

Bupa Care Homes (AKW) Limited

Wingham Court Care Centre

Inspection report

Oaken Lane
Claygate
Surrey
KT10 0RQ
Tel: 01372 464612
Website: www.bupa.co.uk

Date of inspection visit: 10 February 2015
Date of publication: 30/04/2015

Ratings

Overall rating for this service	Inadequate	
Is the service safe?	Inadequate	
Is the service responsive?	Inadequate	

Overall summary

We carried out an unannounced comprehensive inspection of this service on 25 November 2014. Breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to staffing and cleanliness and infection control.

We undertook this focused inspection on the 10 February 2015 to check that they had followed their plan and to confirm they have 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 Wingham Court Care Centre on our website at www.cqc.org.uk.

There were not always enough staff to meet people's needs. This meant that sometimes staff did not spend

time with people other than to provide personal care. People did not always receive personal care in a timely way. One person told us, "Last week I missed an appointment because they didn't get me up in time."

The service was not clean and there was a risk of cross infection. Some areas of the service had been re-decorated; however people's bathrooms and the small kitchens used by people and staff that were on each floor were not clean. Some of the equipment in the bathrooms was rusty and dirty which was an infection control issue. We observed staff did not always wash their hands after cleaning the toilets. Staff had not undertaken recent refresher training in infection control.

We found continued breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

You can see what action we told the provider to take at the back of the full version of the report.

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?

The service was not safe.

We found insufficient action had been taken to improve the safety of people living at the service.

There were not sufficient numbers of qualified and skilled staff at the service to keep people safe.

Not all areas of the service were clean and there were not adequate systems in place to help prevent the spread of infections.

Inadequate



Is the service responsive?

The service was not responsive.

Some people's care was still not being provided in a timely way so people's preferences were not always met.

We found some action had been taken to improve the responsiveness of care for people living at the service.

Inadequate



Wingham Court Care Centre

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Wingham Court Care Centre on 10 February 2015. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our 25 November 2014 inspection had been made. The team inspected the service against two of the five questions we ask about services: is the service safe and is the service responsive to people's needs. This is because the service was not meeting some legal requirements.

Before the inspection we reviewed the provider's action plan which they had supplied to tell us how they were meeting or intended to meet, their legal requirements.

The inspection was undertaken by three inspectors. During and after our inspection we spoke with five people who used the service, five relatives and six members of staff. We looked at records including staff rotas and call bell response records. We observed care being provided throughout the day, which included during meal times.

Is the service safe?

Our findings

At our previous inspection the service was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Multiple areas of the service were not clean including the living areas and the smoking room. People's bathrooms were not in a good state of repair which meant keeping them clean was a problem. Other areas of the service such as people's bedrooms and the kitchen areas were not clean and posed infection control risk. Staff were unable to demonstrate good infection control processes. One member of staff told us that they didn't wear gloves or an apron when cleaning people's bed pans in the sluice room.

We found during this inspection that there had not been sufficient improvements to the cleanliness and infection control at the service.

People were at risk of getting an infection due to the poor cleanliness and infection control. One person told us it was important that their room was clean as they had asthma. They said the carpet in their room never looks clean although it was vacuumed every day. The action plan submitted to us after our previous inspection stated work on the 'smoking' room had been completed. We found however that the room was still in a poor state of repair. No redecoration or repairs to this room had taken place. The ashtrays placed on the window sill were overflowing with cigarette ends.

Cleaning of the home was not effective and posed a risk of cross infection. Toilet basins in people's rooms still had signs of heavy staining and the rims of the toilet basins remained dirty and dusty. Furniture in people's rooms had not been cleaned adequately and there were remains of dried-on food debris around the rims of the tables in the rooms. There were cobwebs draped from the ceiling to the curtain rail and down across the wall in one person's room. Radiator covers were badly rusted through. In one person's room the bathroom toilet was heavily stained with faeces. The arm rest for the toilet was dirty and rusty and the wash hand basin plug was dirty with dried lime scale and mould. The bathroom vanity units in people's bathrooms were cracked and peeling. In one person's bathroom we found a large area of the shower wall covered with a black plastic

bin bag secured with masking tape. This meant adequate cleaning procedures could not take place. There was a risk of cross infection because of the standards of cleanliness at the service.

In the area on the top floor which was used to prepare snacks and drinks for people and staff we found walls were ingrained with splash marks and dried on food debris. The radiator cover was thick with dust. The floor covering was peeling away and hanging off the walls leaving areas for dirt and grime to accumulate. The dishwasher stacking rack and the dishwasher itself was dirty with black mould.

Staff told us they did not know who did the cleaning at the service at the weekends. We looked at the rota and asked a member of staff to explain how the rota was organised. They told us they 'deep clean' between three to five rooms a day and by the end of each week all the rooms have been deep cleaned. They repeat this process each week. The cleaning schedule did not include other rooms on each unit such as the lounge, bathrooms or the small kitchens. Another member of staff said that a shift of seven and a half hours was not enough for them to clean all areas of the units. Only one member of staff on each unit worked an 8.00am to 4.00pm shift, Monday to Friday. They felt floors and bathrooms were most important and concentrated on those.

People were still not protected from the risks of infection because of poor infection control practices. We observed a member of staff wiping a toilet seat with a small piece of toilet paper but did not wash their hands afterwards. There was a spillage stain on the floor in the corridor of the unit that remained there for several hours despite members of staff walking past this. Staff had not received any refresher infection control training since the last inspection.

We found that the registered person had not protected people against the risk of infection. This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

These were improvements since our last visit. The sluice had been cleaned and painted. There were new laundry bags in the laundry trolley and gloves and plastic aprons

Is the service safe?

were stored on the shelf. The corridor walls had been painted; skirting boards and kick plates on the doors had also been repaired and painted. There was a much brighter, fresher air about the place.

At the previous inspection the service was in breach of Regulation 22 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Due to the shortage of staff people were not always receiving their medicines at the prescribed time and people's call bells were not being answered quickly enough. One person had been left in uncomfortable positions for a long period of time before staff provided assistance.

The call bell response record showed that over a 12 day period since our last inspection there were 100 occasions where people waited more than five minutes before their call bell was answered. On nine occasions people waited over 20 minutes before their call bell was answered. This is a continued breach of Regulation 22 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 that corresponds to regulation of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Is the service responsive?

Our findings

At the previous inspection the service was in breach of Regulation 22 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. People and staff felt that there were not enough staff to meet people's needs, to maintain their dignity or to support their activities or interests. For example, people were not getting support in a timely way in relation to getting up and support to eat their meals.

On this inspection steps had been taken to recruit more staff to the service and this recruitment was on-going. The interim manager told us that gaps in staff were either covered by agency staff or permanent staff. However they told us there were times when staff called in sick at the last minute and it was difficult to get someone else to cover. The interim manager told us that they had recruited three senior members of staff including a registered manager and clinical lead who they were hoping would start by the beginning of April 2015. They also continued to advertise for additional nurses and care staff. However the lack of staff was still continuing to have an impact on the care that people received.

One person told us, "It's getting better in general." One relative felt there was a sense of stability now as some of the nurses had returned to the service. However another relative told us, "Staffing levels is still very much an issue, I'm here from 10.00 to 15.00 every day, it's a busy time (for staff) and I haven't particularly noticed an improvement. There are times when I get here (their relative) is still in bed." They said that can be a worry as their family member goes to bed early which means they may have been in bed for a substantial amount of time. Another person said, "Staffing levels don't impact on me as much but I see that other people have to wait to get out of bed."

Opportunities to help encourage and promote a healthy lifestyle were being missed. We observed people were

supported with personal care from staff but staff did not have a lot of time to spend with people. During lunch time on one of the units seven people were seated at tables with five eating independently. One person had their food put in front of them but it was at least five minutes before a member of staff supported them to eat. Another person who needed prompting to eat was not spoken to by staff for the whole of the lunchtime period. On another unit two people remained sitting in the same chairs throughout our inspection. We observed very little interaction with staff other than task orientated duties. Books, games and newspapers were available, but no one was offered these or took part in any such activity.

The staffing rotas showed that at times there were still less than the minimum amount of staff needed to ensure that people received the care that they needed. One member of staff said, "There are no improvements in staffing levels. I sometimes feel rushed. There are usually five carers and one nurse, but today another unit was short so a member of staff has gone over there to help." They said, "I don't have time to sit with people I can start a game with someone, but it doesn't get finished." Staff felt that they were unable to spend any quality time with people and we found this to be the case on the day of the inspection.

Staff said sometimes people did not get up until lunchtime and at times appointments were missed because of this. They said that weekends were quite often difficult. Staff said that they felt under pressure. They said that people do not get immediate help which results sometimes in people not getting personal care because they don't get to them in time. There were still not enough staff to meet people's needs and this is a continued breach of regulation 22 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 that corresponds to regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing Regulation 22 HSCA 2008 (Regulated Activities) Regulations 2010 Staffing The registered person did not have suitable systems in place to ensure there were sufficient numbers of suitably qualified, skilled and experienced persons employed.

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care Treatment of disease, disorder or injury	Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control People who use services and others were not protected against the risks associated with unsafe or unsuitable premises because of inadequate maintenance and inadequate cleanliness.

The enforcement action we took:

This is a continued breach. We have set a timescale of 12 April 2015 by which the registered provider must address this breach.