

Four Seasons Mickleton Limited

Four Seasons

Inspection report

Four Seasons
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Ratings

Overall rating for this service	Good ●
Is the service safe?	Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 29 February 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this focused inspection on 18 October 2017 to check that they had followed their plan and to confirm that they now met legal requirements in relation to a breach of Regulation 15, premises and equipment. The inspection was also prompted in part by the notification of a moving and handling incident. This incident did not result in injury. However, the information shared with CQC about the incident indicated potential concerns about the management of risk in relation to people's use of hoisting equipment. This inspection examined those risks. This report only covers our findings in relation to these two issues. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Four Seasons on our website at www.cqc.org.uk

Although we found improvements had been made, our findings at this inspection have not changed the current rating of 'requires improvement' for the key question safe. We did not change this rating because we did not review all of the key areas of this question. We will review all of the key questions at our next comprehensive inspection.

There was a registered manager in place. A registered manager is a person who has registered with the 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.

At the unannounced comprehensive inspection of this service on 29 February 2016 a breach of legal requirements was found. After this comprehensive inspection, we asked the provider to take action to make improvements to the cleanliness of the environment and infection control procedures. We found these improvements had been made. The provider had met the requirements of the regulation.

People were protected against the risk of infection. Systems for the prevention and control of infections had been improved. Domestic staff were employed to provide a seven day service and a bathroom had been refurbished. Cleaning schedules were being followed and monitored to make sure the cleanliness of the environment and equipment had been maintained.

People were protected against the risk of harm through accidents and incidents. Their moving and handling needs were risk assessed and staff had been provided with training to make sure they knew how to use any equipment provided for moving and assisting people as safely as possible.

At the last inspection, the service was rated overall as Good. The rating was clearly displayed in the home.

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. Systems were in place to keep the environment clean and to prevent the spread of infections.

People's moving and handling needs had been assessed. Staff had been trained how to safely support people with equipment provided to move and assist them.

We could not improve the rating for safe from 'requires improvement' because we did not review all aspects of this key question. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Four Seasons

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 was planned to check 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.

We undertook an unannounced focused inspection of Four Seasons on 18 October 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider, after our 29 February 2016 inspection had been made. One inspector inspected the service against one of the five key questions we ask about services: is the service safe? This was because the service was not meeting some legal requirements in relation to this question at our previous inspection on 29 February 2016.

No risks, concerns or significant improvement were identified in the remaining Key Questions through our on-going monitoring or during our inspection activity so we did not inspect them. The ratings from the previous comprehensive inspection for these Key Questions were included in calculating the overall rating in this inspection.

Prior to the inspection we looked at the information we had about the service. This information included the statutory notifications that the provider had sent to CQC. A notification is information about important events which the service is required to send us by law. One of these statutory notifications highlighted an incident which occurred when staff were using equipment provided for moving and handling. We looked into this further as part of this inspection.

During our inspection we spoke with the registered manager, three care staff and two domestic staff. We reviewed infection control records, cleaning schedules and servicing records for the maintenance of equipment. We also looked at moving and handling risk assessments for three people and checked moving and handling training records for staff.

Is the service safe?

Our findings

At our inspection of 29 February 2016 we found people were living in an environment which was not kept clean enough in order to protect them from possible avoidable infections. The provider's action plan described the improvements they planned to make to ensure a clean environment was maintained by employing sufficient domestic staff, introducing new cleaning schedules and providing sufficient supplies of personal protective equipment and laundry bags.

At our focused inspection on 18 October 2017 we found the provider had followed their action plan to meet shortfalls in relation to the requirements of Regulation 15 described above. They had a copy of the Code of Practice for the prevention and control of infections. Monthly audits confirmed cleaning schedules were being followed and action had been taken to address any issues such as the deep cleaning of carpets. Individual laundry, domestic and welfare audits were completed at three monthly intervals to confirm systems in place to ensure a clean and pleasant environment were being maintained. Action plans identified any improvements such as cleaning areas behind equipment and monitoring the training needs of staff.

People lived in a clean environment. Domestic staff confirmed they had schedules to follow and were observed prioritising areas to clean first before cleaning communal areas. They said they had completed training in infection control and Control of Substances Hazardous to Health (COSHH). Domestic staff were employed to provide a seven day service and in their absence plans were in place for care staff to complete cleaning tasks. Night care staff had cleaning tasks which they completed and schedules were maintained for these. The cook confirmed they had responsibility for the cleaning of the kitchen and kept cleaning schedules to evidence this. They had increased the cleaning of kitchen surfaces to three times a day in response to an inspection by the Food Standards Agency. There was evidence the Health Protection Unit had been notified appropriately when a person living at the home had acquired an infection. The necessary action and strategies had been taken to keep the person isolated and to prevent the spread of infection.

People benefited from a newly refurbished bathroom on the first floor. Toilets around the home were seen to be clean and free from stains. Staff had access to a range of cleaning substances and guidance was provided about their use. There was sufficient personal protective equipment, paper towels and hand wash soap. Disposable red laundry bags had been provided for soiled laundry. There were plans to refurbish the laundry. The facilities would be extended and the floor replaced. A person living in the home confirmed the home was kept clean. There were no odours at the time of our inspection and areas were clean.

People were kept safe from the risk of injury. Their moving and handling needs had been assessed and they were provided with equipment to assist them with their mobility and transfers. Staff confirmed they had completed training in the use of equipment such as hoists and stand-aids and explained how to use these safely. They said two members of staff were allocated when using equipment. The registered manager said training was delivered to staff which clearly identified how to use equipment correctly and safely. Staff had completed theoretical moving and handling training and refresher training in practical moving and handling was scheduled in October 2017. Additional information had been provided in people's care plans such as how to use a bath hoist, which colour slings to use and how to use profiling beds safely.

