

Orchard Care Homes.com (3) Limited

Alexandra

Inspection report

Doncaster Road
Thrybergh
Rotherham
South Yorkshire
S65 4AD
Tel: 00 000 000

Date of inspection visit: 9 April 2015
Date of publication: 01/05/2015

Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Good 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 3 and 4 November 2014 in which breaches of the legal requirements were found.

This report relates to these three breaches. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Alexandra' on our website at www.cqc.org.uk.

Alexandra is registered to provide nursing and residential care for a maximum of 47 people. The service is situated in the Thrybergh area of Rotherham.

At the time of our inspection the service had a registered manager 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.

Summary of findings

We carried out this focused inspection on 9 April 2015 to ensure improvements planned by the provider had been implemented to address this breach of Regulation. We found that action had been taken to improve safety in relation to cleanliness and infection control.

We completed a tour of the premises, looking at bathrooms, toilets, bedrooms and communal living areas. We found the home to be clean and tidy, although some areas of the home were in need of redecoration.

We saw some toilet floors had a gap around the bases of the toilet, which made cleaning the floor very difficult. We raised this with the registered manager who told us that new flooring was on order for one shower room and three toilets.

Cleaning schedules were available and up to date, showing cleaning had been completed.

We will review our rating for this service at our next comprehensive inspection to ensure the improvements made and planned continue to be implemented and have been embedded into practice.

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 action had been taken to improve safety in relation to cleanliness and infection control.

We completed a tour of the home and found the environment clean and tidy.

Cleaning schedules were available and up to date, showing cleaning had been completed.

We will review our rating for safe at our next comprehensive inspection.

Requires Improvement



Alexandra

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. The inspections checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and looked at the overall quality of the service.

This inspection was to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 3 and 4 November 2014 had been made.

We inspected this 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.

This focused inspection took place on 9 April 2015 and was unannounced. The inspection team consisted of an adult social care inspector.

At the time of our inspection there were 37 people living in the home.

We looked at other areas of the home including some people's bedrooms, communal bathrooms and lounge areas. We spent some time looking at documents and records in relation to cleanliness and infection control.

During our inspection we spoke with three people who used the service, one relative and four members of staff, which included the house keeper and the registered manager.

Is the service safe?

Our findings

At our inspection on 3 and 4 November 2014, we found the cleanliness and infection control in the home was not safe. This was a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to regulation 15 (1) (a) and (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We asked the provider to send us an action plan detailing what improvements they planned to address this breach and by when. The provider did this and said they would be compliant by 30 March 2015.

At our focused inspection on 9 April 2015 we found that the provider had implemented improvements to meet the shortfalls in relation to the requirements of Regulation 12 described above.

We spoke with people who used the service and they felt their home was kept clean. One person said, “The staff help me to keep my room clean, they are very good.” Another person said, “The staff do a good job keeping the place clean.”

We observed staff arranging appropriate times to clean people’s bedrooms, which suited the person.

We completed a tour of the premises, looking at bathrooms, toilets, bedrooms and communal living areas. We found the home to be clean and tidy, although some areas of the home were in need of redecoration.

We saw some toilet floors had a gap around the bases of the toilet, which made cleaning the floor very difficult. We raised this with the registered manager who told us that new flooring was on order for one shower room and three toilets.

At our last inspection on the 3 and 4 November we saw a kitchenette situated off the main dining room. This was in need of a deep clean. At our inspection of the 9 April 2015 we found improvements had been made in this area. The kitchenette appeared on the cleaning schedule and was deep cleaned on a weekly basis. It was also checked on a daily basis and cleaned where required. A new microwave had been purchased and was in use. This replaced an old microwave which was very dirty on our last visit.

We spoke with the house keeper, who showed us a cleaning schedule. This included all areas of the home which required cleaning on a daily basis. The house keeper kept a check on the home to ensure standards were maintained. A separate record was kept for weekly and periodic cleaning such as carpet cleaning, cleaning windows and skirting boards. Both records were up to date and maintained.

The company compliance officer visited the home on 25 March 2015 and completed an infection control audit. The outcome of this was a score of 86% informing that the home required improvement in this area. Following the visit an action plan was drawn up so the issues identified could be resolved. We saw some actions had been addressed. For example, the home needed to appoint an infection control lead. This had been done and the person responsible will ensure training is up to date in this area, check that staff wear correct personal protective equipment (PPE) and be a point of contact for advice to staff. Another action was to ensure the treatment room was cleaned daily. This was on the cleaning schedule we saw and signed to say this had been completed on a daily basis. Some other actions were a work in progress.

We acknowledged that improvements had been made in this area and this was no longer breaching the regulations. However the rating of ‘requires improvement’ in this area will be reviewed at our next comprehensive inspection.