

Northfield Care Limited

Northfield House

Inspection report

Folly Lane
Uplands
Stroud
Gloucestershire
GL5 1SP

Date of inspection visit:
02 November 2020

Date of publication:
20 November 2020

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Northfield House is a residential care home providing personal care and support to people aged 65 and over who live with dementia. At the time of the inspection 23 people were receiving care and support. The service can support up to 25 people.

People were accommodated in one adapted building across three floors. People had their own bedrooms with washing and toilet facilities. There were adapted bathrooms and additional communal toilets. People had a choice of communal rooms where they could relax and eat. A conservatory led out onto a decking area and a secure garden. There was car parking on site and additional car parking in the surrounding area.

People's experience of using this service and what we found

We found improvements had been made to fire safety and how people would be supported in the event of a fire.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests. The policies and systems in the service supported this practice.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection (and update)

The last inspection of this service took place on the 7 September 2020 and the rating for this service was Requires Improvement (published 19 October 2020). There were concerns in relation to fire safety and the support available to people in the event of a fire. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Regulation 12 (Safe care and treatment).

Following our inspection on 7 September 2020 we issued a Warning Notice in relation to this which was to be met by 9 October 2020.

At this inspection we found improvements had been made to fire safety and the support people would receive in the event of a fire. The provider was no longer in breach of regulations and the Warning Notice had been met.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, had been met. The overall rating for the service has not changed following this targeted inspection and remains as Requires Improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last inspection, by selecting the 'all reports' link for Northfield House on our website at www.cqc.org.uk.

Follow up

We will continue to liaise with the local authority's fire safety team to ensure the service fully meets with the requirements the Regulatory Reform (Fire Safety) Order 2005.

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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.

Details are in our safe findings below.

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Northfield House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was a specific concern about fire safety and the support available to people in the event of a fire.

We found the Warning Notice had been met. The provider had taken action to improve fire safety as well as the support people would receive in the event of a fire.

Inspection team

One inspector carried out this inspection.

Service and service type

Northfield House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed the provider's action plan and subsequent updates, about the actions they had taken to improve fire safety and improve the support people would receive in the event of a fire. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We reviewed the service's fire safety procedure and other related processes and arrangements. We reviewed all relevant records, including staff training records.

We spoke with five staff about the service's fire safety processes and the training provided to them. We spoke with the registered manager about their role in monitoring these processes and monitoring staff training. We inspected the changes made to the building to support improved fire safety and safer evacuation of people.

After the inspection

We continued to liaise with the local authority's fire safety team.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served in relation to a specific concern we had about fire safety and the support available to people in the event of a fire. We will assess all of the key question at the next inspection of the service.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Action had been taken to assess and improve the service's overall fire safety processes and related staff training. Fire safety procedures remained in place.
- Staff had received training and were continuing to receive training on how to support people in the event of a fire.
- A recommendation made by a fire officer had been acted on and a new fire door had been installed. This lessened the number of people's bedrooms between fire doors, making it easier for the numbers of staff on duty to support people to safety in the event of a fire.
- Related fire records had been reviewed and were being maintained. These included personal emergency evacuation plans (PEEPs), which individually recorded people's abilities and what support they needed in the event of a fire. Where people's abilities or the support or equipment they needed to get to safety in the event of a fire, had altered, these records had been updated to reflect that.
- Fire drills were recorded and the outcome of these also recorded for further learning. Training which had been provided to staff had also been recorded with records showing where further learning or support was needed.
- Managers were assessing the on-going competency of those staff who had responsibility for directing other staff in the event of a fire. This was to ensure those staff were effective in their role.
- A fire risk assessment had been completed by an accredited fire safety company and actions on this had been met.