shelving had been replaced with moveable plastic storage shelves which were easy to clean and disinfect.

The registered manager said, "I do two daily walk rounds and have a 'flash meeting' at 11am each day where I try to involve as many people as I can. This is so I can delegate tasks such as deep cleaning of rooms, check on menus, updates on people's needs and to check with the domestic staff who is doing what."

We saw records of daily walk around checks and noted a malodour in the sluice room had been recorded. Actions taken were to inform maintenance and to contact the engineer. We spoke to the registered manager about the action they had taken to address the odour in the sluice room. They said, "We think it might be because one of the [sluice] machines isn't used that often so we are going to use it more to clear any build up." They added, "It's such a small room as well." We asked about ventilation and the registered manager said, "There is an extractor fan which I'll get checked to see if it's operating on high."

The registered manager explained that the home has underfloor heating which didn't help with deep cleaning. They said, "The problem is that any urine or smell can get into the floors and the concrete. The housekeeper added, "The flooring in the sluice rooms is quite old." The registered manager agreed and said, "We'll put an order

through for new flooring in the sluice rooms." This was completed straight away. When we spoke to the assistant operations director after the inspection they said, "I did an infection control audit and noted the odour in the sluice rooms and reported it."

The bathrooms and shower rooms were clean and odour free with foot operated pedal bins.

We asked about the level of domestic staffing. The registered manager said, "We have tried to recruit bank domestics but haven't been successful. We have recruited two part time kitchen staff who can work on a bank basis as domestics and a housekeeper from another home has asked to transfer." We saw there was one domestic working on each floor and the housekeeper.

The housekeeper showed us thorough cleaning schedules they had put in place since the last inspection, which included daily tasks, weekly tasks and periodic cleaning. They explained that the domestic staff signed the housekeeping records book when work was completed and they then checked that it was satisfactory. The registered manager said, "Due to the high dependency of the people who live here, you can clean one space and then need to go back and do it again five minutes later." We saw that corridor carpets were steam cleaned every day.

A new steam cleaner had been provided and the housekeeper explained that they were looking at new products to use to keep the service hygienic and smelling pleasant. The registered manager said a carpet cleaner had been ordered which would support them to deep clean carpets more effectively than the steam cleaner alone. The registered manager also authorised the purchase of two hand held steam cleaners during the inspection as these could be used to disinfect difficult to reach areas.

The housekeeper said, "We have had some of the bedroom carpets replaced with wood flooring effect vinyl so it's much easier to keep clean." The registered manager said, "There are four more bedroom carpets being replaced."

We asked about maintenance and decoration. The registered manager explained that the corridors had been decorated but there was some ongoing work with doors and door frames that was being completed in July.

We asked if work had been completed to the 'first floor kitchen/pantry.' The registered manager said, "That space is no longer used. We have a café space on the ground floor

Is the service safe?

which is being replicated on the first floor.” The café space was a pleasant, freshly decorated room that had tea and coffee making facilities, comfortable chairs and a dining

table and chairs in it so people could spend time there with their relatives and families. People popped in and out of this room during the inspection and were very comfortable sitting in the room chatting.