

Norwood

Norwood - 159a Station Road

Inspection report

159a Station Road
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27 February 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This focused inspection took place on 27 February 2017 and was unannounced.

We carried out an unannounced comprehensive inspection of this service on 12 and 17 August 2016 at which a breach of legal requirements was found. Specifically the provider had breached Regulation 15 about premises and equipment. We found that temperature control systems for the safe storage of medicines and refrigerated food were not effective at identifying and addressing risks. This was because records showed that temperatures were consistently too high and that there had not been sufficient action to address risks arising from this.

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 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for this service on our website at www.cqc.org.uk.

'Norwood – 159a Station Road' is a care home for up to eight adults. The service is spacious and provides accommodation on the ground and first floor. It specialises in providing services to people who have a learning disability or who are on the autistic spectrum. Autism is a lifelong condition that affects how a person communicates with and relates to other people, and how they experience the world around them.

There was a registered manager in post at the service. 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.

At this inspection, we found that the provider had followed their plan and legal requirements had been met. Food in fridges and freezers was being stored at safe temperatures. Medicines throughout the service were securely stored at appropriate temperatures. Records showed regular monitoring of temperatures for food and medicines, and that safe temperatures were being maintained.

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 safe. Action had been taken to identify and address risks relating to temperature control systems for the safe storage of medicines and refrigerated food. We found temperatures to be at safe levels and records of these to show that safe levels were maintained.

Good ●

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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.

This inspection took place on 27 February 2017 and was unannounced. The purpose was to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of August 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service safe? This is because at the last inspection the service was not meeting legal requirement in relation to that question.

Before the inspection, we checked for any notifications made to us by the provider, any safeguarding alerts raised about people using the service, and the information we held on our database about the service and provider.

The inspection was carried out by one inspector. There were eight people living in the service at the time of our visit.

During the inspection, we spoke with one of the assistant managers as the registered manager was working elsewhere that day as part of her role. We looked around the premises where food and medicines were being stored. We checked records relating to food and medicines storage.

Is the service safe?

Our findings

During our last inspection in August 2016 we found that temperature control systems for the safe storage of medicines and refrigerated food were not effective at identifying and addressing risks. This was because records showed that temperatures were consistently too high and that there had not been sufficient action to address risks arising from this. This was a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 15 as described above.

Food was being stored at safe temperatures within fridges and freezers. New fridges and freezers had been bought since our last visit. We saw that food was stored in them at safe temperatures. Records showed that this was checked three times a day, to ensure that temperatures were kept within safe levels and to take action if needed.

Medicines throughout the service were securely stored at safe temperatures. We checked medicines cupboards used by the service to store reserve and excess stock, along with medicines cabinets within a couple of people's rooms. These were all well-organised, clean, secure, and at appropriate temperatures to prevent medicines from deteriorating. Records showed that these were all monitored regularly and that safe temperatures were maintained.

The service had a dedicated medicines fridge that was being maintained at a safe temperature. We noted that an ice pack was being used in support of that, and that vents at the back of this fridge were partially blocked by surrounding items. The assistant manager moved the surrounding items and undertook to keep the vents clear, so as to better enable the fridge to maintain the safe temperature effectively.

At our last inspection, we also found that records of remaining tablets for separately-stored medicines such as paracetamol were not always accurate. There was duplication of the administration records taking place in these instances, which increased the risk of the inaccuracies occurring. The registered manager had agreed to review and amend the duplicate system.

At this inspection, we found that the system had been amended so that there was no longer duplication. Stock balances were on people's medicines administration records, and we saw that checks of the balances against remaining stock were recorded each weekend. The assistant manager told us that this system was working well and that no discrepancies had been identified.