

Mr J & Mrs D Cole

No 11&12 Third Row

Inspection report

11 & 12 Third Row
Linton Colliery
Morpeth
Northumberland
NE61 5SB

Tel: 01670861417
Website: www.eldroncare.co.uk

Date of inspection visit:
18 December 2015

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13 January 2016

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 24 September 2015, at which two breaches of legal requirements were found. This was because small electrical items had not been checked to say they were safe to use and upper floor windows did not have restrictors fitted which met health and safety guidance. Additionally, the manager and general manager did not undertake any formal audits and checks on the service.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. We undertook a focused inspection on 18 December 2015 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 these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for '11&12 Third Row' on our website at www.cqc.org.uk

11&12 Third Row is one of four locations owned and run by Mr J & Mrs D Cole and is situated in the village of Linton, near Ashington. It provides accommodation for up to three people with a learning disability, who require assistance with personal care and support. At the time of the inspection there were three people living at the home.

The provider had fitted window restrictors to the upper floor windows to prevent them opening fully and limiting the chances of a fall occurring from a first floor window. The general manager had also undertaken visual checks on small electrical appliances used in the home, to ensure there were no defects or damage to the items which may make them dangerous to use.

The general manager had also commenced weekly audits of the home to ensure that any issues that required addressing or updating were noted and addressed.

At our focused inspection on 18 December 2015, we found that the provider had followed their action plan and legal requirements had been met.

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.

Visual checks on small portable electrical appliances had been undertaken and logged. Windows on the upper floor had been fitted with restrictors that met current health and safety guidance.

Is the service well-led?

Good ●

The service was well led.

The general manager carried out a weekly audit and review of the property. An audit form was completed following this review which highlighted any areas that required attention.

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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.

We undertook an announced focused inspection of 11 &12 Third Row on 18 December 2015. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our 24 September 2015 inspection had been made. The team inspected the service against two of the five questions we ask about services: is the service safe and is the service well-led.

We announced the inspection 48 hours prior to calling. This was to ensure that people would be at home on the day that we visited.

The inspection team consisted of one inspector. This was because the location supports only three people and we were aware that the environment was their home.

Before the inspection we reviewed the information we held about the home and the action plan sent to us by the provider.

We spoke with the provider's general manager, inspected the property and reviewed documents related to the previous breaches.

Is the service safe?

Our findings

At our inspection on 24 September 2015 we saw that windows on the upper floor of the home did not have window restrictors fitted, meaning that these windows could be opened fully, posing a risk of falls to people who lived at the service. The provider had also failed to carry out visual checks or portable appliance tests (PAT) on small electrical items to ensure they were safe to use.

At this inspection we saw that window restrictors which met health and safety guidance had been fitted to all upper windows. We checked and found the windows would not open further than 100mm, as advised in health and safety guidance. Restrictors could only be opened through the use of a separate key, meaning they could not be opened inadvertently. This meant windows could still be opened for ventilation, but could not be opened fully, thus reducing the risk of a fall.

The provider had also undertaken visual checks on all small electrical items used in the home, such as music centres and kitchen equipment. Visual checks are required to ensure there is no damage to electrical flexes or the casing of equipment which may make the items dangerous or unsafe to use.

This meant risks to people using the home associated with these two areas had been managed effectively.

Is the service well-led?

Our findings

At our inspection on 24 September 2015 we found that the manager and general manager of the home were not undertaking any formal checks or audits of the premises, care records or other associated activities linked to the provision of care for people living at the home. This had meant that safety issues had not been identified which may put people at risk.

At this inspection the general manager showed us a formal document that he had introduced to ensure that proper checks and reviews of care were undertaken. The audit documents covered areas such as care plans being up to date and reviewed, medicines records being complete and medicines stocks tallying, premises safety and checks that required certificates, such as electrical safety and fire risk assessments were in place.

The general manager told us people living at the home also had access to a vehicle for trips out and it was his intention to extend the audit process, and documents, to include regular checks on the vehicle.

We saw that documents had been completed and where any issues had been noted, such as medicines numbers not tallying, then action had been taken to address the issues.

This meant appropriate checks on the safety of the home and appropriateness of care were being undertaken.