

Key inspection report

Care homes for older people

Name:	St Lawrence`s Lodge
Address:	275 Stockport Road Denton Tameside M34 6AX

The quality rating for this care home is:

two star good service

A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

Lead inspector:	Date:
John Oliver	1 0 0 9 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the care home

Name of care home:	St Lawrence`s Lodge
Address:	275 Stockport Road Denton Tameside M34 6AX
Telephone number:	01613362783
Fax number:	F/P01613362783
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Janet Elvin
Type of registration:	care home
Number of places registered:	20

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	20
old age, not falling within any other category	0	20
physical disability	0	7
sensory impairment	0	1
Additional conditions:		
Service users to include up to 20 OP, up to 20 DE (E), up to 7 PD (E) and up to 1 SI (E).		

Date of last inspection									
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Brief description of the care home
<p>St Lawrence Lodge is a residential care home adapted to meet the needs of 20 service users. Previously a Victorian vicarage, the adaptations now provide accommodation on two floors. In total there are 18 single rooms, three of which have en-suite facilities, and one shared room. The communal area is on the ground floor. The home is open plan in nature, having a large lounge and smaller dining area to the rear of the room. The dining area opens onto the small garden that is well used in the better weather. A conservatory has been added to provide an area for those residents who smoke. Adapted baths and toilets are located throughout the home. Car parking is available to</p>

Brief description of the care home

the side of the building. The home is situated in a residential area, close to the centre of Denton. There is a shopping centre and market within walking distance. The adjacent towns of Ashton and Stockport are accessible by public transport. The service users who live at St Lawrence Lodge have been assessed as requiring residential care. The Commission for Social Care Inspection has registered the home to provide care for older people who may have dementia or a physical disability. Fees for accommodation and care at the home costs three hundred and ninety three pounds. Additional charges are also made for hairdressing and chiropody services, newspapers and personal toiletries.

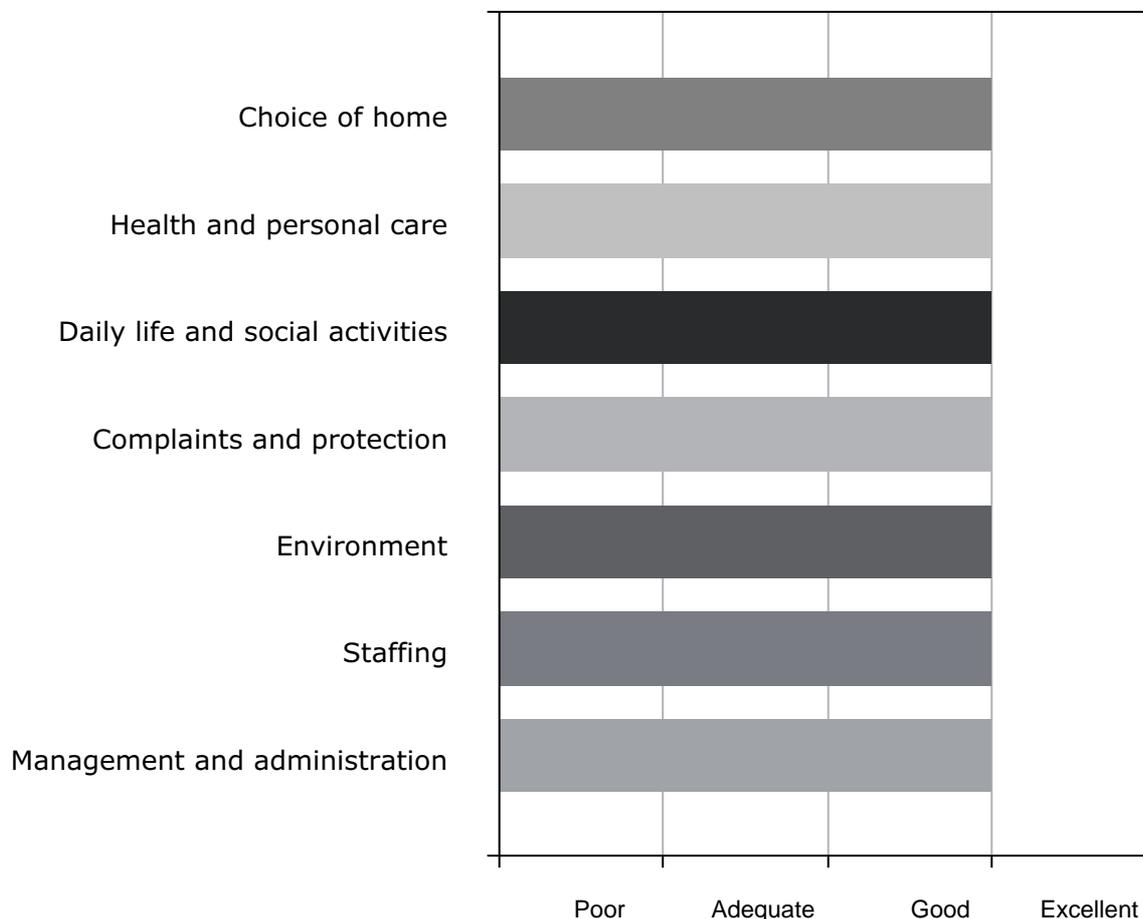
Summary

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

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

This inspection report includes information received about the service since the last key inspection took place on 12 September 2007.

Additional information used to complete the inspection report may include incidents notified to us by the manager of the home and other people and/or agencies, including any concerns and complaints.

During the inspection visit time was spent talking to people living in St Lawrence's Lodge, observing how staff work with people and talking to the management and staff on duty. Documents and files relating to people and how the home is run were also seen and a partial tour of the building was made.

What the care home does well:

The atmosphere of the home was warm and welcoming and people living in St Lawrence's benefited from the support of a well-trained, enthusiastic and committed team of staff.

People's needs were re-assessed on a monthly basis and care plans were in place that reflected the individuals' identified needs. Such up to date information enabled staff to deliver support and meet those identified needs in the most appropriate ways.

We were told that people really enjoyed the meals and were happy that there was enough food and choices made available to them.

Staff told us they that they were happy with the way the home and service was managed and comments included, "We have a good owner and management team" and "We get plenty of training".

What has improved since the last inspection?

Staff had continued to receive appropriate training including Deprivation of Liberty and Mental Capacity Act training. It is important that staffs training is closely monitored and that appropriate training is provided so that people using the service can and should benefit from a skilled staff team carrying out good practice at all times.

Improvements had been made to environment including new flooring in the lounge and dining room, new furniture in some bedrooms and the redecoration of the main living areas.

What they could do better:

Medication that needs to be given 'as and when required' could be better managed to ensure that balances of all medication stored in the home can be accounted for at all times and to minimise any potential risk of errors occurring when medication is being administered to people living in the home.

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 on page 4.

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

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

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

People's needs were assessed prior to admission so that the management of the home could decide whether they could support those needs.

Evidence:

The manager described the referral and initial assessment process. On receipt of a referral the manager and another member of the care staff team would visit the prospective person and carry out an assessment of their needs to determine if they can be supported by the staff and management team. Where possible people were encouraged to come and visit the home and meet other people living and working there to help them make a decision on coming to live there.

Most referrals were received through local authority adult services and we saw examples of different types of assessments that had been provided to the home. In most instances they contained comprehensive information in relation to emotional, physical and mental health.

Evidence:

We recommended to the manager that once a pre-admission assessment had been completed, they write to the person and/or their representative to confirm that the home can/cannot meet their assessed needs.

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

People's general health needs were known and they were supported to access the relevant services. The medication administration system helped to make sure people had taken the medication they require to stay healthy.

Evidence:

Each person had their own individual file and care plan that was based on information gathered from relevant assessments and through knowledge gained by staff as they get to know the person.

Care plans sampled showed good examples of risk assessments with clear and detailed support guidance and interventions to reduce the identified risk such as difficult behaviour and medical conditions. We also saw that people's hobbies and interests were recorded within their care plans for example, 'L still regularly prays and actively practices his religion. L enjoys board games, cards, jigsaws, L enjoys chatting but also enjoys his privacy'. It is good that care plans reflect the personal choices of each individual to make sure staff are aware of how to meet the individuals' needs in the way they would like.

Evidence:

Care plans were being reviewed on a monthly basis. Records of these reviews were maintained and a system was in place to make sure all care staff had read the review and signed to say they had done so.

Examples were also seen to show that other healthcare professionals such as District Nurses, GP's, Chiropodists and Opticians were involved in maintaining the health of people living in St Lawrence's.

The medication administration system was assessed and found that records of deliveries and returns were being maintained. The medication administration records (MAR) were sampled and found to be signed to show that all the required medication had been administered. We randomly selected a number of people's medication to check that was to be given 'as and when required'. We found that in four instances the balances of this medication was not correct. It is important that all medication can be accounted for at all times to minimise any potential risk to people using the service from errors occurring in medication administration. The manager confirmed that a system would be set up to regularly audit all medication to minimise the risk of such errors occurring again.

Interactions between staff and people living in the home were observed to be positive and respectful. One person spoken to told us, "Staff here are really good, they are like your family and will do anything you ask of them" and "I get my medication when I should, I have lots to take".

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

People were supported to make choices and maintain control over their own daily routines and activities.

Evidence:

Breakfast was served from around 8:00 am until 10:00 am, with people free to get up at different times. The main meal of the day was served 12:00 until 1:00 and the tea time meal was served between 4:00pm and 5:00pm with a light snack provided at suppertime. Tea and coffee were available throughout the day as were light refreshments and snacks.

People spoken to said they were happy with the meals and that choice was always available for each meal. We observed a main meal being served and noted that dining tables were nicely presented with all appropriate condiments in place for the meal being served. Staff offered each person a choice of pork casserole or chicken or something different if they did not want either choice. Meals were nicely presented, hot and appeared adequate in portion size. From the minimal amount of waste being returned to the kitchen it was judged that most people enjoyed their meal and when spoken to comments included, "That meal was lovely", "The food here is always to a good standard" and "They always ask you what you want - you can have anything

Evidence:

within reason".

We also spoke to two regular visitors to the home who told us, "All the resident's are well fed", "The cooks make excellent things", "Tables are always set properly" and "Drinks and snacks are always made available".

We observed staff sensitively helping those people who required assistance with eating their meals. Aids such as plate guards were provided where necessary to enable people to maintain as much independence as possible.

A record of the social and leisure activities that people enjoyed and took part in was being maintained. Activities included, arts and crafts, quizzes, bingo sessions, table games and reminiscence.

Three senior staff had attended a course of training that enabled them to provide stimulation specifically for those people suffering with dementia. This is a specialised therapy activity session known as 'Sonas'. It's aim it to involve those people who may no longer have the capacity to become involved in other activities.

People were encouraged and supported to keep contact with their families and visitors spoken to told us that they were always made to feel welcome. People's religious needs were met through visits to the home by church members and people attended services at local places of worship.

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

The policies, procedures and staff practices were present to protect vulnerable people from abuse and protect their wellbeing.

Evidence:

The formal Complaint Procedure set out the stages, timescales and the procedures for people to follow if they want to make a formal complaint. The procedure was made available to people and was also on display throughout the home. The manager also told us that when a person first moved into St Lawrence's the complaints procedure was fully discussed with them and their families/representatives. It is important that people know that their concerns and complaints will be taken seriously without fear of recrimination.

The manager told us that 17 complaints had been received within the last 12 months and that all had been satisfactorily resolved within 28 days. These complaints were mainly of an informal nature and were dealt with by staff at the time. Comments from people using the service suggested that they were aware of the complaint procedure and who they would speak to if they had any concerns. We also spoke with a number of visitors to the home who also confirmed that should they have any concerns or worries they would speak with the manager.

The Adult Protection Policy and procedure set out the role of the management and staff in protecting people. The manager and staff spoken to were aware of the process

Evidence:

to follow in the event of an allegation or incident of abuse. Staff spoken to were also aware of their role in protecting people and what they would do if they had any concerns. The manager and deputy manager had discussed the adult protection procedure with staff during staff meetings and had made the policy available for them to read.

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

The home was clean, tidy and safe with a routine maintenance programme in place.

Evidence:

The standard of decoration throughout the home was good with the main lounge, hall, stairs and landing having just been redecorated. New flooring had also be laid in a number of areas throughout the home and an ongoing maintenance and refurbishment programme was in place.

Bedrooms seen were clean, tidy and adequately furnished and a number had been personalised to reflect the character of the person whose room it was. New furnishings had been provided in a number of rooms and the manager told us that as rooms became vacant they would be assessed and any necessary refurbishment work would be carried out. The home employed the service of a maintenance person who carried out day to day repairs around the home.

As we looked around the home we noted that the privacy locks were missing from toilets 30 and 31 and should be replaced as soon as possible. It is important that people are assisted to maintain their privacy and dignity at all times.

Laundry facilities were appropriate to meet the needs of the people living in the home.

Evidence:

Visitors to the home told us that they always found the home to be clean with no unpleasant odours being apparent.

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

People were being supported by sufficient numbers of appropriately qualified and experienced staff.

Evidence:

At the time of this visit there appeared to be enough staff on duty to meet the needs of the people living in the home. A rota was made available and this indicated that a consistent group of staff were used to meet the needs of the people living in the home. Three members of the staff team had recently left and, at the time of this visit, the manager was in the process of recruiting to these vacant posts. The manager confirmed that all vacant hours were being covered by existing staff and that no agency staff were ever used. As no new staff had been employed since the last key inspection we did not inspect personnel files on this occasion. The manager did however confirm that all staff had received thorough pre-employment checks including Criminal Record Bureau (CRB) enhanced disclosures and appropriate references before they started working in the home.

People living in the home told us, "Staff are very good" and "There is always someone there to help you". Visitors to the home also told us, "Carers are very good" and "Every time we visit there are always enough staff on duty - everyone is well looked after". We also spoke to a number of staff on duty who told us, "We have a regular staff team who have a good sense of responsibility to the residents and the home" and

Evidence:

"There is usually enough staff to meet everyone's needs on a daily basis, sometimes there can be too many".

The manager confirmed that 100% of care staff had successfully achieved obtaining a National Vocational Qualification (NVQ) at Level 2 and all senior care staff hold Level 3. A training file was in place and each person working in the home had an individual training sheet demonstrating what training they had participated in. A number of these training records needed bringing up to date as we saw evidence of some training people had done but had not been recorded.

One member of the staff team told us, "We get plenty of training, I've recently done Dol's (Deprivation of Liberty) and MCA (Mental Capacity Act) training, safeguarding, medication, moving and handling and basic food hygiene". It is important that staff are given the opportunities to maintain and further develop their knowledge and skills in order to continue supporting people living in the home in the most appropriate ways.

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

The management, policies and procedures for the operation of the home were in place and worked in the best interests of people.

Evidence:

The management team of the home consisted of the registered manager and an experienced deputy manager. The manager is very experienced and has achieved gaining numerous qualifications including the Registered Managers Award (RMA), is a Moving and Handling facilitator (trainer) and a National Vocational Qualification (NVQ) assessor at levels 1,2 and 3. We saw further evidence to show that she continues to update her knowledge and skills by attending various training courses. It is important that the manager of the service regularly updates her knowledge and skills in order to be able to support all staff to carry out their job roles effectively.

We spoke to both staff and people living in the home to gain their views about the management of the home and comments included, "Helen (manager) is fantastic", "We have a good owner and management team", "We have a very good manager who

Evidence:

is supportive, compassionate and very approachable" and "The manager is great with the staff and the resident's".

People living in the home meet on a regular basis for meetings. This was an opportunity for people to talk about any concerns and raise any issues. These usually consisted of discussions around activities and meal choices.

The manager had also asked people and supported them to complete questionnaires to seek their views of the service they received. She told us that "Not a lot of feedback was received" and we discussed various ways of gaining the views of others involved in the service such as other professionals and also from people's families which would help in establishing how well people were being supported.

The service has been successful in maintaining the Investors-in-People award for the past six years.

There were systems in place for managing and safeguarding any monies held on behalf of people living in the home and appropriate receipts and records were kept.

A recent fire risk assessment had been carried out by the local Fire Officer that made a number of recommendations. The manager stated that these had been addressed including a fire risk assessment for the home being put in place. Visual checks were made of fire equipment, means of escape and the fire alarms were regularly checked. Fire drills were also being carried out.

We randomly selected a number of servicing records and found that the lift, fire alarm, hoists and fire fighting equipment had all been checked and serviced.

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
1	9	13	<p>Balances of medication prescribed to be taken 'as and when required' must be correct at all times.</p> <p>To ensure all medication in the home can be accurately accounted for.</p>	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
1	3	Following a pre-admission assessment being carried out, the manager of the service should write to the person and/or their representative to confirm that the home can/cannot meet their assessed needs. It is important that people are clear that the service can/cannot meet their identified needs.
2	19	Privacy locks should be fitted to toilets 30 and 31 to ensure people are assisted to maintain their privacy and dignity at all times.
3	33	An effective quality assurance and quality monitoring system, based on seeking the views of people using the service should be put in place to measure the success in meeting the aims, objectives and statement of purpose of

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
		the home. This would enable appropriate action to be taken where shortfalls in service may be identified.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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