

# Random inspection report

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

Name:	2a Waterloo Street
Address:	2a Waterloo Street Cockermouth Cumbria CA13 9NB

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.

<b>Lead inspector:</b>	<b>Date:</b>							
Elizabeth Kelley	0	4	0	6	2	0	1	0

## Information about the care home

Name of care home:	2a Waterloo Street
Address:	2a Waterloo Street Cockermouth Cumbria CA13 9NB
Telephone number:	01900827749
Fax number:	0190068137
Email address:	beverley.steele@westhouse.org.uk
Provider web address:	

Name of registered provider(s):	West House
Name of registered manager (if applicable)	
Miss Beverley J Steele	
Type of registration:	care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0

Conditions of registration:								
The registered person may provide the following category/ies of service only: Care home only - Code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Learning disability - Code LD The maximum number of service users who can be accommodated is: 10								
Date of last inspection								
Brief description of the care home								
West House are the Providers of the services and care at 2a Waterloo Street for ten people who have a learning disability, the majority of whom are older adults. The home is situated in a quiet side street near to the centre of the town of Cockermouth. The home blends into the surrounding community and there is level access to local amenities and facilities. 2a Waterloo Street operates as two units for five people on								

### Brief description of the care home

both the ground and first floors. Private bedrooms are situated on both floors and access to the upper floor is by either stairs or chairlift. The home has good facilities for assisting older people, such as an assisted bath and electric beds. There is a small garden to the rear of the home that includes a public footpath. There are car-parking facilities adjacent to the home. The current scale for charging is #563.32 per week. A Handbook is available for prospective residents, and the latest Commission for Social Care Inspection report is made available on request.

## What we found:

We assessed all the information we have relating to the home. This included:

The annual quality assurance assessment (AQAA) was completed by the Manager. 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 home and the people who live and work there.

We also sent out surveys to gain feedback from people who have stayed in the home, the staff who work there and other people with an interest in the home, such as social workers and health professionals.

We looked at information we have about how the home has managed any concerns, complaints or adult protection referrals. We also considered information supplied to us in Regulation 37 notifications. These are a legal requirement and provide us with information about significant events in the home that affect the people living and working there.

We also look at the previous key inspection report and the results of any other visits that we have made to the home in the last 12 months. Relevant information from other organisations and what other people have told us about the service is also taken into account.

## What the care home does well:

The home had to be evacuated due to flooding in November 2009, and people were moved into a temporary new home, while Waterloo Street was repaired. The organisation and the staff team have worked hard to minimise the impact and distress caused by this sudden event. We have been kept informed of events and Waterloo Street was repaired and people were allowed back in at the beginning of June 2010. The whole of the down stairs has been refurbished, including new windows. People were very happy with their newly decorated and furnished bedrooms and they had been fully involved in making these choices. This is a key strength of the staff team, being trained and skilled at supporting people to make informed choice.

The service is good at providing suitable levels of personal support. On the day people who live in the service looked well groomed, well nourished and content. We checked care plans and daily notes and saw that the staff team paid detailed attention to peoples' wishes and needs. This was confirmed by the comments received in surveys from relatives.

We also saw that people with complex physical needs were given plenty of support. Everyone was dressed individually and staff paid good attention to their wishes as set out in their person centered plans. We saw plenty of evidence to show that people are treated with dignity and respect. The files also contained strategic planning that allows staff to have detailed information about the kind of support to give. We saw files that told staff how to help people with dietary needs and how to encourage independence.

Everyone has a health action plan. Staff make sure people attend appointments and have their health issues dealt with correctly. Individuals have had support from specialists in learning disability, speech therapists, dietitians and other practitioners. The day before records show that a physiotherapist and an occupational therapist came to assess a person for a more suitable chair. Staff receive training in managing conditions like epilepsy. Staff are skilled at understanding and responding to the needs of older people with a learning disability and this is notable in their careful monitoring of health care problems. This allows people to stay healthy and have active lives.

Everyone has their medication reviewed regularly by their doctor or by a specialist. Staff have received training in managing medication. We looked at the ordering, storage, administration and disposal of medicines. The manager discussed how she intended to make the signing in process more robust to reduce the risk of potential errors.

We received overwhelmingly positive feedback from people who live at the home or have contact with it. One survey sums up the views: "Provide the care and support required to maintain individuality, capabilities and independence of people who live at 2a Waterloo Street."

There is evidence the home has robust recruitment systems in place that make sure staff are safely recruited and suitable for their role. Appropriate staff training is also being provided that gives staff the skills and knowledge they require.

Comments from professionals included 'promotes individuality, independence and integration', 'there is flexibility in service provision' and 'keep up the good work'. Staff commented that the home 'provides a varied life for residents and training for the staff. We have a manager who is always available to listen to the staff team'.

The manager is constantly looking at ways of improving the service offered to people, in order to maximise their quality of life and ensure they are safe.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide excellent outcomes for the people who use it.

### **What they could do better:**

There was nothing seen on the day that we judged needed to be done better.

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 Adults (18-65 years) can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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