

## Carleton Court Residential Home Ltd

# Carleton Court

### Inspection report

Carleton Road, Skipton, North Yorkshire, BD23 2BE  
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### Ratings

Overall rating for this service

Requires improvement 

Is the service safe?

Requires improvement 

### Overall summary

We carried out an unannounced comprehensive inspection of this service on 21 October 2014. We found a number of breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. These correspond to breaches of the new regulations of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 identified below. These were in relation to:

Regulation 18 (Staffing) because the provider had failed to maintain appropriate staffing levels at the home.

Regulation 15 (Premises and equipment) because the provider failed to maintain appropriate standards of cleanliness and adequate maintenance of the environment within the home.

After the comprehensive inspection, the provider wrote to us with an action plan to say what they would do to meet legal requirements in relation to the breaches.

We undertook this focused inspection on 10 June 2015, to check that the provider had followed their plan and to confirm that they now met with the 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 Carleton Court Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Carleton Court provides accommodation and care for up to 24 people who require nursing or personal care. The home is a converted manor house and accommodation is provided over two floors; the first floor is accessed by a lift and a staircase. There is disabled access to the home, which is set in its own grounds, with parking available. Carleton Court is close to the centre of Skipton.

The home employs a registered manager who has worked at the home for nearly three years. 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.

We found that the provider had taken steps to improve the levels of staff working at the home. New members of staff had been recruited by the registered manager. We

# Summary of findings

saw there were enough, qualified, skilled and experienced staff to care for people well. This meant that staff had the time to interact appropriately with people using the service or ensure that they were appropriately supervised and supported.

The systems for staff to follow to minimise the risk of infection had improved. Although we found most areas in the home to be clean we found there were offensive odours present in two areas of the home. We have asked the provider to address these issues.

Areas within the home's environment had improved with communal areas being re-decorated. New flooring had been fitted in most of the communal areas, these also included areas where the floor covering had been damaged. Damaged furnishings had been removed and new furnishings had been purchased. For example all of the dining room furniture had been replaced with new furniture.

# 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 could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

There were sufficient, qualified, skilled and experienced staff to meet people's care needs well. The home followed safe recruitment practices to ensure staff working at the service were suitable.

The service had implemented some good infection control practices in keeping the home clean. However there were two areas in the home where there were unpleasant odours and the provider has been asked to address this.

The fire alarms had been tested regularly.

Furnishings and floor coverings had been replaced in communal areas which had also been re-decorated.

**Requires improvement**



# Carleton Court

## Detailed findings

### Background to this inspection

This inspection was completed under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook unannounced focused inspection of Carleton Court on 10 June 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on the 21 October 2014 had been made. The team 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 team consisted of one inspector, a specialist advisor and an expert by experience both had expertise in adult health and social care. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service.

This visit was to review the safe domain only. At the last inspection on 21 October 2014 we found breaches in the regulations we inspected in this domain. The provider had failed to protect people against risk associated with not maintaining appropriate staffing levels. The provider had failed to protect people against risk associated with not maintaining effective systems to the maintenance of appropriate standards of cleanliness within the home and the provider had failed to protect people against risks associated with the adequate maintenance of the environment. We asked the provider to make improvements in those areas following our inspection of the service.

During this most recent visit to the service we reviewed staffing levels at the home. We also inspected the environment to make sure it was clean, free from any odours and was being adequately maintained. At the time of our inspection there were 24 people living in the home. We spent some time observing care in the lounge and dining room areas to help us understand the experience of people who used the service. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

# Is the service safe?

## Our findings

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

During our unannounced comprehensive inspection of this service on 21 October 2014. We found a breach of Regulation 22 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 Staffing. This corresponds to a breach of the new regulations. Regulation 18 (Staffing) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We found there were not sufficient staff to interact and care for people well and staff did not have time to ensure that people using the service were appropriately supervised and supported. We found that there were long periods of time when people were left sitting in communal areas with no staff being present or available to attend to people's needs or supervise their safety and wellbeing.

We found this breach was met because sufficient staff were now employed to meet people's needs and to maintain their safety and wellbeing.

During this visit to the service the registered manager showed us the staff duty rotas and copies for the last two weeks were obtained. We saw from the staff rotas that there was one senior care assistant on duty each day who was supported by two care assistants. This did not include the manager for the home. We saw that there were two full time domestics' staff, one whose duties were to also do the laundry. There was a cook and one kitchen assistant on duty each day. The home also employed a maintenance person, two days a week. There were two night staff on duty during the night. The rotas we looked at reflected what we had been told. The registered manager informed us that all staff vacancies had now been filled. We observed throughout the day that there was a staff presence in lounges. Staff stopped to have conversations with people and we saw plenty of friendly banter between people living at the home and staff. There was a calm, peaceful and relaxed atmosphere at the home. Staff did not appear rushed or hurried and staff spent time engaging with people.

From our observations during the day we saw that staff knew people well and saw that staff approached and spoke with people kindly and with respect. We saw positive interactions between the staff and saw that people were referred to by their preferred name.

During this visit we spoke with people living at the home who told us they felt safe. One person told us they, 'felt safe and secure' and that staff were very good, very kind.' Another person said, "I am happy and content here, I like it, there are lots of people and I like the company." Everyone we spoke with were complementary about the staff at the service. We asked people if they felt there were sufficient staff to meet their needs. Most people told us there were enough staff. People said they felt that staff answered the call bells promptly. One person said, "If I press it (call bell) there's always somebody about, even if it's the middle of the night they'll come and don't grumble about it." In contrast another person said that they thought the home was short staffed and the carers were busy. They said, "There's never anyone around and if they say they will come back in 10 minutes it's usually a lot longer than that."

People living at the home spoke highly about the staff. One person said, "There isn't a funny one amongst them, they are even tempered and patient." Another person said, "They treat me very well are they are pleasant." Other people at the home made comments such as, "Everybody is friendly" and "they are very good and kind."

We spoke with visiting relatives who said, "We've just been saying how good they (staff) are here, it is friendly with good meals, people are well looked after."

During our unannounced comprehensive inspection of this service on 21 October 2014. We found a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control. This corresponds to a breach of the new regulations. Regulation 15 (Premises and equipment) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We found there was an unpleasant odour in some of the corridors and bedrooms. We found six out of the seventeen bedrooms we looked at had unpleasant odours. We found for example in one person's bedroom the carpet to be stained and the room smelt unpleasant. We saw that in some communal areas such as corridors on the first floor were not clean.

## Is the service safe?

We found this breach was met because action had been taken by the provider to ensure most areas of the home were clean and free from any odours.

During this visit we toured the premises and found the communal areas in the home to be generally clean and tidy throughout, including all the bathrooms which were inspected on the first floor. Although we found most areas in the home to be clean we found there to be offensive odours present in two areas of the home.

### **We recommend that the provider continues to improve the cleanliness of the home.**

We asked to see copies of cleaning schedules for the home, as these had been introduced following the last inspection. The cleaning schedules showed which areas were being cleaned and were signed by the staff that had completed the tasks. Cleaning schedules covered all areas of the home including people's bedrooms, bathrooms and toilets.

People living at the home and visitors we spoke with told us that improvements had been made to the environment at the home. One person we spoke with said "The home is reasonably warm and comfortable, I have no complaints and it is lovely and homely."

During our unannounced comprehensive inspection of this service on 21 October 2014. We found a breach of Regulation 15 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 Safety and suitability of premises. This corresponds to a breach of the new regulations. Regulation 15 (Premises and equipment) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At the previous inspection on the first floor near the fire door, leading to a corridor, the carpet had been damaged and had been taped together posing a trip hazard. This had now been replaced with new floor covering. In one bedroom the carpet had been damaged in the entrance and this had also been taped together. The floor covering in this room had also been replaced. This meant that people were put at less risk of falls. We were informed by the registered manager that the provider's intentions were to replace the entire floor covering in the main communal areas. During this inspection we saw that most communal areas such as corridors had new flooring. Damaged furnishings had been removed and new furnishings had been purchased. For example all of the dining room furniture had been replaced with new furniture.

We found this breach was met because the provider had taken action to replace damaged floor coverings and furnishings. These had been replaced with new flooring and furniture.

We saw that the net curtains in the sun lounge which were badly discoloured at our previous visit had been removed and replaced with new roller blinds. At this inspection and the previous visit we found several of the chairs in the sun lounge and bedrooms were stained, as were several small occasional tables. We were informed by the registered manager that these were going to be replaced with new furniture.