

Royal Borough of Kingston upon Thames

Murray House

Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

The last inspection of this home was carried out on 28 May 2015 when we found the provider was in breach of the regulations. This was because the provider did not always mitigate identified risks associated with the Control of Substances Hazardous to Health (COSHH). Specifically, chemicals and other substances hazardous to health were not always kept safely locked away by staff when they were not in use.

After the home's last unannounced comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to these breaches. We undertook an unannounced focused inspection on the 26 November 2015 to check the provider had followed their action plan and now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Murray House' on our website at www.cqc.org.uk

Murray House is a care home that provides accommodation and personal care for up to 38 older people. There were 17 people living at the home permanently and nine others receiving respite care when we visited. Most people using the service were living with dementia.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

During our focused inspection, we found that the registered provider had followed their action plan, which they had said would be completed by July 2015. We saw legal requirements had been met because the provider now safely managed substances hazardous to health.

Summary of findings

This meant people were protected from the risks associated with substances hazardous to health because staff now kept them safely stored and out of harm's way when they were not in use.

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 appropriate action had been taken by the provider to improve safety.

The provider ensured substances hazardous to health were appropriately controlled and kept safely locked away when they were not in use. This meant people were protected against the risks associated with COSHH.

The provider was now meeting legal requirements.

We have reviewed our rating for the key question safe and improved it from 'Requires Improvement' to 'Good'.

Good



Murray House

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 checked 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.

This unannounced focused inspection was undertaken by a single inspector on 26 November 2015. It was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive

inspection in May and June 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service safe? Before our inspection we reviewed the information we held about the home, this included the provider's improvement plan we asked them to send us, which set out the action they would take to meet legal requirements.

During our inspection we visited the home and spoke with the deputy/temporary acting manager, two care workers and two housekeepers (domestic workers). We also looked at various records that related to the overall management of the service, which included training records for six members of staff.

Is the service safe?

Our findings

At our last comprehensive inspection of this service in May 2015 we found the provider was in breach of the regulations. This was because the provider did not always mitigate identified risks associated with the Control of Substances Hazardous to Health (COSHH). Specifically, chemicals and other substances hazardous to health were not always kept safely stored away when they were not in use. This meant people might be at risk of accessing substances that could be harmful to their health.

At this focused inspection we found the provider had taken appropriate steps to follow their written action plan and address the COSHH storage issue described above. We found the provider ensured staff now safely stored all chemicals and other substances hazardous to health.

People who lived at the home were kept safe because the provider did all that was reasonably practicable to mitigate identified risks. The home has two cupboards which staff used specifically to store harmful substances. We saw these cupboards were kept locked throughout our inspection. A warning notice was conspicuously displayed on each COSHH cupboard door reminding staff that they must

never leave these cupboard doors unlocked when they were not in use. In addition, we saw all the smaller cupboards that had previously been used by staff to store hazardous substances in sluice rooms had all been removed. The manager and two members of staff told us after our last inspection the provider had decided to reduce the number of places hazardous substances were kept to minimise the risk of these cupboards being left open and/or unattended by staff.

Training records showed us all staff had received annual COSHH and health and safety refresher training, which the deputy manager and staff we spoke with confirmed. One member of staff told us, "It's more than my jobs worth to leave dangerous chemicals lying about the place. You don't know who might pick them up". All the staff we spoke with demonstrated a good understanding of their roles and responsibilities regarding the safe use and storage of hazardous substances. Staff also told us COSHH issues were always discussed at their team meetings so that everyone was aware what happened and about the improvements that were needed. The deputy manager confirmed COSHH storage was an ongoing agenda item at team meetings.