

Random inspection report

Care homes for older people

Name:	Sherrington Nursing Home
Address:	13 Heaton Road Heaton Bradford West Yorkshire BD8 8RA

The quality rating for this care home is:	three star excellent service
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:							
Mary Bentley	1	4	0	4	2	0	1	0

Information about the care home

Name of care home:	Sherrington Nursing Home
Address:	13 Heaton Road Heaton Bradford West Yorkshire BD8 8RA
Telephone number:	01274494911
Fax number:	
Email address:	enquiries@lhn.co.uk
Provider web address:	

Name of registered provider(s):	Lister House Limited
Name of registered manager (if applicable)	
Mrs Jacqueline Mitchell	
Type of registration:	care home
Number of places registered:	39

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	39
physical disability	39	0
terminally ill	6	0

Conditions of registration:								
Date of last inspection								
Brief description of the care home								
Sherrington Nursing Home was purpose built and registered in August 2005. It provides personal and nursing care for up to 39 people.								
The home is situated in the Heaton area of Bradford adjacent to Lister Nursing Home, which is managed and operated by the same company. It is close to a bus route to								

Brief description of the care home

Bradford city centre and has off road parking.

The home is built on three floors and all its rooms are en-suite. Each floor has a communal lounge with a conservatory room on the top floor providing additional space.

In April 2010 the weekly fees ranged from GBP 365.26 to 771.47, each person's needs are assessed and the fees depend on the level of care required. Extra services not covered by the fees include hairdressing, chiropody and staff escorts to appointments. Please contact the home for more detailed information about the fees and services.

What we found:

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called "notifications" and are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

We sent surveys to the home for people using the service and staff, none had been returned at the time of writing.

One inspector made an unannounced visit to the home. During the visit we talked to people living in the home about their experiences of living there, we also spoke to staff and management.

What this told us about the service.

The home sent us their AQAA when we asked for it, it was clear and gave us all the information we asked for.

The last key inspection was carried out on 3 May 2007, there were no requirements following that visit. Since then we have carried out an Annual Service review every year for the service. These reviews confirmed that the home was continuing to provide good and excellent outcomes to people using the service.

In their AQAA the home told us that people are encouraged to visit before making a decision about moving in permanently. People we spoke to during the visit confirmed that they or their relatives had visited the home before they moved in. Staff told us they are given information about people's needs before they arrive in the home.

In their AQAA the home told us they aim to meet people's personal, health and social care needs in a way that respects their privacy and dignity and takes account of their wishes. People we spoke to during our visit told us they are happy with the care they receive. They said they are given the support they need and want with personal care.

They told us their nursing and medical care needs are met. One person said they had a bad pressure sore when they moved into the home, they said this has now healed and they have a special mattress to reduce the risk of getting pressure sores in the future. People told us the GP visits the home every week and as well as seeing them when they are not well often pops in to make sure they are well. People told us staff respect their privacy and dignity, they told us they can lock their bedroom doors if they wish and said staff always knock on the door before entering.

Staff told us they support people to make decisions about their day to day lives and exercise choice. People we spoke to confirmed this. For example, people said they can choose whether to spend time in their rooms or in the communal areas. One person told us they can come and go as they please, the only thing they are asked to do is let the home know what time they will be going out and returning. They said this has helped them to become more independent and confident about going out. People told us there are activities arranged if they want to take part in them. During the visit we saw a group of people enjoying a word game and information about planned activities is displayed in the home.

People told us they are always offered a choice of meals, one person said the food is "super" and said they really look forward to meal times. During the visit we saw the cook talking to people about their meal choices.

In their AQAA the home told us they have an "open, no blame" culture with a positive attitude to complaints. People told us they know who to talk to if they have any concerns. They said the management team are available and approachable and they said they felt safe and confident that any concerns they might have would be dealt with. Staff told us they have received training on the protection of vulnerable adults and are aware of how to report any concerns about people's well being.

In their AQAA the home told us they aim to provide a safe environment that is properly equipped to meet people's needs. We found the home clean, comfortable and well maintained both inside and outside. People told us the home is clean and comfortable and we saw that people are encouraged to have personal belongings in their rooms.

In their AQAA the home told us that the number of staff on duty is reviewed and adjusted to take account of people's changing needs. They told us staff are supported in developing the skills and knowledge they need to meet people's needs. People we spoke to during the visit told us staff are available when they need them, they said the staff are kind, caring and know what they are doing. Staff told us that they had to provide two written references and have a Criminal Records Bureau (CRB) check before they were allowed to start work in the home. They told us that when they started work they were given induction training which covered what they needed to know to carry out their role. Staff told us they get a lot of training both on safe working practises and on subjects related to the needs of people living in the home. They told us they are well supported by the management team and said they enjoy working at Sherrington.

In their AQAA the home told us the management team aim to provide strong leadership by example. They said they work hard to create an open and inclusive atmosphere where everyone is encouraged to make decisions, exercise choice and express their views of the service provided. During the visit we found the home had an open and relaxed atmosphere and we observed good interactions between management, staff and people

living in the home. People living in the home and staff told us the management team are supportive and approachable and listen to people's views.

What the care home does well:

During the visit we asked people what the service does well. They told us they are happy with all aspects of the service, one person said they had initially come to the home for a short stay but knew on the first night that it was the right place for them.

Another person said the staff had supported them to become more independent, they said this had boosted their self confidence and they are now able to do things they never thought they could.

Several people described the home as having a "family" atmosphere where people feel comfortable and safe.

The home has been awarded a 5 star (the highest) rating by Environmental Health for its standards of food safety and hygiene.

What they could do better:

We have not made any requirements or recommendations following this visit. In the AQAA the home showed us that they are continually reviewing the service and looking at ways to improve it to reflect the views of people using the service and changes in practice and legislation.

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

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

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.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.