



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Norton Hall Nursing Home
Address:	Woodbury Lane Norton Worcester Worcestershire WR5 2PT

The quality rating for this care home is:

three star excellent service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Karen Powell	2 4 0 2 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Care Homes for Older People can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.csci.org.uk

Information about the care home

Name of care home:	Norton Hall Nursing Home
Address:	Woodbury Lane Norton Worcester Worcestershire WR5 2PT
Telephone number:	01905357766
Fax number:	F/P01905357766
Email address:	enquiries@nortonhall.co.uk
Provider web address:	

Name of registered provider(s):	Norton Manor Care Limited
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Type of registration:	care home
Number of places registered:	30

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	3
old age, not falling within any other category	0	30
physical disability	0	30
Additional conditions:		
That the home may admit three service users under the age of 65 years whose nursing needs outweigh age considerations. Included in this number is the service user named in the application received on 9/10/2006.		
Date of last inspection		
Brief description of the care home		
Norton Hall Nursing Home is located approximately three miles away from the centre of Worcester and a mile from junction 7 of the M5 motorway, with easy access to Pershore and the surrounding rural areas. The home is registered to provide personal and nursing care, and accommodation for a maximum of 30 older people. As part of		

Brief description of the care home

this registration the home can provide care for up to three older people of either sex who may have a dementia related illness and thirty older people with a physical disability.

A maximum of three people under the age of 65 years with nursing needs may also be accommodated.

Accommodation is provided over two floors with handrails and a passenger lift providing access through the home. The home has fourteen single bedrooms of which four have ensuite facilities and eight shared rooms. There are communal bathrooms and toilets which are fitted with suitable aids to assist the less mobile, a lounge and a dining room, and access to a level garden.

The registered provider for the home is Norton Manor Care Limited and the responsible individual is Mrs Geraldine Cooper. The registered manager is Mrs Sally Carter.

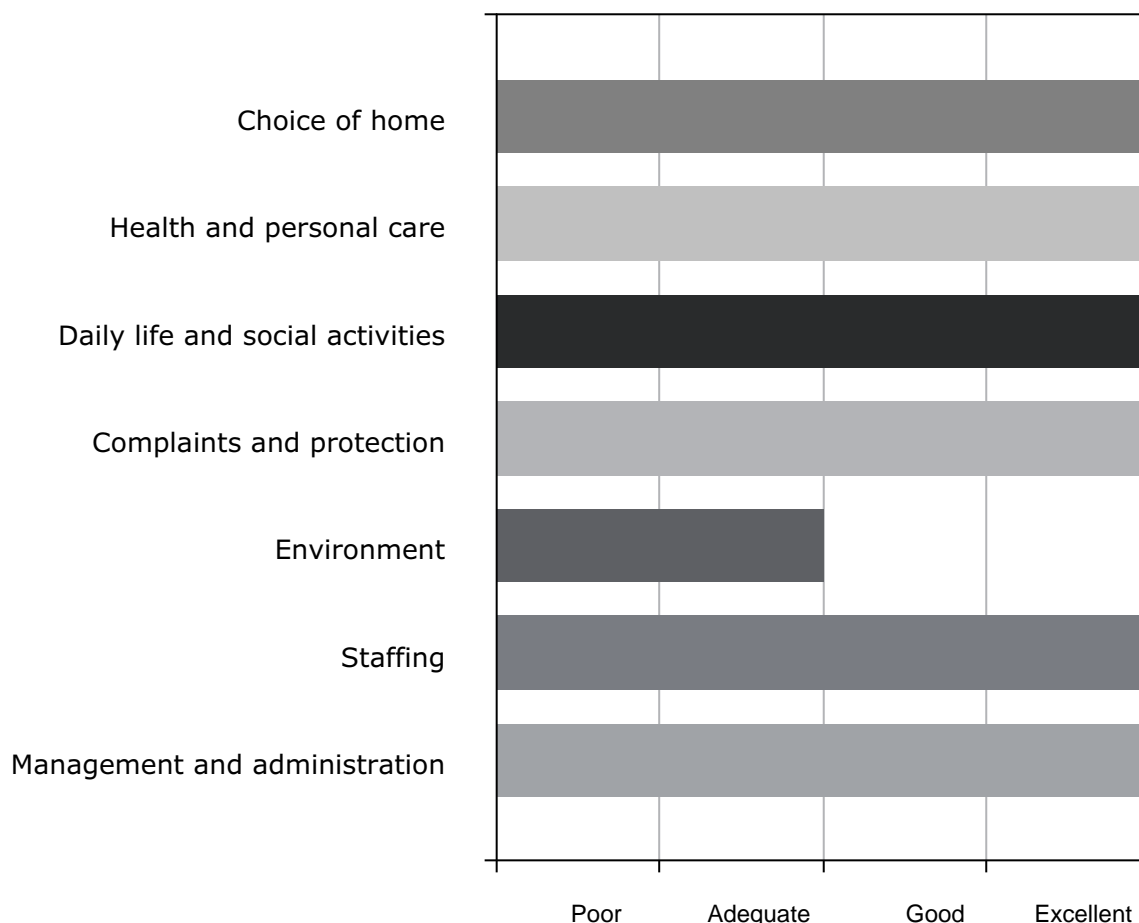
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The inspection of the service was unannounced and took place on 24th February 2009 by one inspector over a period of approximately eight hours.

A range of evidence was used to make judgements about this service to include discussions with people using the service, visitors, the director, registered manager and staff. We also examined a number of records to include care records of people living at the home, staff training, staff recruitment and health and safety records.

Three people who live in the home were case tracked this involves establishing individuals experience of living in the care home by meeting them, discussing their care with staff, looking at care files and focusing on outcomes. Tracking peoples care helps us understand the experiences of people who use the service.

An Annual Quality Assurance Assessment AQAA document was posted to Norton Hall for completion. The AQAA is a self assessment and a dataset that is filled in once a year by all providers. It informs us about how providers are meeting outcomes for people using their service and is an opportunity for them to share with us areas that they believe they are doing well. By law they must complete this and return it to us within a given timescale. The director completed this, and some of the information is included in the report.

The purpose of the inspection was to assess all 22 Key National Minimum Standards for Care Homes for older people and any further standards necessary. We also looked at compliance with the requirements made at the last inspection visit carried out on 3rd January 2007. An annual service review was carried out on 27th June 2008. This did not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection. The report is available at the service.

Information to produce this report was gathered from the findings on the day and also by review of information received by CSCI prior to the inspection date. A quality rating is provided throughout the report based on each outcome area for the people who use the service. These ratings are described as excellent/good/adequate or poor based on findings of the inspection.

Fees are published in information given to prospective clients. The weekly fee range is 495.00 to 650.00 per week. Readers wishing to know more about this information should contact the service directly.

What the care home does well:

Norton Hall is managed in the best interests of the people who live there. The director and registered manager have a clear vision for the service. People spoken with considered the service is well managed and that the manager is open and approachable.

People told us they feel they are listened to and they can live their lives without any restrictions.

People told us they are treated well by staff and comments include:

"The care here is very good"

" Staff treat me with respect"

Testimonials we saw from relatives who had loved ones cared for at the home include

" I think the fact that she just lived to such a great age was down to the care and attention she received at all times."

" Thank you for all your kindness, support and dedication which you gave to Mum." " I enjoyed visiting Norton Hall and was delighted to experience such a lovely family atmosphere and such friendly residents and staff."

" You all treated us as friends and the way you treated our precious Mum with such lovely kindness and dignity was unbelievable and we shall never forget that."

" No words can express my gratitude for all the care you gave to my wife during her three years in your care."

There is a clear assessment and care planning process, which means the home follows an agreed plan in meeting individual's needs. Health care needs are monitored and appropriate health care professionals are involved if required with individual's.

There is a clear complaints procedure in place, which people can access readily.

The home is clean, and individuals are encouraged to personalise their bedrooms.

There is a robust recruitment procedure in place, and staff are trained and appropriately supervised.

Policies and procedures are reviewed annually and a good quality assurance system is in place.

What has improved since the last inspection?

On going building maintenance continues with planned improvements which are acknowledged by the provider within the building and maintenance plan for the home.

A new boiler with thermostatic controls throughout the home has been installed.

Over 50% of care staff are qualified to NVQ level 2 or above.

The home has been awarded a five star rating in food hygiene.

What they could do better:

It was acknowledged by the provider that the requirement to continue improvements with the environment are necessary to provide a comfortable place for everyone living at Norton Hall.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line –0870 240 7535.

Details of our findings

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Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home understands the importance of having information about their service so that people can choose a home that will meet their needs and preferences. The admission process is personalised so that people are given consideration to their individual needs, concerns and anxieties before moving into Norton Hall.

Evidence:

The home have developed clear information, available in large print format to help people understand what services the home can provide. This information forms part of an information pack, which includes photographs of the premises and information about the service including fees charged.

People are only admitted to the home following an assessment of their needs carried out by the registered manager. We case tracked one individual who was recently admitted to the home. We talked to them and their family member about their experience of the admission. They told us that a visit took place from the registered

Evidence:

manager to the individual who was in hospital prior to their admission. Their needs were discussed with them. Their family member told us that they viewed the home, and several others in the area before making a decision about which home to choose. They praised the registered manager for answering their questions fully and providing good written information for them to read.

We looked at the records for this person and found a comprehensive record of the pre placement assessment. Information had also been gained from the health care professionals at the hospital.

Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People's care needs and risk assessment are set out in their individual plans of care, which ensures that all care needs have been addressed.

There are safe medication systems in place and staff training ensures that the home's procedures are complied with and that individual's health matters are safely addressed.

People are treated with respect and their right to privacy is upheld.

Evidence:

Individual's care records are stored on the home's computer. These are maintained by trained staff, information received from other staff is also included. Paper records are kept and stored securely. It was confirmed by care staff that they have access to paper records. Care plans we looked at for three people were detailed and explained to staff how people preferred their care to be given. Choices that people had made within their individual plans were seen to be put into practice. For example someone's

Evidence:

arrangement to manage their diabetes with regard to their diet. They told us "staff follow my wishes with regard to what I like to eat particularly because I have to follow a special diet." Individuals preferred social activities were documented and when we spoke to the people we case tracked they were able to confirm they were able to carry out the choices they had made. One person told us they like to rise quite late in the morning; it was late morning when we met this person who was still resting at that time. They also told us that they like the 'care in progress' notices used by staff when they are receiving their personal care. This means that staff are sensitive to promote the privacy and dignity of people living at the home.

Care plans contained detailed clinical information about the individuals we case tracked. These were up-to-date and we were able to clearly see the input from other health care professionals involved in individuals care. For example the involvement of the tissue viability nurse involved with one individual we case tracked.

We were also able to see when we visited the bedrooms of those people we case tracked pieces of equipment that had been identified in care plans as required. These included pressure relieving mattresses, pressure relieving cushions, specialist armchairs and wheelchairs.

The home has policies and procedures in place for the safe handling of medication. We looked at the medication administration records and storage of medication for the people we case tracked. At the front of each person's medication administration record (MAR) there is a photo of the person so that new staff would know who to give medication to. MAR's had been signed when medication had been given indicating that medication had been given as prescribed. Only trained nurses administer medication at the home. We spoke to a nurse who was able to competently explain all procedures and practices relating to the safe handling of medication. We observed the administration of a controlled drug. Two nurses followed the correct procedures for this medication. Medication receipt and disposal was satisfactory and in line with good practice. The requirement made at the last key inspection with regard to medication records being fully maintained was considered to be met.

We observed people to be treated with respect during the visit with their dignity and privacy being maintained. The staff group were patient, kind and caring throughout the day. People we case tracked confirmed this is the case at all times. One relative we spoke to told us that staff were always kind and caring and whenever they visited their relative they observed all individuals to be treated with respect.

One care plan stated " unable to maintain care and physical well-being. Unable to

Evidence:

maintain without support of staff. This should be offered in a positive and sensitive way aimed at promoting independence. Encourage Mrs X to wash what she can, brush teeth, hair, choose clothes and make decisions and choices which impact on her physical well-being."

Daily life and social activities

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are provided with social activity and can keep in contact with family and friends. Social, cultural and recreational activities meet people's expectations through assessment, consultation and choice. People living at the home receive a healthy diet according to their assessed requirement and preferences.

Evidence:

All three care plans we looked at identified people's likes and dislikes and preferred routines. People we case tracked and other people we spoke to during our visit told us that their daily routines are flexible and they are able to choose how they wish to spend their day. Individuals told us that their family and friends could visit at any time. This was also confirmed by visitors we spoke to who told us there are no restrictions on visiting. The home has a weekly activity plan, which was on display on the notice board. The activities scheduled for the day of our inspection took place. The hairdresser was also visiting the home on the day of our visit, people spoken to said they enjoy this facility. The home have raised money with the support of "The friends of Norton Hall" to refurbish a sensory room, this is a pleasant room where people can attend for hairdressing and complimentary treatments such as nail care. One relative spoken to plays an active part in "The friends of Norton Hall" group and shared with us some of the activities that take place at the home. This included a trip out on the

Evidence:

home's minibus at Christmas to take people Christmas shopping. One person we case tracked told us they enjoyed attending the church services regularly held at the home. A regular large print 'Norton news' is available for all people living at the home and their families. We saw the January edition which people we spoke to said they enjoyed reading. A home forum group made up of residents, staff and families meets twice yearly to discuss issues about the running of the home.

People we case tracked told us they were happy with the food provided at the home. One person told us that their special dietary needs are met fully. We spoke to the head chef who demonstrated a clear understanding of the dietary needs and personal preferences of the people we case tracked, which was an accurate reflection of the information held on their care files. Menus were seen and offered choices and a well-balanced diet. The service has achieved a five-star quality rating for 'better food better business' food hygiene regulations from the environmental health officer. We observed the lunchtime meal, which was relaxed in the dining room. Staff were sensitive and discreet in providing support to individuals who required assistance with their meals. One person we case tracked who required special eating implements was seen to have these in place. They also told us that they have Sunday lunch with their relative at the home each week.

Complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People living at Norton Hall have access to a complaints procedure, which is accessible and ensures the views of people are listened to.

Staff receive training so that they have an understanding in adult protection to ensure people they support are protected from abuse, ensuring their well being.

Evidence:

People we spoke with told us they knew what to do if they were unhappy with the service they receive and reported that they have no concerns of complaints about the home. People have access to a complaints procedure, which we saw during our inspection.

Neither the home or CSCI have received any complaints or concerns since our last inspection, which indicates people's continued satisfaction with the service the home provides. All people spoken to were very complimentary about the service provided by the staff at Norton Hall. One relative said, "The staff here are a rare breed, they are all excellent."

People told us they feel safe and secure at the home. Staff are trained in adult protection. One member of staff explained what she would do if she saw any poor practice. She clearly understood the home's policies and procedures on protecting vulnerable adults. There have been no referrals made under local safeguarding procedures since our last inspection.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

People using this service experience **adequate** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The environment of the home in parts is in need of redecoration and refurbishment to provide people living at Norton Hall with a more comfortable place to live.

Evidence:

We took a tour of the home and found it to be clean and tidy. Some bedrooms have been redecorated since our last visit to the home. As mentioned earlier a sensory room has been refurbished. Discussion with the director and examination of the building and maintenance plan for 2009 identifies fully the areas we would expect to see improved. Timescales have been identified within the plan but it was acknowledged by the director that because the home have had to purchase a new boiler, a major expenditure from the building and maintenance budget some timescales have required review. Due to the lack of storage space within the building large pieces of equipment such as hoists are stored in corridors. This has been acknowledged and provision for storage has been designed in the proposed extension to the home.

At the time of the inspection the lift was not in use and awaiting repair. CSCI had been notified about this and the home had carried out a risk assessment in relation to this. We have been notified following our inspection on 17th March that the lift is fully operational again.

Evidence:

There is evidence that the home works closely with the health protection agency and has infection control procedures in place which staff are given training in. It was stated on the AQAA that 39 staff have completed infection control training.

We looked at the bedrooms of the three people we case tracked. These were personalised with their own belongings. They told us " I have everything I need here, my room is comfortable." Another told us "I am happy with my room it is always clean and tidy."

The home is set in pleasant grounds. A gardener keeps grounds tidy. A Gardening club is also held for those people wishing to participate. There are pleasant seating areas in the grounds along with a raised pond and an attractive water fountain.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The arrangements for staffing, their support and development ensures that the needs of the people living at Norton Hall are met. People have confidence in the care at the home because checks are done to make sure that they are suitable to care for them.

Evidence:

We looked at the files of two staff employed since our last inspection to make sure that pre employment checks are undertaken so that staff are checked as being suitable to work with vulnerable adults. Files were well organised and contained all the checks required under regulation.

People told us that the staff treat them well and that they are happy with the care and support they receive. We observed staff supporting people throughout the day, they did this with respect and were professional at all times. Staff told us that they are given regular updates about people living at the home during handover on each shift, and supported through updated care plans. Staff we spoke to demonstrated a clear understanding of the peoples needs we case tracked.

Staffing levels are good for this home, we saw sufficient staff cover on the day of the inspection and staff told us the staff ratio is always good.

Training for the staff is good. We looked at training completed by staff and saw the

Evidence:

relevant training certificates on staff files. Training included dementia, moving and handling, protection of vulnerable adults, health and safety, food hygiene, mental capacity and fire safety. A training plan is in place to assist the manager in planning future training, identifies what training has been undertaken and when, and when training is in need of updating.

It was stated in the AQAA and confirmed by the manager stated that 50% of the care staff have obtained a nationally recognised care qualification NVQ at level 2 and above. The requirement made at the last inspection with regard to a minimum of 50% of care staff being trained to NVQ 2 or above is considered to be met.

All staff are formerly supervised, we saw records to support this. Staff spoken to said they felt well supported by the manager of the home. The homes induction process, consistent with Skills for Care expectations, is thorough and conducted over a period of time. We saw evidence of this on the file of the new carer appointed since the last inspection.

Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People have confidence in Norton Hall because it is effectively managed in the best interests of the people living and working there.

Evidence:

The registered manager is a registered general nurse and has a number of years experience in the care sector. She is suitably qualified to fulfil her role. People told us how the management team are easy to talk to and how well run the home is. The staff receive clear guidance on how to perform their role and there is a clear understanding from staff of what is expected of them. This ensures that people living at the home receive consistent care and support of a high standard.

People living at the home are regularly consulted in what they think about the service and any improvements that could be made. We saw evidence of questionnaires given to people to seek their views. Other interested stakeholders are also issued with questionnaires. We saw the most recent ones, which included one, which said, " I would have to say that you are the only nursing home I recommend people when

Evidence:

asked. I always say the same, the decoration is needing updating and that you are waiting for a refurb. However the care and food is excellent. There is always a good family atmosphere, keep it up"

Testimonials from people who have had loved ones cared for at Norton Hall include " I think the fact that she just lived to such a great age was down to the care and attention she received at all times." " Thank you for all your kindness, support and dedication which you gave to Mum." " I enjoyed visiting Norton Hall and was delighted to experience such a lovely family atmosphere and such friendly residents and staff." " You all treated us as friends and the way you treated our precious Mum with such lovely kindness and dignity was unbelievable and we shall never forget that." " No words can express my gratitude for all the care you gave to my wife during her three years in your care."

A home forum meets twice a year to discuss issues about the home. This is made up of people living at the home, families and staff. We saw minutes of these meetings.

People who are unable to manage their finances are supported through the home. Where money is lodged with the home for safekeeping, this is well managed and accounted for with detailed records kept of money given out or spent on someones behalf. These records are held on computer, kept under password protection.

All checks required such as of the fire safety systems, hot water systems, lifting equipment and electricity are in place. People are protected through regular maintenance of systems and equipment and records to show this are well organised.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Helpline:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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