

Brickjet Limited

# The Elms Care Home with Nursing

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

The inspection took place on the 23 February 2017 and was unannounced. We previously inspected the service on 30 September and 5 October 2015 where we found a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to the management of risks in the care home environment and some areas of the management of people's medicines. Before this inspection we also received some information of concern from a representative of a person using the service relating to the environment of the care home.

The Elms Care Home with Nursing provides nursing and residential care for up to 22 older adults. At the time of our inspection visit there were 12 people using the service.

We found improvements to the management of risks to people from fire and legionella.

We also found improvements to how people's medicines were managed when prescribed to be taken on an 'as required' basis.

We identified some issues with doors in people's rooms. The manager confirmed the doors had been reviewed and work had started to improve the safety of the doors.

At the time of our inspection visit The Elms Care Home with Nursing did not have a registered manager in post. The current manager was in the process of making an application for registration. 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.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.

Improvements had been made to the management of risks to people from fire and legionella.

Arrangements were in place for giving people their medicines when prescribed on an 'as required' basis.

Work had started to improve the safety of doors in people's rooms.

# The Elms Care Home with Nursing

## **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 23 February 2017 and was unannounced. Our inspection was carried out by one inspector. We carried out the inspection to check if a breach of regulations found at our previous inspection had been met. We spoke with the manager and examined documents relating to the safety of the premises and the administration of people's medicines. We also checked the storage of medicines.

Before the inspection we received information of concern from a representative of a person using the service. This was being dealt with through the registered provider's complaints procedure. However we looked at one of the issues raised in terms of any risk to other people using the service.

# Is the service safe?

## Our findings

At our inspection of 30 September and 5 October 2015 we found environmental risks related to the premises had not consistently been identified and managed. This related to the fire risk assessments and the management of risks from Legionella. We also found arrangements for 'as required' medicines were not robust and these medicines had not always been given appropriately. One person's medicine was also found to be stored in an unlabelled container. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider wrote to us and told us the improvements they were going to make aspects of the safety of the environment of the care home and the arrangements for giving people their medicines.

At this inspection we found a fire risk assessment had been completed in January 2016. This was specific to The Elms Care Home and included information about risks from smoking materials. The manager also showed us recent information from the fire service about fire risks related to the use of air mattresses. They told us how this would be incorporated into the fire risk assessment. Information about people's evacuation needs was held in one place which was accessible for staff in the event of a fire.

Water testing for Legionella had been completed. A letter from a specialist contractor dated 23 March 2016 showed the home's water tested was negative for Legionella. The letter also confirmed the completion of a legionella risk assessment.

We also found there were guidelines for staff to follow to give people medicines prescribed on an 'as required' basis. These were detailed and were in place for each type of medicine prescribed for people to take on an 'as required' basis such as pain relief and for people's anxiety. Records showed how staff had followed the individual protocols and recorded the reason for giving people their medicines. We saw how people's medicines were stored securely in labelled containers.

Before our inspection we received information about a safety issue with a door in a person's room. We checked all similar doors in the care home with the manager. We found an issue with one of the doors and discussed this with the manager who told us measures would be put in place regarding the issue. This included regular checks by staff and a review of all similar doors to be carried out with the maintenance worker that afternoon. Following our inspection the manager confirmed the review of the doors had been completed and work had started with improvements to the safety of the doors.