

Minster Care Management Limited

Ideal Home

Inspection report

Knowsley Drive
Gains Park
Shrewsbury
Shropshire
SY3 5DH

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Tel: 01743366701

Website: www.minstercaregroup.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Ideal Home is a residential care home providing personal care to 30 people at the time of the inspection. The service is registered to support up to 50 people. There are two sides to the home, one side supports older people living with dementia and the other side supports people with enduring mental health problems.

People's experience of using this service and what we found

This was a targeted inspection that considered specific parts of the safe and well-led key questions only.

People were not always safe as the physical environment was not safely maintained. The provider failed to identify risks or put effective measures in place to mitigate potential harm.

The provider's quality checks were ineffective in identifying or driving good care.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was inadequate (published 12 November 2022). At that inspection there were breaches of regulation regarding safety, consent, safeguarding, complaints, notifying of specific incidents and overall governance processes.

The provider completed an action plan after the last inspection to show what they would do and by when to improve. However, at this inspection the provider remained in breach of regulations and the service remains inadequate. This is the third consecutive inspection where breaches of regulation have been identified.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We have found continued evidence the provider needs to make improvements. Please see the safe and well-led sections of this report.

You can see what action we have asked the provider to take at the end of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ideal Home on our website at www.cqc.org.uk

Enforcement

We have identified breaches in relation to keeping people safe and overall governance.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

The overall rating for this service is 'Inadequate' and the service is therefore remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service.

This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it. And it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

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 have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Is the service well-led?

We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Ideal Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the warning notice in relation to Regulation 12 (Safe care and treatment) and Regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

3 inspectors completed this inspection.

Service and service type

Ideal Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement dependent on their registration with us. Ideal Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make.

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality.

Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We spoke with 6 people living at Ideal Home. In addition, we spoke with 4 staff members including carers, the registered manager and the compliance officer.

We looked at the care and support plans for 3 people and multiple medication records. In addition, we looked at several documents relating to the monitoring of the location including quality assurance audits and health and safety checks.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated inadequate. This meant people were not safe and were at risk of avoidable harm. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

At our last inspection the provider's systems were not robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. These issues were a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12 and therefore failed to comply with the requirements of the previously issued warning notice.

Assessing risk, safety monitoring and management

- People were at the risk of harm as the provider failed to ensure the physical environment was safe. We saw there was open and unrestricted access to the laundry area which contained access to electrical outlets and machinery. There were exposed radiators and radiator pipes putting people at the risk of scalds or burns.
- Large items of equipment were stored in the upright position without adequate fixings putting people at the risk of crushing injury. Some windows did not have any window restrictors in place whilst others had inappropriate fixings putting people at the risk of injury from a fall from height. Metal radiator covers were broken putting people at the risk of entrapment and laceration. These issues put people at the risk of avoidable harm.
- People were at the risk of harm as the provider failed to ensure all items potentially hazardous to health were safely stored. We saw individual toiletries left in shared bathrooms, nail varnish and items with flammable warnings on them stored in communal areas which were accessed by those living with dementia. This put people at the risk of harm from accidental or intentional ingestion.

Preventing and controlling infection

- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. We saw over chair tables which were damaged and showing signs of fluid egress, compromised seals on floorings and surfaces, damaged kitchenette cutlery draw and sticky surfaces on kitchenette cupboards. These issues hampered effective cleaning practices.
- There was unprotected filler on doors and high frequency touch points, peeling paint on doors and handrails, exposed untreated wood on fixtures, heavily stained door handles and door closures. These issues hampered effective cleaning practices.
- In one place we evidence of insect activity and rotten wood on skirting boards. Throughout Ideal Home

there was rust on radiators and wire radiator covers and visible dirt on windows and windowsills. In one bathroom there was broken bathroom tiles and bath surround. In one bedroom there was exposed plaster where radiator fixings had failed and exposed plaster in the communal lounge as a result from a water leak.

- We saw heavily soiled carpets in people's bedrooms and walls with extensive staining. These issues compromised effective cleaning practices and put people at the risk of harm from communal illnesses.

We found no evidence people had been harmed. However, systems were not robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. These issues constitute a continued breach of Regulation 12: Safe Care and Treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We passed our immediate concerns to the registered manager and the compliance officer.

- Despite our findings people told us they felt safe living at Ideal Home. One person said, "I am quite safe here."

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated Inadequate. This meant there were widespread and significant shortfalls in service leadership. Leaders and the culture they created did not assure the delivery of high-quality care. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

At our last inspection the provider did not have effective systems in place to monitor and drive good and safe care provision. This was a breach of regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 17 and therefore failed to comply with the requirements of the previously issued warning notice.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- At this inspection there was a registered manager in post who was supported by a compliance officer. The provider failed to have effective quality assurance systems in place to drive improvements in care. For example, the providers latest infection control, kitchen, housekeeping, maintenance, COVID-19 check did not identify or correct the issues we found at this inspection. At their last internal health and safety audit they awarded themselves 95.4 % compliant but had failed to identify or correct the issues we found at this inspection. The compliance manager told us they believed the forms they used did not prompt the necessary questions to identify and drive change. As a result, they will seek to revise these forms.
- The provider's quality assurance systems and checks failed to ensure the environment was safe for people to live in. The registered manager told us they completed regular observations around the building identifying where improvements were needed. However, they failed to identify or correct issues with exposed hot water systems, missing window restrictors, insect activity in rotten wood and poor infection prevention and control practices.

The provider did not have effective governance, including assurance and auditing systems or processes in place. These issues constitute a continuing breach of Regulation 17: Good governance, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment The provider failed to ensure the physical environment was safe for people to live in.

The enforcement action we took:

We issued the provider with a warning notice stating when they must be compliant with the law. This was later reported on in our report published 24/08/2023.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 17 HSCA RA Regulations 2014 Good governance The provider did not have effective quality monitoring systems in place.

The enforcement action we took:

We issued the provider with a warning notice stating when they must be compliant with the law. This was later reported on in our report published 24/08/2023.