

# Random inspection report

## Care homes for older people

Name:	West Lodge Residential Care Home
Address:	32 Palmerston Road Buckhurst Hill Essex IG9 5LW

The quality rating for this care home is:	zero star poor service
The rating was made on:	29/12/2008

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>							
Derek Brown	2	4	0	4	2	0	0	9

## Information about the care home

Name of care home:	West Lodge Residential Care Home
Address:	32 Palmerston Road Buckhurst Hill Essex IG9 5LW
Telephone number:	02085044542
Fax number:	02085044542
Email address:	sirdit.westlodge@tiscali.co.uk
Provider web address:	

Name of registered provider(s):	Dr S Seyan, Mr J Kotecha
Type of registration:	care home
Number of places registered:	19

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	19
old age, not falling within any other category	0	19

Conditions of registration:									
Persons of either sex, aged 65 years and over, who require care by reason of dementia (not to exceed 19 persons)									
Persons of either sex, aged 65 years and over, who require care by reason of old age only (not to exceed 19 persons)									
The total number of service users to be accommodated in the home must not exceed 19 persons									

Date of last inspection	2	9	1	2	2	0	0	8
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Brief description of the care home
West Lodge is a large detached property in Buckhurst Hill which offers residential care to 19 people over 65 years of age. The home is also registered to accommodate individuals who suffer from dementia. There are 15 single rooms and 2 double rooms along with a passenger lift to the first floor and a stair lift to the mezzanine floor. To

### Brief description of the care home

the rear of the property there is a garden and a car park.

The home is accessible by public transport and there are shops and amenities nearby.

A copy of the most recent report by the Commission for Social Care Inspection is displayed in the entrance hall and a copy of the service user guide which included a statement of purpose was present in the service users rooms.

## **What we found:**

This inspection, by a pharmacist inspector was to assess compliance with the requirements made concerning medication at the key inspection in December 2008.

Storage of medication is secure for the protection of residents and temperatures of medication storage areas are satisfactory and so ensure the quality of medicines in use.

Each resident can be identified by a photograph held with the medication records, this will prevent medication being given to the wrong person. There is also an introductory profile for each resident at the beginning of the relevant section of the medication records.

Records made when medication is received and disposed of are of a good standard and provide an audit trail of medication in use. Records made when medicines are given to people are of a good standard and demonstrate that people receive the medicines prescribed for them.

## **What the care home does well:**

Records made when medicines are given to people are of a good standard. When people are prescribed medicines on 'when required' basis, there are clear guidelines for their use including what the medicine is for and any side effects. Records clearly demonstrate when such medication is used and the reason why it was given.

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

The cupboard used to store controlled drugs is also used for other medication. This is not good practice as controlled medication may then be accessible to people who have not been authorised to have access to it.

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	3	14	<p>The registered person should not provide accommodation to a prospective resident unless a full needs assessment has been carried out.</p> <p>The management team at the home must ensure that a comprehensive assessment is carried out prior to anyone being admitted to the home so that the service and staff team are able to meet the individual needs of the person and to support them appropriately to have a good quality of life.</p>	06/02/2009
2	7	15	<p>The registered person must prepare a care plan in consultation with the resident or their representative to demonstrate how their individual needs are to be met by the home. This should be kept under review and updated as necessary.</p> <p>The care plans at West Lodge do not detail the specific actions staff are to take to support the people that live at the home. Changes in need are not recorded.</p>	06/02/2009

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No.	Standard	Regulation	Requirement	Timescale for action
3	12	16(2)(n)	<p>People living at the home must be provided with various activities to stimulate and enhance their lives.</p> <p>This is a repeat requirement that did not meet agreed timescales of 31/12/05, 31/05/06 and 31/08/07.</p>	31/12/2007
4	12	16	<p>The registered person must consult with residents as far as possible to determine their social interests and make arrangements for them to engage in these.</p> <p>Residents quality of life would improve if the possibility for them to engage in meaningful activity on a daily basis were available.</p>	06/02/2009
5	14	12	<p>The registered person must ensure that the residents at West Lodge are enabled as far as possible to make decisions and be involved in choices regarding the care they receive.</p> <p>The quality of life of the residents would improve if they were able to be involved in making choices and taking some control of their lives.</p>	06/02/2009
6	16	22	<p>The registered person must ensure that any complaint made under the complaints procedure is fully investigated, and ensure that</p>	06/02/2009

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>all relatives or representatives of the residents at the home are aware of how to make a complaint.</p> <p>No complaints have been recorded but there was evidence at the inspection that at least one complaint had been made and not written up in the log.</p>	
7	18	13	<p>The registered person must make arrangements to ensure that people who live at West Lodge are not placed at risk of harm or abuse by training the staff team and ensuring that correct procedures are followed regarding reporting and recording incidents of harm or abuse. The registered person must ensure that all residents are moved and aided in the correct manner to prevent them experiencing harm.</p> <p>There was insufficient information available regarding safeguarding training at the home and clear evidence that residents are being harmed during routine situations within the home and that this is not being recorded or reported.</p>	20/01/2009
8	27	18	<p>The registered person must ensure that there are at all times suitably qualified and competent persons working</p>	06/02/2009

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>at the care home in such numbers as are appropriate for the health and welfare of the people who live in the home.</p> <p>This is in relation to 1 waking night staff on duty when 3 residents require 2 carers to provide their support, the layout of the home is complex and some staff have expressed that the staffing level is not adequate.</p>	
9	29	19	<p>The registered person must ensure that all recruitment checks necessary to promote and protect the safety and welfare of people living at the home are made prior to new staff starting work at the home.</p> <p>Recruitment checks such as CRB and POVAFirst checks must be undertaken to protect residents from potential harm and abuse.</p>	06/02/2009
10	30	18	<p>The registered person must ensure that the staff team receive training appropriate to the work they are to perform.</p> <p>This is because there is an unclear picture of training completed at the home and no clear evidence to suggest that all staff have completed core training and specialist training or that this is</p>	27/03/2009



## 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
			updated.	
11	31	10	<p>The registered provider and the registered manager shall carry on or manage the care home with sufficient care, competence and skill.</p> <p>This is in relation to the manager having insufficient time to effectively manage the home.</p>	06/02/2009
12	31	18(1)(a)	<p>The person in charge must ensure that the registered manager is supported to work sufficient management hours to promote smooth and efficient running of the care home for the benefit of the people living there.</p> <p>This is a repeat requirement that did not meet agreed timescales of 30/04/06 and 31/05/07.</p>	31/12/2007

## 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	9	The cupboard used to store controlled drugs should not be used to store other medication which is not controlled.

## 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](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)

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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