

MyMil Limited

Scraptoft Court Care Home

Inspection report

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Overall summary

We carried out an unannounced comprehensive inspection of this service on 7 and 8 April 2015. We found a breach of a legal requirement. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation the breaches. That related to the steps taken by the provider to improve the standards of cleanliness of the premises and ensured regular maintenance and timely repairs carried out to protect people's safety.

We undertook this focused inspection of this service on 29 December 2015 which was unannounced. The focus of the inspection was to check that they had followed their plan of action and to confirm that they now met legal requirements. This report only covers our findings in relation to the requirement and information gathered as part of the inspection. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for Scraptoft Court Care Home on our website at www.cqc.org.uk

Scraptoft Court Care Home is a care home that provides residential and nursing care for up to 34 people. The

home specialises in caring for older people including those with physical disabilities, people living with dementia or those who require end of life care. At the time of our inspection there were 30 people in residence.

A registered manager was in post. 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.

We found that the provider had taken action and made the required improvement to meet the legal requirement in relation to the breach.

People told us that they lived in an environment that was clean, safe and well maintained.

We found repairs had been carried out to the premises. The service employed a team of house-keeping staff that ensured the premises were regularly cleaned and hygienic. We found the communal areas, and bedrooms were clean. The management team carried out regular checks to ensure the environment and equipment were regularly maintained to protect people's safety.

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 safe with regards to promoting people's health, safety and wellbeing. People lived in an environment that was safe, well maintained and clean.

Scraptoft Court Care Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Scraptoft Court Care Home on 29 December 2015.

This inspection was done to check the improvement made by the provider to meet legal requirement planned after our comprehensive inspection of 11 and 12 May 2015.

We 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.

The inspection was undertaken by one inspector.

During our inspection we spoke with two people using the service. We also spoke with the registered manager, deputy manager, care staff and house-keeping staff.

We checked the premises where repairs and improvements were needed and also looked at the audits and maintenance records for the premises.

Is the service safe?

Our findings

At our previous inspection we found that people who used the service and others' health and safety was not protected because the premises and equipment were not kept clean, safe, secure or properly maintained. This was a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider sent us an action plan outlining how they would make improvements, which they planned to address immediately.

At this inspection people we spoke with told us that their bedroom was cleaned daily. One person told us "My room is very nice and I'm quite happy with it; everything is in good order."

The registered manager told us that since our last inspection they had carried out a full audit on the premises and the house-keeping staff had undertaken a thorough clean of the premises. The maintenance staff had carried the repairs and improvements listed in the action plan developed from the premises audit, which was monitored by the registered manager to ensure remedial works were completed in a timely manner.

Records showed that the registered manager has since carried out regular audits. They monitored progress to ensure timely improvements were carried out to ensure the premises and equipment used in the delivery of care and treatment such as hoists were maintained safely. That confirmed the required improvements were made in accordance with the action plan sent to us, which helped to assure people lived in an environment that was maintained and safe.

We spoke with the house-keeping staff about their roles and responsibilities. They told us that there was a team of house-keeping staff who maintained the hygiene and cleanliness. They showed us the cleaning schedules which covered the tasks to be carried out daily, weekly and monthly, which included deep cleaning of bedrooms, bathrooms, communal areas and equipment. That meant the provider had systems in place to ensure all areas of the service were routinely cleaned and hygienic that promoted people's safety.

We found improvements and repairs had been carried out to the bathrooms and toilets on the ground floor. We saw one bathroom on the first floor was no longer in use. The registered manager told us that they were looking to convert the bathroom into a shower room and re-locate it to a different area on the first floor. There were other bathrooms which people could use and all bedrooms had an ensuite toilet and wash hand basin.

We looked at seven bedrooms with a member of staff and found the radiator covers were made safe and painted. We found bedrooms were clean and decorated. We found equipment such as the hoists, walking frames and slings were clean. We saw privacy screens were kept in the shared bedrooms used by two people. Staff told us that all the shared rooms now had a privacy screen which they used to help maintain people's privacy and dignity when assisting with their personal care needs. We found corridors and woodwork had been repaired and decorated which helped to maintain people's safety. The lounges on the ground floor were clean and equipment was stored safely. The registered manager told us that new flooring was due to be fitted in the two lounges in January 2016 that was durable and hygienically maintained. That showed the provider had taken steps to ensure people lived in an environment that was safe and well maintained.