

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

West House - 2A Waterloo Street

Cockermouth, Cumbria, CA13 9NB

Tel: 01900827749

Date of Inspection: 25 June 2013

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We inspected the following standards to check that action had been taken to meet them. This is what we found:

Safety and suitability of premises



Met this standard

Details about this location

Registered Provider	West House
Registered Manager	Ms. Beverley Ann Steele
Overview of the service	<p>2A Waterloo Street is a care home for ten people who have a learning disability, the majority of whom are older adults. The home is situated in a quiet side street near to the centre of the town of Cocker mouth. The home blends into the surrounding community and there is level access to local amenities and facilities. Each person has their own bedroom and adapted bathing facilities are available. West House, a local not for profit organisation, is the provider who runs the home.</p>
Type of service	Care home service without nursing
Regulated activity	Accommodation for persons who require nursing or personal care

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Summary of this inspection

Why we carried out this inspection

We carried out this inspection to check whether West House - 2A Waterloo Street had taken action to meet the following essential standards:

- Safety and suitability of premises

This was an unannounced inspection.

How we carried out this inspection

We carried out a visit on 25 June 2013, observed how people were being cared for and talked with staff.

What people told us and what we found

We had carried out a visit on 19 April 2013 for a routine inspection and found the home to be meeting the needs of people well. We found the building was generally well maintained but we found that the downstairs kitchen, dining room and laundry arrangements were not designed or laid out in a way that provided people with a safe or comfortable environment.

On the return visit on 25 June 2013 we saw that the home had successfully made changes. Both the unsuitable washing machine and the drier had been removed and ordinary domestic machines had been installed. This meant there was now space in the downstairs kitchen for people to move around and sit at the dining room table safely and more comfortably.

You can see our judgements on the front page of this report.

More information about the provider

Please see our website www.cqc.org.uk for more information, including our most recent judgements against the essential standards. You can contact us using the telephone number on the back of the report if you have additional questions.

There is a glossary at the back of this report which has definitions for words and phrases we use in the report.

Our judgements for each standard inspected

Safety and suitability of premises

✓ Met this standard

People should be cared for in safe and accessible surroundings that support their health and welfare

Our judgement

The provider was meeting this standard.

People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises.

Reasons for our judgement

On the inspection visit of the 19 April 2013 we found that the downstairs kitchen, dining room and laundry arrangements were not designed or laid out in a way that provided people with a safe or comfortable environment.

We had spent time in the home on this visit and observed how people were using the space available. We found that the design and layout of the ground floor presented problems to people living in the home and to staff. The downstairs kitchen had the dining room table in the middle and the kitchen also contained two very large industrial washing machines and driers. When people were seated at the table there was not room to get round to the table. We saw how this caused problems for people. One person didn't want to move while they were eating which meant another person could not sit down. While another person was sat with their back up against the cooker, which had just been used to heat the dinner. Staff were careful to watch this person so that they did not touch the cooker.

We pointed out that a domestic washer and drier can be expected to be part of a family style kitchen if consideration was given to the infection control issue and risk assessments put in place to manage any risk to people or staff in the home. However the size of the industrial units were too large for the space available and were not in keeping with the style of kitchen. We advised the home that this arrangement needed to be reconsidered so that people could safely and comfortably use the space.

On a return visit on 25 June 2013 we saw that the home had successfully made changes. Both the washing machine and the drier had been removed and ordinary domestic machines had been installed. This meant there was now space in the downstairs kitchen for people to move around and sit at the dining room table safely and more comfortably.

There had already been a risk assessment and protocol in place for the use of the washing machine in the kitchen area, which stated that all laundry was double bagged before it

enters the kitchen area and soluble bags were used to contain and seal the laundry until after it was secure inside the washing machine. The risk assessment had been reviewed to check it was still relevant. The registered manager had also contacted the Environmental Health Department and had informed them of the measures taken to address this. They were happy with the new arrangements and actions and did not plan an imminent site visit.

About CQC inspections

We are the regulator of health and social care in England.

All providers of regulated health and social care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The essential standards are described in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. We regulate against these standards, which we sometimes describe as "government standards".

We carry out unannounced inspections of all care homes, acute hospitals and domiciliary care services in England at least once a year to judge whether or not the essential standards are being met. We carry out inspections of other services less often. All of our inspections are unannounced unless there is a good reason to let the provider know we are coming.

There are 16 essential standards that relate most directly to the quality and safety of care and these are grouped into five key areas. When we inspect we could check all or part of any of the 16 standards at any time depending on the individual circumstances of the service. Because of this we often check different standards at different times.

When we inspect, we always visit and we do things like observe how people are cared for, and we talk to people who use the service, to their carers and to staff. We also review information we have gathered about the provider, check the service's records and check whether the right systems and processes are in place.

We focus on whether or not the provider is meeting the standards and we are guided by whether people are experiencing the outcomes they should be able to expect when the standards are being met. By outcomes we mean the impact care has on the health, safety and welfare of people who use the service, and the experience they have whilst receiving it.

Our inspectors judge if any action is required by the provider of the service to improve the standard of care being provided. Where providers are non-compliant with the regulations, we take enforcement action against them. If we require a service to take action, or if we take enforcement action, we re-inspect it before its next routine inspection was due. This could mean we re-inspect a service several times in one year. We also might decide to re-inspect a service if new concerns emerge about it before the next routine inspection.

In between inspections we continually monitor information we have about providers. The information comes from the public, the provider, other organisations, and from care workers.

You can tell us about your experience of this provider on our website.

How we define our judgements

The following pages show our findings and regulatory judgement for each essential standard or part of the standard that we inspected. Our judgements are based on the ongoing review and analysis of the information gathered by CQC about this provider and the evidence collected during this inspection.

We reach one of the following judgements for each essential standard inspected.

 **Met this standard** This means that the standard was being met in that the provider was compliant with the regulation. If we find that standards were met, we take no regulatory action but we may make comments that may be useful to the provider and to the public about minor improvements that could be made.

 **Action needed** This means that the standard was not being met in that the provider was non-compliant with the regulation. We may have set a compliance action requiring the provider to produce a report setting out how and by when changes will be made to make sure they comply with the standard. We monitor the implementation of action plans in these reports and, if necessary, take further action. We may have identified a breach of a regulation which is more serious, and we will make sure action is taken. We will report on this when it is complete.

 **Enforcement action taken** If the breach of the regulation was more serious, or there have been several or continual breaches, we have a range of actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers include issuing a warning notice; restricting or suspending the services a provider can offer, or the number of people it can care for; issuing fines and formal cautions; in extreme cases, cancelling a provider or managers registration or prosecuting a manager or provider. These enforcement powers are set out in law and mean that we can take swift, targeted action where services are failing people.

How we define our judgements (continued)

Where we find non-compliance with a regulation (or part of a regulation), we state which part of the regulation has been breached. Only where there is non compliance with one or more of Regulations 9-24 of the Regulated Activity Regulations, will our report include a judgement about the level of impact on people who use the service (and others, if appropriate to the regulation). This could be a minor, moderate or major impact.

Minor impact - people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

Moderate impact - people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

Major impact - people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly

We decide the most appropriate action to take to ensure that the necessary changes are made. We always follow up to check whether action has been taken to meet the standards.

Glossary of terms we use in this report

Essential standard

The essential standards of quality and safety are described in our *Guidance about compliance: Essential standards of quality and safety*. They consist of a significant number of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. These regulations describe the essential standards of quality and safety that people who use health and adult social care services have a right to expect. A full list of the standards can be found within the *Guidance about compliance*. The 16 essential standards are:

Respecting and involving people who use services - Outcome 1 (Regulation 17)

Consent to care and treatment - Outcome 2 (Regulation 18)

Care and welfare of people who use services - Outcome 4 (Regulation 9)

Meeting Nutritional Needs - Outcome 5 (Regulation 14)

Cooperating with other providers - Outcome 6 (Regulation 24)

Safeguarding people who use services from abuse - Outcome 7 (Regulation 11)

Cleanliness and infection control - Outcome 8 (Regulation 12)

Management of medicines - Outcome 9 (Regulation 13)

Safety and suitability of premises - Outcome 10 (Regulation 15)

Safety, availability and suitability of equipment - Outcome 11 (Regulation 16)

Requirements relating to workers - Outcome 12 (Regulation 21)

Staffing - Outcome 13 (Regulation 22)

Supporting Staff - Outcome 14 (Regulation 23)

Assessing and monitoring the quality of service provision - Outcome 16 (Regulation 10)

Complaints - Outcome 17 (Regulation 19)

Records - Outcome 21 (Regulation 20)

Regulated activity

These are prescribed activities related to care and treatment that require registration with CQC. These are set out in legislation, and reflect the services provided.

Glossary of terms we use in this report (continued)

(Registered) Provider

There are several legal terms relating to the providers of services. These include registered person, service provider and registered manager. The term 'provider' means anyone with a legal responsibility for ensuring that the requirements of the law are carried out. On our website we often refer to providers as a 'service'.

Regulations

We regulate against the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

Responsive inspection

This is carried out at any time in relation to identified concerns.

Routine inspection

This is planned and could occur at any time. We sometimes describe this as a scheduled inspection.

Themed inspection

This is targeted to look at specific standards, sectors or types of care.

Contact us

Phone: 03000 616161

Email: enquiries@ccq.org.uk

Write to us
at: Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Website: www.cqc.org.uk

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