Care Quality Commission

Random inspection report

Care homes for older people

Name:	Montevideo House
Address:	432 Chickerell Road Chickerell Weymouth Dorset DT3 4DQ

The quality rating for this care home is:	new service which has yet to be given a quality rating
The rating was made on:	

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 review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	**Date:**							
Amanda Bell	2	5	0	8	2	0	0	9

Information about the care home

Name of care home:	Montevideo House
Address:	432 Chickerell Road Chickerell Weymouth Dorset DT3 4DQ
Telephone number:	0
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Althea Health Care Properties Ltd
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	51

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	51	0
mental disorder, excluding learning disability or dementia	51	0

Conditions of registration:
The maximum number of service users who can be accommodated is 51.
The registered person may provide the following category of service only: Care home with nursing - Code N to service users of either gender whose primary care needs on admission to the home are within the following categories: Mental disorder (Code MD) Dementia (Code DE)

Date of last inspection								

Brief description of the care home
Montevideo House is a mostly purpose built care home with nursing, located on a main road on the western edge of Weymouth. There is a bus stop close to the home, providing a service to and from Weymouth town centre. Montevideo House is registered to provide care with nursing to elderly people with a mental disorder, including dementia. The home comprises a ground, first and second floor providing accommodation for a maximum of 51 people; all are accommodated in single bedrooms with en-suite hygiene facilities. There are assisted bathrooms and communal rooms on each of the three floors. All registered parts of the home can be accessed without the necessity to negotiate steps or stairs; there is a passenger lift. In the basement are the laundry, food storage facilities, and the heating establishment; the basement is not accessible to residents and their visitors. Laundering of clothing and household linen is carried out in the home at no additional cost to residents; items requiring dry cleaning are charged extra because it is necessary to send them out of the home for this service. There is a large attractively maintained garden to one side and rear of the Montevideo House building and car parking spaces at the other side. A hairdresser visits the home each week; there is an additional charge for this service. The home is owned by Althea Health Care Properties Ltd and was registered in their name in June 2009. They have managed the service since February 2009 prior to purchasing the service. At the time of inspection there was no registered manager in place. Fees are charged weekly; at present they range between £650 and £900 per person.

What we found:

This focused inspection was carried out on the 25th August 2009 by two inspectors. The purpose of the inspection was to establish whether the home had complied with a statutory requirement notice with regard to the safe use of bedrails and requirements made in relation to the safe storage, recording and administration of medication had been complied within the timescales that we set at the key inspection on the 28th and 29th July 2009. We arrived at 11am and left at 12:30pm.

We toured the premises and found that the bedrails we identified as being unsafe at our key inspection on the 28th July and our random inspection on the 5th August 2009 had been replaced. We saw that people living in the home who needed bedrails in place were now sleeping in profiling beds, which had the appropriate, safe bedrails attached.

We spoke to nursing staff about the progress that had been made with the requirements relating to medicines and looked at relevant medicine records.

Arrangements have been made to record when medicines administered infrequently are next to be administered. This is to ensure that people receive their medicines at the intervals prescribed to have the most beneficial health effect for them.

Arrangements have been made to ensure that all medicine stock is suitable for use. This is to ensure that out of date stock is removed so reducing the risk of inappappropriate use. Staff told us that out of date stock had been sent for disposal, however no record had been made of this disposal.

Guidance is available for medicines prescribed to be administered "when required" however we found that this was not always detailed enough for people to be assured that they will receive their medicines in a consistent manner in response to their symptoms. We saw that one person had been prescribed a medicine with a variable dose to be given "when required". The reason for giving the medicine was not clear and there was no information to help staff decide how much should be given.

Staff told us the they are taking action to improve their pharmacy service and ensure that medicines are available to be administered in accordance with the directions of the professional prescribing them. However at the time of this inspection we saw that some medicines had been unavailable for administration during the present month due to gaps in the supply.

The requirement relating to obtaining blood samples and administering injections could not be checked because at the time of the inspection no-one living in the home was having blood samples taken or having injections. We saw no equipment for taking blood sample in the home.

Staff showed us sheets which they use for recording that creams and ointments have been used as prescribed. These included a body map to show where they need to be applied and a recording sheet for carers to sign when they have applied them. This is good practice to ensure that these medicines are used correctly.

Records had not been made of some medicines disposed of from the home, including those taken with a person moving from the home. Records had not been made of some of the medicines received into the home for the current month. This means that there is no audit trail to show that medicines have been received into the home, used and disposed of safely and appropriately.

What the care home does well:

The Home continues to co-operate fully with the Care Quality Commission in an effort to improve the care and facilities for those people living at Montevideo House and have kept us informed of their progress.

What they could do better:

As a result of this inspection we made one further requirement that records must be kept of the receipt of all medicines into the home and of the disposal of all unwanted medicines. This is to ensure that medicines have been used safely and that people's health is protected.

The other requirements listed at the end of this report were made at the previous key inspection and were not assessed during this random inspection. They will be fully assessed at the next key inspection. The Registered Provider has supplied us with details of how these requirements are being met.

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 2.

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, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
1	3	14	The registered person shall not provide accommodation to a service user at the care home unless their needs have been assessed by a suitably qualified or suitably trained person. To ensure the home will be able to meet the persons needs when they arrive in the home.	28/08/2009
2	4	18	The registered person must ensure that the persons employed by them to work at the care home receive training appropriate to the work they are to perform. This must include training in dementia care. This will ensure that those people living at the home who suffer with dementia will receive the appropriate care.	28/10/2009
3	7	14	The registered person must ensure that a written plan is drawn up in sufficient detail to meet the health and welfare needs of service users. To ensure that staff have accurate and detailed	27/08/2009

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, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
			information to meet each person's health needs.	
4	8	12	The registered person must make proper provisison for the health and welfare of service users. To ensure that people receive adequate nutrition and hydration and monitoring charts are completed and used effectively.	27/08/2009
5	9	13	(2) Arrangements must be made to ensure that safe practices are followed when obtaining blood samples and administering injections. This is to prevent the risk of needlestick injury occuring and the risk of cross infection.	19/08/2009
6	9	13	(2) The provider must ensure that there are clear protocols and guidance available for those medicines prescribed to be administered "when required". This is so that people can be assured that they will receive their medicines in a consistent manner in response to their individual symptoms.	19/08/2009
7	12	12	The registered person must consult with service users and make provision for recreational and social	28/10/2009

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, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
			opportunities based on their needs and preferences. To minimise risks of boredom and associated distress.	
8	15	16	The registered person shall ensure that food is provided to meet the needs of service users, at appropriate times and of a sufficiently appetising standard, to encourage residents to accept adequate nutrition. This will enhance their quality of life by enjoyment of food and promote physical wellbeing.	28/09/2009
9	16	22	The registered person shall establish a procedure for considering complaints, which is appropriate to the needs of service users and ensure that all complaints are investigated. So that the people who use the service are listened to and action is taken accordingly.	28/09/2009
10	18	13	The registered person must make arrangements, by training staff or by other measures, to prevent service users being harmed or suffering abuse or being placed at risk of harm of abuse. To ensure that staff are aware of safeguarding	24/08/2009

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, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
			guidance and report any suspicions or actual abuse to the appropriate agencies. This must include any reports of bruising of unknown origin.	
11	19	23	The registered person shall ensure that the physical design and layout of the premises meets the needs of service users, that it is kept in a good state of repair externally and internally, that there is available the necessary moving and handling equipment. this must include the replacement of worn carpets and the provision of slide sheets. To promote and protect the comfort and safety of people living in the home	28/10/2009
12	26	13	The registered person must ensure that all staff have undertaken training in infection control. To minimise the risk of cross infection.	28/10/2009
13	26	16	The registered person must ensure that the home is kept clean and make suitable arrangements for maintaining satisfactory standards of hygiene in the care home. To ensure that the risk of cross infection is minimised	24/08/2009

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, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
			and the home is a more pleasant place to live.	
14	29	19	The registered person shall not employ a person to work at the care home unless he has obtained in respect of that person the information and documents specified in Schedule 2. To protect vulnerable people from risks of harm and abuse	14/08/2009
15	30	18	The registered person shall ensure that all staff have undergone induction training in line with the standard of Skills for Care. This must be done retrospectively if staff have not had induction training to this standard. This is to ensure that staff have the necessary skills and competencies to meet the needs of the resident group.	28/10/2009
16	31	8	The registered person must appoint an individual to manage the care home where there is no registered manager in respect of the care home. To provide leadership to staff and ensure that residents have good care.	28/10/2009
17	33	24	The registered person must establish and maintain a system for evaluating the quality of the services provided at the care home.	28/10/2009

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, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
			To identify any shortfalls in the service so that action can be taken to improve.	
18	36	18	All nursing and care staff must be appropriately supervised To recognise training needs and personal development of staff.	28/10/2009
19	37	17	The registered person must maintain in the care home records specified in Schedules 3 & 4 of the Care Homes Regulations 2001. This will ensure that up to date and accurate information with regard to the care home is available.	28/10/2009

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, 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
1	9	13	Records must be kept of the receipt of all medicines into the home and of the disposal of all unwanted medicines. This is to ensure that medicines have been used safely and that people's health is protected.	30/10/2009

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

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got 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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.