

Random inspection report

Care homes for older people

Name:	Promenade Rest Home
Address:	10/12 The Promenade Southport Merseyside PR8 1QY

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:								
Daniel Hamilton	1	3	0	5	2	0	1	0	

Information about the care home

Name of care home:	Promenade Rest Home
Address:	10/12 The Promenade Southport Merseyside PR8 1QY
Telephone number:	01704538553
Fax number:	01704538250
Email address:	admin@promenadecarehome.co.uk
Provider web address:	

Name of registered provider(s):	Midplant Limited T/A Care Link
Name of registered manager (if applicable)	
Mrs Susan Elizabeth Astley	
Type of registration:	care home
Number of places registered:	49

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	49

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: Old age, not falling within any other category - Code OP The maximum number of services users who can be accommodated is: 49								
Date of last inspection								
Brief description of the care home								
The Promenade Rest Home is a registered care home and provides personal care and support for up to 49 older people. Nursing care is provided directly through the district nursing services when required. Most rooms provide single occupancy, some with en-suite facilities. There is one shared room. The home is owned by Care Link and is								

Brief description of the care home

managed by the home manager, Mrs Susan Astley. The home is located on the promenade of Southport and is close to all the amenities of the town, which includes a large selection of shops, cinema, theatres and restaurants. Private rooms range from 5.17sq m to 20.63sq m. Communal rooms comprise of a large dining room and lounge on the ground floor. A bar/lounge area/library is located in the basement with a small 'chill out' room at the rear. This room enables residents to receive aromatherapy treatments, meet visitors and enjoy listening to music in peaceful surroundings. All shared areas are accessible by two lifts, with the exception of four bedrooms. There is a large enclosed garden to the rear of the building. Both front and rear entrances have disabled access. A call system with an alarm facility operates throughout and there are adapted bathing facilities.

The weekly cost for the service ranges from £389.00 to £465.00 dependent on the size of the room.

What we found:

This Random Inspection of 'Promenade Rest Home' was undertaken on 13th May 2010 and lasted approximately 5 hours. The purpose of the Random Inspection was to undertake a review of the service, which was rated as excellent at the last inspection on 21st June 2007.

A site visit was undertaken which focused on two outcome areas only i.e. 'Health and Personal Care' and 'Complaints and Protection'. During the visit four of the resident's care files were case tracked and the registered manager, service administrator, two care assistants, a relative and eight residents were spoken with.

Reference was also made to surveys received from residents and staff and an Annual Quality Assurance Assessment (AQAA), which was completed by the Registered Manager before the visit. This document enables a registered person to undertake an assessment of their service, prior to an inspection.

Comments included in the report are taken from survey forms and from feedback received from residents during the site visit.

Outcome Area - Health and Personal Care.

The Annual Quality Assurance Assessment (AQAA) for 'Promenade Rest Home' confirmed that policies and procedures had been developed for 'Individual Planning and Review', the 'Control Storage, Disposal, Recording and Administration of Medicines' and the value base of social care.

Four residents' files were viewed during the visit. Each file was found to contain a pre-admission assessment of needs together with a 'Needs assessment and Care Plan' book and a 'Care Plan diary' that were completed following admission. The needs of the people using the service had been identified and brief information on the action required by staff in response to assessed needs had been recorded. Systems had also been established to ensure the contents of care plans were reviewed on a monthly basis in consultation with residents or their representatives.

A range of supporting documentation including; background information, risk assessments, daily and personal care records, weight information, sleeping assessments, dependency profiles, fluid and food intake and activity logs etc were also on file.

The registered manager was recommended to update care plans to include information on equality and diversity and to describe in more detail the action to be taken by staff in response to individual needs. Furthermore, the manager was advised to highlight how identified risks are to be managed. This will help to improve records and ensure best practice.

Health care records viewed highlighted that residents were supported to access a range of health care professionals / appointments subject to individual need including; optician, district nurse, general practitioner, dentist, hospital out-patient and chiropodist appointments and this was confirmed in discussion with residents and a relative spoken

with.

Medication systems were checked with the registered manager and a senior member of staff during the visit. The registered manager reported that all staff designated with responsibility for administering medication complete in-house training from the dispensing pharmacist and an advanced medication course, together with a workbook. This was confirmed in discussion with senior member of staff.

A medication policy was in place together with a service user identification system and a staff signature checklist. The registered manager was also advised to obtain a copy of guidance issued by the Royal Pharmaceutical Society of Great Britain to provide additional guidance for staff.

At the time of the visit only two residents were self-administering medication. A declaration of wishes and an assessment protocol were in place however one assessment was incomplete. The manager took action to address this issue during the visit however advice was given to further develop the assessment protocol to ensure a more robust assessment and monitoring tool was developed.

Medication was found to be securely stored in two medication trolleys within a locked room and a separate storage facility was in place for controlled drugs. A selection of Medication Administration Records (MAR) and medication was checked during the visit. No issues of concern were noted and MAR viewed had been correctly completed to account for medication received and administered. Records were also available which confirmed the home had recently received an inspection from the dispensing pharmacist.

Feedback received from residents and /or their representatives via discussion or care home surveys confirmed they were happy with the overall standard of care provided. The manager and her staff team were observed to be responsive to the needs of the people they cared for and residents reported that they were valued and treated with respect and dignity.

Outcome Area - Complaints and Protection.

The Annual Quality Assurance Assessment (AQAA) for 'Promenade Care Home' confirmed a policy and procedure on 'Concerns and Complaints' was in place, a copy of which was displayed on a notice board in the reception area of the home.

The AQAA also highlighted that one complaint had been received by the service in the last 12 months. The Care Quality Commission has received no complaints, concerns or allegations about the service in the same period and no issues of concern were brought to the attention of the inspector during the random inspection.

The home's complaint log was viewed during the visit. The one complaint received by the home was made by a resident and concerned the conduct of a member of staff. Records were in place which highlighted that the complaint had been appropriately investigated and resolved and that the resident was satisfied with the action taken.

Policies and procedures were in place to ensure an appropriate response to suspicion or evidence of abuse. This included a copy of the local authority's adult protection procedures, together with internal policies to ensure the protection of vulnerable adults

and guidance on whistle blowing procedures, mental capacity and deprivation of liberty.

The AQAA detailed that there had been no safeguarding referrals or investigations in the past 12 months and the Care Quality Commission has received no safeguarding referrals in this period.

The registered manager and staff spoken with demonstrated a sound understanding of the different types of abuse, reporting procedures and their duty of care to safeguard the welfare of vulnerable adults. Examination of the AQAA and discussion with the manager and staff also confirmed staff had received training in the Protection of Vulnerable Adults as part of their training and development.

What the care home does well:

'Promenade Rest Home' presented as a warm and homely place in which to live. The manager and staff on duty were observed to interact with residents in a positive manner and people spoken with confirmed staff were attentive and responsive to their needs.

Systems had been developed to identify and respond to the health, personal and social care needs of prospective and current residents. Likewise, policies and procedures had been established to ensure an appropriate response to complaints and suspicion or evidence of abuse.

Feedback received from residents and / or their representatives confirmed they were appropriately cared for and satisfied with all aspects of the service provided.

Examples of some of the comments received from residents and relatives included:

"The care provided to my mother is of a standard that I consider to be excellent."

"I have always found Sue [Registered Manager] and her staff team to be kind and considerate to my needs."

"I enjoy living in the home. I have lived here for five years and have no complaints about the care I have received so far."

"I think everything is excellent. I am very happy and settled."

"I am very happy here and the staff look after me well."

"Everything is nice and clean and the food is nice."

"It [Promenade Rest Home] meets all the requirements and needs of the residents and there is always a lovely atmosphere."

"The service provides a high quality of care on an individual basis."

What they could do better:

Care plans should be updated to describe in more detail the support residents require

from staff to meet identified needs and outline how identified risks are to be managed. This will help to safeguard the welfare of service users.

The risk assessment protocol used to assess residents who wish to self-administer medication should be reviewed to ensure a more robust assessment and monitoring tool is developed.

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	7	Care plans should be updated to describe in more detail the support residents require from staff to meet identified needs and outline how identified risks are to be managed. This will help to safeguard the welfare of service users.
2	9	The risk assessment protocol used to assess residents who wish to self-administer medication should be reviewed to ensure a more robust assessment and monitoring tool is developed.

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

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Email: enquiries@cqc.org.uk

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