

Heathwaite Care Homes Limited

Twin Oaks

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service effective?

Requires improvement



Is the service well-led?

Requires improvement



Overall summary

This focused inspection took place on 2 June 2015 and was unannounced. Twin Oaks is a large detached property situated not too far from the town centre of Windermere. The building has been adapted for its present use as a small family run care home for up to seven people. There was plenty of communal space including a large lounge, dining room and outside garden areas. Accommodation was over two floors and the first floor is accessed by a stair lift. All bedrooms had ensuite bathroom facilities.

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.

At our last inspection in February 2015 we found that the provider was in breach of six of the regulations of the Health and Social Care Act 2008 (Regulated Activities) 2014 and Regulation 18 of CQC (Registration) Regulations 2009.

At this inspection we focused our inspection on four of the breaches of those regulations where we had issued warning notices requiring the registered provider and registered manager to take action to comply with the

Summary of findings

requirements of those regulations. We will complete another inspection at a later date to check on the other three requirements we made to improve the service.

The recruitment procedures had been revised and updated to reflect the requirements required by law to ensure that fit and proper persons have been employed.

New systems had been established by the registered provider to ensure Notifications required by the Care Quality Commission (CQC) by law would be sent when required and without delay.

More formal audits and quality monitoring systems that were measurable and verifiable had been implemented to allow the service to demonstrate effectively the safety

and quality of the home. At the time of this focused inspection we could not evidence that the newly implemented audit system were effective yet as they had not been fully embedded. We will review these at the next inspection.

A review of the policy and procedures relating to the reporting of allegations of abuse had been completed. Suitable arrangements were in place to ensure that people living at Twin Oaks were safeguarded against the risk of abuse.

Records relating to people's care and treatment had been reviewed and updated to reflect accurately assessed needs in relation to people's nutritional requirements and individual preferences.

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.

At this inspection we did not look at the requirements for the previous risks identified in February 2015 associated with the unsafe management of medicines. This will be reviewed at the next inspection.

The processes for recruitment had been reviewed to ensure fit and proper persons were employed.

Policies and procedures for managing potential abuse had been reviewed.

All staff had been trained in the protection of vulnerable adults.

Requires improvement



Is the service effective?

The service was not effective.

This focused inspection did not look at the requirements found in the last inspection in February 2015 relating to the induction training of staff.

This focused inspection did not look at the requirements found in the last inspection in February 2015 relating to staff training of the key requirements of the Mental Capacity Act.

The records for people's care and treatment had been improved to include appropriate assessments relating to nutritional requirements.

Requires improvement



Is the service well-led?

The service was not well led.

More formal systems had been implemented to record quality monitoring and safety of the service provision. These systems had not been fully established at the time of this inspection and will be reviewed at the next inspection.

The registered provider demonstrated an increased knowledge of the requirements of the regulations for notifying the CQC of matters relating to people who used the service.

Systems had been implemented to record people's views of the service to demonstrate the quality and safety of their experiences of being cared for at Twin Oaks.

Requires improvement



Twin Oaks

Detailed findings

Background to this inspection

We carried out this focused 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 was 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.

During the inspection we spoke with the registered manager, the registered provider who was part of the care staff team and one care worker. We looked at all of the records relating to the requirements of the warning notices issued following the last inspection in February 2015. We informally chatted to some of the people living at Twin Oaks.

This unannounced inspection took place on 2 June 2015. The inspection team consisted of the lead adult social care inspector and an adult social care inspection manager.

Is the service safe?

Our findings

At the last inspection in February 2015 we found a breach of regulation 13 safeguarding service users from abuse and improper treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This breach was dealt with by issuing a Warning Notice.

We found during that inspection that suitable arrangements were not in place to ensure that service users were safeguarded against the risk of abuse. This was because reasonable steps to identify the possibility of abuse had not been taken and appropriate responses to any allegation of abuse had not been made. Nor did we see that there were any written policies or procedures providing information relating to the local authority's safeguarding protocols and procedures for staff to follow.

At this inspection we found that the homes policies and procedures for the safeguarding of vulnerable adults had been reviewed and updated to reflect current practices in reporting any allegations to the appropriate authorities including CQC. We also saw that all the staff at Twin Oaks had completed training in recent weeks specifically for the safeguarding of vulnerable adults. This meant that staff should be able to recognise and respond appropriately to any suspicion or allegations of abuse should it occur.

At the last inspection in February 2015 we found a breach of regulation 19 fit and proper persons employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because there were no records of the home's recruitment processes that included all of the appropriate checks required by law to ensure that the persons being employed were of good character or were physically and mentally fit for the work they were employed to do. This breach was dealt with by issuing a Warning Notice.

At this inspection we saw that the procedures for recruitment of staff had been reviewed in line with current legislation to ensure that fit and proper persons were employed. We could not see the new procedures in practise as no new staff had been employed since our last visit. Proof of identity of people employed had been obtained including a recent photograph. The registered provider recognised that improvements to the application form to be used for the recruitment of staff included of all the required information. This would ensure that people's employment histories would be recorded and the registered provider could easily ascertain the reasons why people's previous employment may have ended. The revised application form would also allow the registered provider to ascertain that people being employed were physically and mentally fit for the purpose of their employment.

We saw that staff employed had checks completed about their conduct in previous employment. The registered provider had also completed checks with the Disclosure and Barring Service (DBS) to ensure that no one employed at Twin Oaks was barred from or unsuitable to be working with vulnerable adults. This meant that process for the recruitment of new staff was robust.

Following the inspection in February 2015 we issued the registered provider a requirement notice to make some improvements in relation to the management of medications. The registered manager has submitted an action plan to tell us how these improvements will be made. We will check that these actions have been completed at our next inspection.

Is the service effective?

Our findings

At the last inspection in February 2015 we found a breach of regulation 17(2)(c) good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because accurate information in relation to the care and treatment provided at Twin Oaks was not always recorded. This breach was dealt with by issuing a Warning Notice.

At this inspection we found that all the people's records relating to care and treatment had been renewed and that information contained in the records was accurate in identifying people's nutritional needs. We also saw that

care plans had been written in a way to enable staff working in the home to be clear about how people's care and treatment was to be carried out. The new care records identified risks associated with people's care needs and we saw that nutritional risks had been assessed and plans implemented for staff to follow to reduce those risk.

Following the inspection in February 2015 we issued the registered provider a requirement notice to make some improvements in relation to the training requirements for staff. The registered manager has submitted an action plan to tell us how these improvements will be made. We will check that these actions have been completed at our next inspection.

Is the service well-led?

Our findings

At the last inspection in February 2015 we found a breach of regulation 17 good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the registered person did not have effective systems to regularly assess and monitor the quality of the service against the requirements set out in the regulations. This breach was dealt with by issuing a Warning Notice.

At the last inspection we found there were no formal quality assurance systems established in the home. Quality checks or auditing of the service provision had not been recorded. We did not see that any checks had been made to ensure the safety and quality of the service. We also noted that the registered manager was running the home in the best interests of people living there.

At this focused inspection we spoke with the registered provider and care worker about the new systems and procedures that had been implemented to record the quality and safety monitoring of the home. We saw new records for the auditing of medications and how these checks evidenced the safer management of medications in the home.

We saw that considerable improvements had been made relating to the care records about people receiving care and treatment at Twin Oaks. There was a new process in

place for the regular review of people's needs. What we could not see during this focused inspection was how the newly implemented systems worked in practice. We should be able to see this at our next inspection.

We were also told by the registered provider that a more formal way of collecting people's views about the quality and safety of the home was to be implemented. Recording people's views about the service would enable the provider to demonstrate what actions had been taken to address any suggestions made that may improve the quality of the service provision.

At the last inspection February 2015 we found a breach of regulation 18 notifications of other incidents of the Health and Social Care Act 2008 (Registration) Regulations 2009. This was because where incidents had occurred affecting a person who used the service requiring notifications to CQC these notifications had not been sent. The CQC had not received any notifications required in relation to the requirements of the Health and Social Care Act 2008 Regulations. We were told by the registered provider that he was not aware that they had to notify the Commission of such matters.

At this inspection the registered provider and care worker we spoke with could tell us about what situations if or when they arose that they would be required to notify the commission and other agencies about. We saw that no statutory notifications had been required since our last inspection.