Care Quality Commission

# Random inspection report

## Care homes for adults (18-65 years)

| | |
|---|---|
| Name: | Speakers Court |
| Address: | St James`s Road<br>Croydon<br>Surrey<br>CR0 2AU |

| | |
|---|---|
| The quality rating for this care home is: | one star adequate service |
| The rating was made on: | 23/06/2009 |

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:** | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Lee Willis | 1 | 8 | 0 | 9 | 2 | 0 | 0 | 9 |

## Information about the care home

| | |
|---|---|
| Name of care home: | Speakers Court |
| Address: | St James`s Road<br>Croydon<br>Surrey<br>CR0 2AU |
| Telephone number: | 02086650745 |
| Fax number: | 02086650745 |
| Email address: | laura.baker@scope.org.uk |
| Provider web address: | www.scope.org.uk |

| | |
|---|---|
| Name of registered provider(s): | SCOPE |
| Type of registration: | care home |
| Number of places registered: | 7 |

| Conditions of registration: | | |
|---|---|---|
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| physical disability | 7 | 0 |

| Conditions of registration: |
|---|
| The maximum number of service users who can be accommodated is: 7 |
| The registered person may provide the following category of service only: Care Home Only (CRH - PC) to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Physical disability ? Code PD |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Date of last inspection | 2 | 3 | 0 | 6 | 2 | 0 | 0 | 9 |

Brief description of the care home

Speakers Court offers accommodation and personal support for up to seven adults with Cerebral Palsy and associated physical disabilities. The five self-contained flats that make up Speakers are owned by Croydon Church's Housing Association, but are managed and staffed by the registered charity Scope.

The services registered manager, Laura Baker, who has been signed off on long term sick leave since August 2008, resigned her position in July 2009 and will not be

Brief description of the care home

returning to Speakers Court. A new permanent manager has been appointed who starts this September (2009).

Located in the Broad Green area of Croydon the service is relatively close to a wide variety of good leisure and community facilities. The service is also close to a number of very good bus, tram, and rail links with excellent connections to London and the areas surrounding Croydon.

The five self-contained flats that make up Speakers all have there own front doors which open out onto a well maintained old converted church courtyard. Each flat has a large open plan lounge/kitchen area, separate bedroom, and en-suite toilet and bathing facilities. The flats have also been suitably adapted to meet the individually assessed needs and wishes of the occupants and maximise their independence. All the flats are wheelchair accessible. There is a separate office located within the complex, which has its own kitchen, toilet and shower facilities, and sleep-in room for staff.

All the occupants are provided with copies of the homes Statement of Purpose and Guide. Scope currently charges between £39,000-£59,000 a year for each placement for facilities and services provided.

## What we found:

This unannounced site visit was carried out to determine whether or not Speakers Court had fully complied with the statutory enforcement notice we served in July 2009 regarding its poor medication handling practices.

This random inspection was carried out over one hour on the morning of Friday 18th September 2009. We informally interviewed the two support workers who were both on duty at the time of the visit; looked at Medication Administration Records (MAR) sheets kept by staff since 30th July for all five of the people who currently reside at Speakers Court; and examined the contents of the medication cabinet located in the services office.

## What the care home does well:

No recording errors were noted on any of the MAR sheets examined where staff had failed to correctly sign and date any medication they had received, administered or disposed of. Both staff met also demonstrated a 'relatively' good understanding of what constitutes best practice regarding the safe handling of medication in a residential care setting and were able to confirm that they had been reminded about their medication handling responsibilities in the past month.

One member of staff told us the felt the services medication monitoring arrangements had also been significantly improved since our last visit. This member of staff confirmed they had a new duty of care to check the previous shifts (staffs) medication handling practices at each handover and that senior managers representing Scope 'spot checked' MAR sheets at regular intervals.

We are not aware of any medication errors that have occurred within the service since our last key inspection. We can also confirm the statutory notice and all the outstanding requirements made regarding poor medication handling practices have been complied with in full.

## What they could do better:

This service needs to ensure recent improvements made to the way staff handle medication on behalf of the occupants of Speakers Court are sustained. Progress made by the new manager to achieve this aim and met all the services outstanding requirements, which were no looked at during this visit, will be assessed at Speakers Courts next key inspection.

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 | 1 | 6 | The services Statement of purpose and Guide must be kept under constant review (i.e. at least annually), and where appropriate revised to reflect any changes in provision.<br><br>This will ensure prospective new occupants and their representatives have all the information they need to make an informed decision about whether or not to live at Speakers Court. | 01/08/2009 |
| 2 | 6 | 17 | All the occupants must have care plans that set out in greater detail any specialist communication needs of the occupants and their preferred method of communication.<br><br>This will ensure staff have all the information they need to communicate effectively with the occupants in their preferred method of communication. | 01/09/2009 |
| 3 | 6 | 12 | All the occupants must have care plans that set out in greater detail all the support they require to have their unique social needs and | 01/09/2009 |

## 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 |
|---|---|---|---|---|
| | | | wishes met.<br><br>This will ensure staff have all the information they need to meet the social needs and wishes of all the occupants. | |
| 4 | 19 | 17 | All the occupants must have up to date health care action plans that contain detailed information about the outcome of all the appointments occupants have with health care professionals.<br><br>This will ensure anyone authorized to inspect the record can determine whether or not occupants health care needs are being suitably met and monitored. | 01/08/2009 |
| 5 | 23 | 13 | All the people who work at the service must receive Scopes own safeguarding vulnerable adults training.<br><br>This will ensure all the staff have the necessary knowledge and skills to minimise the risk of the occupants being harmed, neglected and/or abused. | 01/09/2009 |
| 6 | 35 | 18 | All the care staff who work in the service must receive or up date their training in fire safety, first aid, food hygiene, and infection control.<br><br>This will ensure all the staff have the necessary | 01/10/2009 |

## 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 |
|---|---|---|---|---|
| | | | knowledge and skills to meet the needs and wishes of all the occupants. | |
| 7 | 37 | 9 | The provider must appoint a suitably competent, qualified and experienced permanent manager to be in operational day to day control of this service.<br><br>This will ensure the occupants benefit from living in a service which is consistently well managed. | 01/10/2009 |
| 8 | 42 | 17 | A record of every fire drill or test of fire equipment (including the fire alarms) conducted within the service and of any action taken to remedy defects must always be kept in the service and made available for inspection on request.<br><br>This will enable anyone authorised to inspect these fire records to determine whether or not they are sufficiently robust to keep the occupants, their guests and staff safe. | 22/08/2009 |

# 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 |
|---|---|---|---|---|
| | | | | |

**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

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| 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 Adults (18-65 years) 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:

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