

Mrs H Burnett-Price

West Farm House

Inspection summary

CQC carried out an inspection of this care service on 23 November 2016. This is a summary of what we found.

Overall rating for this service

Inadequate ●

Is the service safe?

Inadequate ●

Is the service responsive?

Inadequate ●

Is the service well-led?

Inadequate ●

At the last comprehensive inspection of this service on 14, 16 June and 4 July 2016, breaches of legal requirements were found. This was because potential risks were not being identified and the provider was not always responsive to people's changing needs. In addition, audits were not identifying shortfalls in the service, medicines were not safely managed and staffing levels at night were not adequate to meet people's night time care needs. We issued three warning notices to ensure the provider made improvements and the service was placed into 'special measures'. After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches we identified.

We undertook this focused inspection to check the provider 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 West Farm House on our website at www.cqc.org.uk.

West Farm House is registered to provide accommodation and personal care for up to 10 older people. During the inspection, there were 9 people living at the home.

A registered manager was not required due to the registration of the service. 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. The provider was responsible for the day to day management of the home and was available throughout the inspection.

The provider had been working closely with staff and the local authority to make improvements to

the service. As part of this work, people's care plans had been rewritten. The new format was better organised and gave greater information about people's needs and the support they required. Further work was being undertaken to ensure the plans were more person centred, with added detail. However, the care plans had not been updated as people's needs changed. Daily records did not always show the follow up action staff had provided, to ensure people's wellbeing.

Work had been undertaken to develop the quality monitoring systems in place. However, the systems were not fully effective and required greater focus. The provider demonstrated a positive attitude to enabling change and ensuring a good service was provided.

A waking member of night staff had been deployed in order to meet people's night time care needs. People and staff told us this had been a positive development. They told us there were now added safeguards and people were able to safely use the bathroom in the night, rather than relying on continence aids.

Improvements had been made to the safety of the environment. The pipework in the downstairs toilet had been boxed in and covers had been fitted to all radiators. The hand wash basins in people's en-suite facilities, the bathroom and downstairs toilet had been fitted with regulators. These actions minimised the risk of people burning or scalding themselves from hot surfaces or excessively high water temperatures.

Fire safety had been improved upon. This was because fire doors were being held open appropriately and the fire panel had been properly labelled. Staff had received fire safety training and a fire drill had taken place.

The laundry room was in the process of being fully refurbished. The walls had been painted and new flooring applied. A hand wash basin had been installed and all items such as recycling had been removed. Work was being undertaken to replace the existing right hand side of the room with a window and brick surround. Disposable red bags had been purchased to enable staff to place soiled linen directly into the washing machine. This reduced the need for staff to handle the soiled items, which minimised the risk of infection.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161