

# Achieve Together Limited

# Holly Tree Cottage

## Inspection report

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Date of inspection visit:  
13 October 2022

Date of publication:  
01 December 2022

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Holly Tree Cottage is a residential care home providing personal care for up to six people with a learning disability and/or autistic people. At the time of the inspection six people were living at the home. The service is a residential property based on the outskirts of Burnham on Sea. Local shops, the beach and the town are within a close proximity to the home.

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

At this inspection, we found improvements had been made in response to the warning notice we issued previously. The provider had worked with the fire service and commissioned a contractor to undertake required fire safety work. Work had been completed to ensure the environment was safe for people.

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

The last rating for this service was requires improvement (published 13 August 2022).

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. 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 continue to monitor information we receive about the service, which will help inform when we next inspect.

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

We always ask the following five questions of services.

### **Is the service 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.

**Inspected but not rated**

# Holly Tree Cottage

## 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.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on concerns we had about fire and environmental safety.

#### Inspection team

The inspection team was made up of one inspector.

#### Service and service type

Holly Tree Cottage 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. Holly Tree Cottage 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 provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. A new manager had been in post for six months, they were in the process of completing their application to register.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we held about the service. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke with two staff members, including a manager who oversees another of the providers care homes. The manager was not available on the day of the inspection, we spoke to them on the telephone following the inspection. We reviewed documents in relation to the warning notice we served and toured the premises.

# 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 if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

At our last inspection, we issued a warning notice in relation to the more serious concerns we had identified. At this inspection we found improvements had been made and the warning notice had been met.

- During our last inspection, we identified the provider had commissioned a fire risk assessment that identified high risk fire hazards. The provider had failed to act and mitigate all of these risks within the required timeframe. At this inspection, we found the provider had rectified these shortfalls. For example, fire doors had been replaced where needed, and an external contractor had visited to undertake specialist work.
- The provider had also worked with the local fire service to ensure appropriate fire safety measures were in place.
- Action had been taken to ensure the environment was safe and people were not exposed to the risk of burns from hot surfaces. Radiators and exposed pipework had been covered.