

Random inspection report

Care homes for adults (18-65 years)

Name:	Bellerose Residential Home
Address:	14-16 Westland Road Watford Hertfordshire WD17 1QS

The quality rating for this care home is:	two star good service
The rating was made on:	02/11/2009

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:
Derek Brown	1 8 0 2 2 0 1 0

Information about the care home

Name of care home:	Bellerose Residential Home
Address:	14-16 Westland Road Watford Hertfordshire WD17 1QS
Telephone number:	01923466630
Fax number:	01923466630FP
Email address:	
Provider web address:	

Name of registered provider(s):	Mastercare Residential Home Association
Type of registration:	care home
Number of places registered:	9

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	9	0

Conditions of registration:									
Date of last inspection	0	2	1	1	2	0	0	9	

Brief description of the care home

Bellerose is a three-storey house, located in a quiet street in a residential neighbourhood in Watford. The home is operated by Mastercare Residential Homes Association, and provides accommodation and care for adults of both sexes who have mental health problems. The building has no lift therefore service users must be physically able to manage stairs. There are seven spacious bedrooms on the ground and first floors, a comfortable lounge and domestic style kitchen on the ground floor and adequate bathing and toilet facilities. Some bedrooms have en-suite showers. The second floor has been converted to provide a semi-independent flat with separate kitchen, lounge and bathroom for two service users planning eventually to move on to fully independent living. Outside to the rear of the building is a small, enclosed paved garden with a small pre-fabricated out building for smokers to use. The home is within

Brief description of the care home

easy walking distance of Watford town centre with its shops and amenities, including bus terminals, two mainline railway stations and an underground station.

The home has a statement of purpose and service users' guide, which include contact details for the Care Quality Commission (CQC). A copy of the latest inspection report is also available in the home for service users and visitors.

Weekly charges, which cover basic care and accommodation, are subject to individual assessment and range from approximately £700 to £1200.

What we found:

The reason for this inspection by a pharmacist inspector was to assess the practices and procedures for the safe use, handling, recording and administration of medicines. A requirement was made at the key inspection in November 2009 for there to be effective processes for the monitoring and administration of medication in the home. We also looked at progress towards meeting this requirement.

We looked at medication storage and found that this was secure and medicines are safely stored away for the protection of residents. The temperature of the cupboard used to store medicines was satisfactory and is monitored daily by staff to ensure the quality of medicines stored there. There is a dedicated cupboard which can be used to store controlled drugs but none were in use at the time of this inspection. A register is used for the recording of controlled drugs and we saw that the entries made when controlled drugs had been in use were satisfactory.

We could not assess the records for the ordering, receipt and disposal of medicines as this was not available. We looked at the medication and medication records for several people in the home and found these were of a good standard and no stock discrepancies were found. However, we noted that for one person who looks after and takes some of the medicines himself, the record made did not clearly identify this. We expect this to be managed rather than make a requirement on this occasion. The management undertake regular checks on the medication and medication records and this is good practice. We consider the requirement made on the last inspection to have been met.

Where people store medicines in their rooms, they are provided with a small lockable safe, in their wardrobe, in which to store them. We saw that for one person, the safe was not secured to the wardrobe. Although we accept that it would be difficult to remove the safe, it is strongly recommended that these are properly secured.

Medicines are only given to residents by trained staff and we saw evidence that staff had been assessed that they are competent to undertake this task.

The home has detailed written policy and procedures for the safe use of medicines and these were last updated in August 2008. However, the detailed guidance from the Royal Pharmaceutical Society ("The Handling of Medicines in Social Care") was not available as recommended on the last inspection. This recommendation has not been rolled forward in this report but it remains good practice to have this available.

What the care home does well:

Medicines are stored securely for the protection of residents.

There are regular checks undertaken to monitor the medication in use and the accuracy of medication records.

What they could do better:

The safes provided for people to store medicines in their rooms should be secured so that they cannot be removed.

The current guidance from the Royal Pharmaceutical Society should be available for staff 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 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
1	20	The safes provided for people to store medicines in their rooms should be secured so that they or not removable.

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 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

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