

Life Opportunities Trust

186-188 Lowdell Close

Inspection report

186-188 Lowdell Close
Yiewsley
West Drayton
Middlesex
UB7 8RA

Tel: 01895434697
Website: www.lot-uk.org.uk

Date of inspection visit:
22 December 2015

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08 January 2016

Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 and 16 December 2014. A breach of a legal requirement was found as there had been shortfalls in how the service was being maintained to ensure people lived in a pleasant and welcoming environment. After the inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to the breach.

We undertook this short notice announced focused inspection to check that the Provider had followed their plan and to confirm that they now met the legal requirement. This report only covers our findings in relation to the requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lowdell Close on our website at www.cqc.org.uk

We gave the registered manager notice the day before we carried out the focused inspection to ensure, as it is a small service, that they would be available to meet with us.

There was a registered manager 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.

At this focused inspection we saw that improvements had been made in the service. The downstairs main hall, living room and dining room had new carpets and these rooms had been painted. This made the service lighter, cleaner and welcoming for the people using the service. There was also a new fire door leading out from the living room so that people could safely evacuate the building in the event of an incident or fire.

The registered manager informed us that the upstairs stairway and hall were also due to be painted in January 2016.

There were ongoing discussions between the provider and the housing provider as to who was responsible for the upkeep and maintenance of the service. This had yet to be fully resolved and the registered manager confirmed they would develop a maintenance plan so that they knew what works would need carrying out each year. This could assist the provider in future planning and talks with the relevant housing provider to ensure the delays in getting work completed did not occur again.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

Good ●

The service was effective. The décor and carpets had been updated and replaced downstairs and there were plans to continue to make improvements with the upstairs of the service. This meant that people lived in a more appealing and welcoming environment.

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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 22 December 2015 and was announced. We wanted to check that improvements to meet the legal requirement planned by the provider after the comprehensive inspection carried out the 15 and 16 December 2014 had been made. The inspector inspected the service against one of the five questions we ask about services: is the service effective?

The provider was given one day's notice because the location was small and we needed to be sure that someone would be in.

The inspection was carried out by one inspector.

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirement.

We met with the registered manager and carried out a tour of the building to see what work had been completed.

Is the service effective?

Our findings

At the previous inspection in December 2014 we found there were areas of the service not being adequately maintained. The hall door frames were chipped and scuffed. The downstairs hall carpet was stained and one person liked to move around on the floor which meant the provider could not be confident the person was in contact with a clean carpet. The provider informed us that this work would be completed by the end of October 2015.

At this focused inspection we saw that improvements had been made in the service. The downstairs main hall, living room and dining room had new carpets and vinyl flooring where people ate their meals. The hall and living room had been painted. This made the service lighter, cleaner and welcoming for the people using the service. There was also a new fire door leading out from the living room so that people could safely evacuate the building in the event of an incident or fire.

The issues with the heating system had now been fixed so that the building was not too hot and that there was hot water whenever people required it.

The registered manager informed us that the upstairs stairway and hall were also due to be painted in January 2016. They had a quote for new carpet in the upstairs hall and were waiting for confirmation for this to also be replaced.

The registered manager said there were plans for 2016 for people's bedrooms and flooring to be updated. This would take place in discussions with people, where possible, and their relatives.

There were ongoing discussions between the provider and the housing provider as to who was responsible for the upkeep and maintenance of the service. This had yet to be fully resolved and the registered manager confirmed they would develop a maintenance plan so that they knew what works would need carrying out each year. This could assist the provider in future planning and talks with the relevant housing provider to ensure the delays in getting work completed did not occur again.