

HICA

Kirkgate House - Care Home

Inspection report

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Ratings

Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 14 November 2014. At which a breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach in respect of cleanliness and hygiene standards in some areas of the service.

We undertook a focused inspection on the 2 July 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 those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kirkgate House care home on our website at www.cqc.org.uk

Kirkgate House is a care home located in the seaside town of Bridlington in East Yorkshire. The service supports people with a learning disability and provides accommodation and support for up to 28 people. The service has been designed to accommodate people in

small units within the service and each unit has its own kitchen, lounge, activities area and bathroom facilities. There are also two self-contained flats. The service is close to local amenities and transport routes.

The service had a registered manager who had been registered in this role since October 2003. 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 and associated Regulations about how the service is run.

At our focused inspection on the 2 July 2015, we found that the provider had made some improvements that were recorded in their action plan and legal requirements had been met. However further improvement were still required to some of the fixtures and fittings within the service to ensure the environment remain safe for the people who live there.

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 requires further improvements to be safe.

We found that action had been taken to improve the environment and hygiene standards at the service. This meant that the provider was now meeting legal requirements.

Some of the fixtures and furnishings at the service were still in a poor state of repair and required replacing.

Some areas of the cleaning schedule still required further improvements.

While improvements had been made and the service is now meeting legal requirements we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Kirkgate House - Care Home

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 and to look at the overall quality of the service.

We undertook an unannounced focused inspection of Kirkgate House care home on 2 July 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our November 2014 inspection had been made. We inspected the service against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting some legal requirements.

The inspection was undertaken by two adult social care inspectors from the Care Quality Commission (CQC). During our inspection we spoke with the registered manager, a team leader and two people who used the service.

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 requirements. We also contacted the local authority safeguarding adult's team and the quality monitoring contracts team.

During our inspection we completed a tour of the premises, carried out observations of practice and reviewed records at the service which included daily, weekly and monthly cleaning schedules, monthly cleaning audits, infection control records, staff training file, COSHH file and maintenance records.

Is the service safe?

Our findings

At our last comprehensive inspection of Kirkgate House care home on 14 November 2014 we found that people who used the service were not always protected against the risks associated with acquired infections because of inadequate maintenance of appropriate standards of cleanliness and hygiene. We found that a number of furnishing and fixtures within the service were worn, damaged or broken beyond repair. This included windows, flooring, chairs and a kitchen worktop.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, still regulation 12 (2) (h) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At the focused inspection on 2 July 2015 we found improvements had taken place within the service and the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 12 described above.

We saw that some new window units had been installed, some of the furniture had been replaced, some of the flooring within the service had been renewed, one of the bathrooms had been refurbished and a kitchen worktop had been replaced. This made it easier for staff to keep the environment clean and so people's risk from infection was reduced.

We looked at cleaning schedules which covered kitchen and equipment, bedrooms, lounges, bathrooms and office areas. We saw that a monthly manager's cleaning audit was in place and had been completed each month since January 2015. This audit produced a monthly action plan when areas had been highlighted as needing to be cleaned or fixtures, furnishings or surfaces replaced.

In July 2015 we saw that the action plan had highlighted that there were broken tiles behind the sink in the main kitchen. We spoke with the registered manager about this who confirmed the tiles had now been replaced. This showed that the audit was effective in highlighting environmental issues within the service. We asked a person who used the service if the home was clean. They gave us the thumbs up sign and said "yes, very." Another person told us "The staff keep my room clean and tidy."

We saw that a weekly deep cleaning schedule had been introduced within the service to ensure that cleaning was thorough and regular. This covered areas including the bedrooms of people living at the service, curtains throughout the service, carpets, chairs and kitchen appliances. One staff member we spoke with told us "A lot of work has been going on and things are slowly starting to be replaced."

We saw that most staff working in the service had completed infection control training and we saw this training was due to be refreshed in November and December 2015. The service employed five domestic staff who worked 101.5 hours completing domestic chores over seven days of the week.

The service used an Infection preventative control (IPC) self-audit tool on a monthly basis. This identified what items and areas had been cleaned and enabled staff to highlight if things were damaged or in poor condition. We saw that the IPC audit had been completed each month since January 2015. However only the month of May 2015 had identified an action plan for the areas highlighted as needing attention. This meant that for the other months when specific areas had been highlighted as needing attention there was no evidence to show that action had been taken and things followed up.

We spoke to the registered manager about this who said they would discuss it with the staff at the next team meeting and ensure that all staff complete the monthly action plan with immediate effect.

The registered manager told us that the areas highlighted for improvements were collated as part of the provider's monthly self-assessment audit and sent to head office. The registered manager explained that they worked with the estates team to monitor and actively report concerns relating to the property and environment which are then highlighted with the provider. A decision is then made into what improvement work would be done and when. We saw from this audit that the need for replacement flooring had been identified on a monthly basis but it was yet to be actioned.

During our tour of the premises we saw a number of areas that required further attention. One of the bathrooms on the Bayle unit had loose flooring and masking tape across the door threshold making the floor very uneven and a possible trip hazard to people that used the service.

Is the service safe?

On the Quay unit we found that the toilet next to the sluice had exposed pipework, the toilet seat was marked and the hand wash dispenser unit was dirty underneath. We also saw that the metal sink in the sluice room was very worn.

During our inspection of the Abbey unit we saw that one of the bathrooms had a raised drain cover on the floor creating a potential trip hazard. Some of the furniture in the lounge including the armchair and settee were worn.

We saw that the shower room in the Mews unit had gaps in the flooring and the toilet was dirty. We also saw that all handrails throughout the service were sticky to touch even though they were clean.

These new areas that we identified for attention posed possible risks to people's safety because they were damaged or difficult to keep clean.

We walked around the service with the registered manager to show them the things we had found. The registered manager said they would look at changing the cleaning product used to clean the handrails as they felt it could be the product making them feel sticky to touch. The registered manager told us that things had got better within the service and work was still on-going to ensure further improvement were made.