

Partnership Caring Ltd

Firbank House

Inspection report

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Lancashire
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Tel: 01613431251

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22 September 2020

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06 November 2020

Ratings

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

Overall summary

About the service

Firbank House is a residential care home providing personal care to 37 people aged 65 and over at the time of the inspection. Care is provided within two separate buildings. The original house, called Windsor, was home to 18 people, and the newer building, known as Balmoral, was home to 19 people. Meals are prepared within the main kitchen on Windsor, and Balmoral has a kitchenette where drinks and snacks can be prepared. Each unit has a variety of shared communal areas, including a lounge, dining area and shared bathrooms. The service is registered to support up to 42 people.

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

We received information raising concerns about staffing and how infection prevention and control was being managed within the service to keep people safe. This inspection looked specifically at these areas.

The service had additional staff to support with the cleaning and running of activities within the service. We observed there were enough staff to meet people's needs, and staff confirmed this was the case. Staff were generally knowledgeable and told us they felt well supported within their role.

At the time of the inspection the service was in the process of a full deep clean from an external service. New furniture was in place and the service was clean and free from unpleasant smells. This will be reviewed at our next inspection to ensure thorough cleaning practices are embedded within the service. The laundry room had been relocated and there were improvement to the processes to ensure good infection control. However, we found some equipment was not clean, and there were still areas for improvement within the service, including the kitchen.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Requires Improvement (published 29 October 2019) and there were multiple breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing levels, and infection control risks. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Firbank House on our website at www.cqc.org.uk.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a breach in relation to the ongoing cleanliness of equipment and the premises at this inspection.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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 at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Firbank House

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. This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Firbank House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced. We gave a short period of notice of the inspection to ensure the service could safely facilitate our visit. We visited the service on the 22 September 2020 and collected feedback from staff, visiting professionals and relatives on the 1 and 2 October 2020.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority, professionals who work with the service and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We reviewed the service's staffing levels and walked around the building to ensure it was clean and a safe place for people to live. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us. We spoke with four people who live at the service and spoke with the registered manager and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We obtained feedback from eleven care staff, three visiting professionals and five relatives about the service. We reviewed a range of records. This included daily records and records relating to the management and checks of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found. This included reviewing additional evidence and records sent.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Firbank House. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

At our last inspection we found there was not sufficient staffing to ensure the service was clean, that people were provided with stimulation and activity and that people were supported safely during meal times. This was a breach of regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 18.

- Staff told us that there were enough staff to keep the service clean and meet people's needs. We observed there were additional domestic staff to keep the service clean and manage the laundry.
- An activity co-ordinator was in post and ran a programme of activities within the service. We observed staff and the activity co-ordinator engage people on a one to one basis with activities such as singing and dancing. However, records did not reflect that everyone was supported to engage in some meaningful form of activity on a regular basis. This was complicated by the impact of the recent COVID-19 pandemic.
- Staff told us they felt well supported within their roles and had completed all the training they needed. A new training system was in place and staff were working through the training allocated to them.
- We did not look at staff recruitment on this targeted inspection. However, on previous inspections no concerns had been identified in this area.

Preventing and controlling infection

At our last inspection we found there were not sufficiently robust systems in place to ensure the service was clean and safe for the people living at Firbank House. This was a breach of regulation 12 (Safe care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found that not enough evidence of sustained improvement had been made and the provider was still in breach of regulation 12.

- The service was generally clean. There was an external service on site completing a deep clean throughout the premise and new furniture was in place. There was a schedule of cleaning in place for domestic staff and night staff to complete in order to maintain the cleanliness of the building. We noted some areas for improvement within the kitchen. This will be reviewed at our next inspection to ensure this is sustainable.

- There had been improvements to the laundry facilities, which had been relocated to another area within the premises. A clear dirty to clean pathway was in place and the laundry was tidy and organised. However, we found some pieces of equipment, including a sling, were dirty. There was no clear schedule to ensure these were laundered on a regular basis and soiled clothing was not always handled appropriately.
- People appeared clean and well cared for. However, people did not always have appropriate toiletries in the ensuite toilets, such as hand soap and hand towels. It was not always clear how those who were reluctant to accept support with personal care were supported.
- We observed that staff were using PPE (personal protective equipment) such as masks and gloves appropriately and there was enough PPE available across the service. The service was following government guidelines regarding COVID-19 and staff and the people living at the service were accessing testing for COVID-19 on a regular basis.

We found no evidence that people had been harmed. However, systems had not been fully embedded to demonstrate safety was effectively managed. This placed people at risk of harm. This was a continued breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider responded immediately during and after the inspection to address any areas for improvement identified.

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 will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The systems to ensure cleanliness of the premises and equipment was not fully in place and sufficiently robust to ensure sustainable good practice was being followed. Reg 12 (2) (h)</p>