

Wellfield and Henley House Limited

Henley House

Inspection report

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Date of inspection visit: 17 March 2015

Date of publication: 30/04/2015

Ratings

Is the service safe?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 and 16 October 2014. We found that the registered person had not protected people against the risk associated with negative behaviours. This was because of the lack of risk assessments and management plans to address this. We also found people who use services and others were not protected against the risks associated with storage of unused equipment that was a safety hazard.

The provider sent us an action plan to tell how they would meet this breach. We undertook a focused inspection on 17 March 2015 to check that they had met the requirements of the regulation. We found that the provider had followed their plan which they had told us would be completed by April 2015.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Henley House' on our website at www.cqc.org.uk

The home provided care to up to 23 older people in single room accommodation.

The home was managed by two registered managers. 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 2014 and associated Regulations about how the service is run.'

We found that risk assessments and care planning had improved. Work was on-going to provide staff with written guidance on how to manage distressed reactions from one person who used the service. We found staff had received relevant training to help them deal with difficult situations like this. There had been continuing input from health and social care professionals to support staff.

Equipment not in use was stored safely. A lockable door had been fitted to the storage space in addition to a lock on a storage cupboard that was used for craft and various maintenance tools.

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?

We found that action had been taken to improve the safety of the service.

Staff had been trained to deal with difficult situations that challenged them.

Storage areas for unused equipment and tools were kept secure.

The provider was now meeting regulatory legal requirements.

Good



Henley House

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook a focused inspection of Henley House on 17 March 2015. This inspection was completed to check that improvements to meet regulatory breach planned by the

provider during our comprehensive inspection on 15 and 16 October 2014 had been made. We inspected the service against one of the five questions we ask about services, 'is the service safe'.

The inspection was undertaken by one inspector.

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

At the visit to the home we spoke with the registered manager, a staff member, and three people using the service during their lunch. We looked at two people's care notes which included risk assessments and looked at the storage room and ground floor toilets.

Is the service safe?

Our findings

During our last unannounced inspection on 15 and 16 October 2014 a breach of regulation 9 of the health and Social Care Act 2008 (Regulated Activities) Regulations 2010 was identified. This was because staff was dealing with episodes of behaviour that challenges for one person and we could not see evidence of any risk assessment or management plan in place. We also noted people who use services and others were not protected against the risks associated with storage of unused equipment that was a safety hazard.

We received an action plan from the provider. They told us what they had done to improve their management of behaviour that challenged. They informed us they would 'continue to work with the community mental health team to establish clearer strategies to assist both the person who used the service and staff in the management of challenging behaviours'. They said they would 'expand the risk assessment and risk plans to minimise challenging behaviours. Training on the management of challenging behaviour was noted had been booked for all relevant staff in the near future. The provider also confirmed they had fitted a door to the storage area and had fitted a lock to a storage cupboard.

We looked at the room used for storing unused items of furniture/equipment. This had been secured by a lockable door and the cupboard used for storing craft materials and maintenance tools had also been fitted with a lock. We noted sanitary bins in the toilets had been replaced for bins with lids on. However we did see that the toilet over seat frame that was rusty around the wheels that was noted to still be in use. The registered manager told us a replacement was on order and would notify the commission when it was delivered.

We looked at the records in relation to one person who was identified as presenting challenges to staff such as 'hitting'. We found a record was being kept of incidents that had occurred. The manager told us that under the advice of the community mental health services they were to introduce a more formal method of management by using

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This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.