



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

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

<b>Name:</b>	Ca Na Gardens
<b>Address:</b>	174 Scraptoft Lane Leicester LE5 1HX

**The quality rating for this care home is:**

one star adequate service

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 assessment of the service. We call this a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Chris Wroe	1 2 0 5 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area

**Outcome area (for example: Choice of home)**

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

**This is what people staying in this care home experience:**

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement

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 bought 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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- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

## Reader Information

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Internet address	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>

## Information about the care home

Name of care home:	Ca Na Gardens
Address:	174 Scraftoft Lane Leicester LE5 1HX
Telephone number:	01162413337
Fax number:	01162202772
Email address:	Biggsy_31@yahoo.co.uk
Provider web address:	

Name of registered provider(s):	Hamra Associates Limited
Type of registration:	care home
Number of places registered:	8

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	8	0
Additional conditions:		
No additional conditions of registration apply.		

Date of last inspection	1	8	1	2	2	0	0	8
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### A bit about the care home

Canal Gardens is a care home providing personal care and accommodation for up to eight people with a learning disability.

The home, which is located on the outskirts of Leicester city centre, offers six single and one shared bedroom. Communal facilities include a lounge and a separate lounge/dining area. Both of these rooms have patio doors, which lead onto a large garden to the rear of the home.

	<p>There are a variety of local amenities close by including a large supermarket, small local shops, health centres, temples, churches and takeaways. There is a bus route nearby, and travel to and from the city centre is about 20minutes.</p> <p>Current charges are between #344 and 352 per person per week.</p>

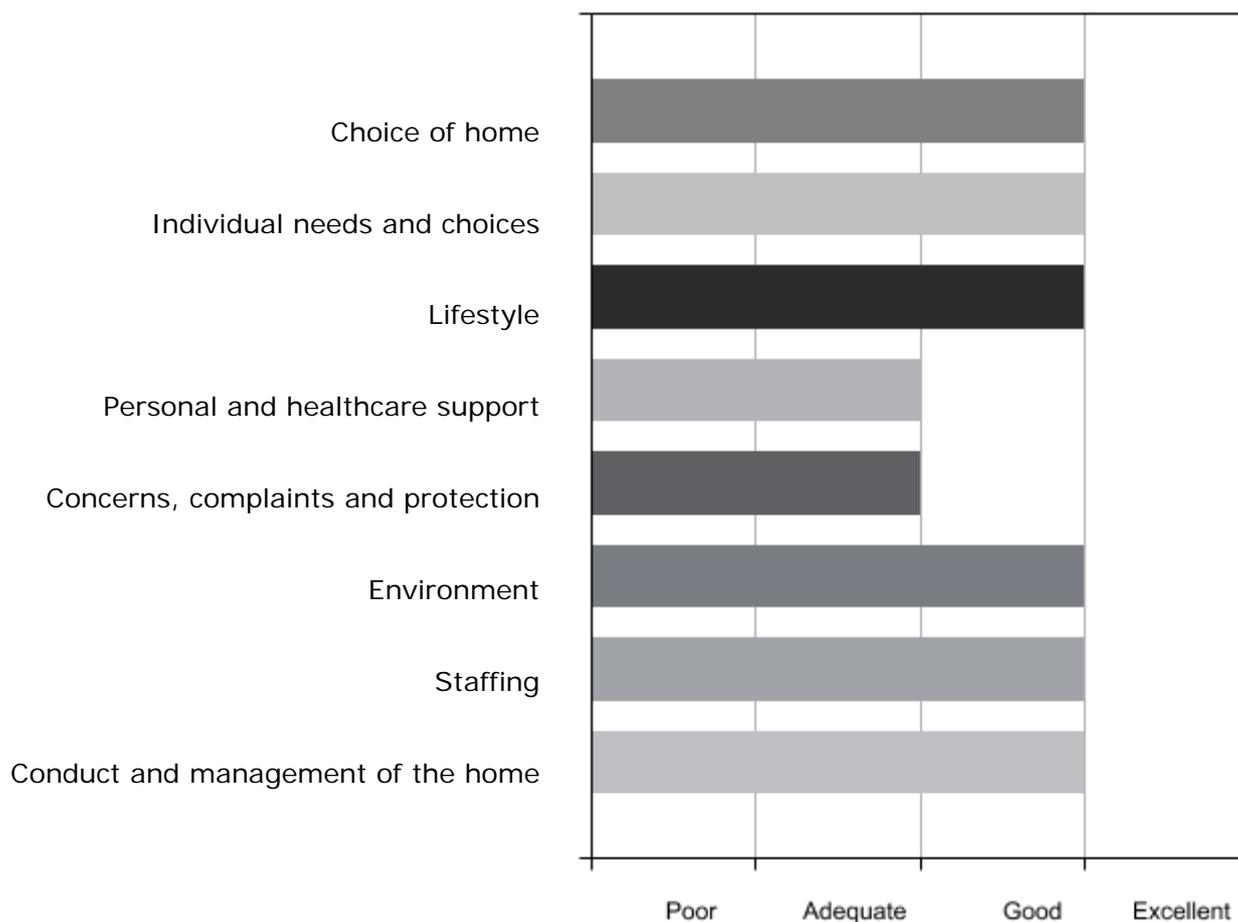
## Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

one star adequate service

### Our judgement for each outcome:



## How we did our inspection:



### **This is what the inspector did when they were at the care home**

We visited the home We visited the home on 28th April and 12th May 2009. There is a new manager in the home who helped us with our inspection, in addition to the provider (and current registered manager), Ray Mclaughlan. Our visit to the home lasted a total of eight hours.

We asked for information The main way we do our inspections is using a method we call 'case tracking'. This means looking at the care given to people in different ways. The ways this was done are: - talking to the people who live in the home - talking to staff and the manager - watching how people are given support - looking at written records.

We talked to two people who live in the home during our visit and spent some time with people and with staff. We watched to find out how comfortable people were in their home.

We spoke to one member of staff during our visit to the home, who told us about working in the home and gave us their views.

We checked all the standards that the Commission for Social Care Inspection has decided are 'key' standards during this inspection. The information in this report just about what we checked in this

inspection. We have kept details about individual people out of the report, to make sure these things are kept confidential.



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

When people move into the home, the manager and staff find out about their needs and checks whether the home is able to give them the support they need.

There is good written information which tells staff about people's needs and what kind of support and help they want.

Staff give good support to people. The manager is developing ways of communicating better with people.

People who live in the home enjoy a good lifestyle - they are able to do different activities that they enjoy, both in the home and in the community. Friends and relatives are welcome in the home.



Staff make sure that they follow up any health concerns that people have. Everyone has a local GP and has health checks that they need to help them stay healthy.



The home is generally clean and comfortable for people who live there.



Everyone can have their own things in their bedrooms.

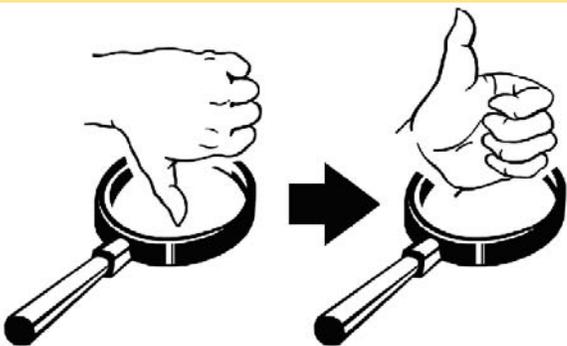
Staff get training to help them to do their job well.

There is a new manager working in the home, who has helped to make some improvements.



There are policies which tell the staff how to do their job well. Checks are done to make sure equipment is safe.

The provider (owner) works with the local authority to make sure people's finances are looked after.



### **What has got better from the last inspection**

There is a new service user guide, which is written in plain English with pictures. The provider and manager will be working on other written information to make it more accessible.



The manager has prepared personal profiles for each person, which give information about the ways in which people communicate and what is important to them.

There have been improvements in the way medicines are given to people who live in the home, to make sure this is done more safely. The service carries out checks of medication.

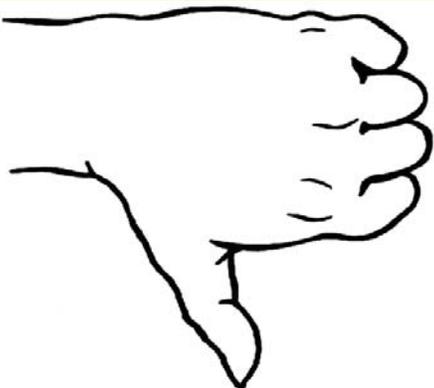
There is new written information for staff to tell them how to make sure people in the home are protected from harm. The manager has organised further training for staff to make sure they understand how to protect people from harm.

A blind has been put up at the window in one person's room, to make sure they have enough privacy, as was required in the last inspection.

Proper checks are carried out on staff to make sure they are safe to work with people in the home.

The provider and the new manager are working together to make improvements. Staff are being given support in their work.





### What the care home could do better

It would be good if the provider makes sure that all care plans are individual for each person.



It would be good if the home developed a communication policy, so that it can set out how staff are expected to find out about and meet the communication needs of each person living in the home.



Some improvements are still needed to make sure that people who live in the home receive really good medical support. The service needs to make sure that reviews are held to make sure people are getting the right medication. Storage of medication needs to be improved. Staff need to have ongoing proper medication training.

The service must ensure that all incidents which affect the welfare of people who live in the home are reported to us, to ensure



that the fullest attention is given to safeguarding people.

It would be good if the provider made sure that smaller improvements to the home are made without delay, to enable people to continue to live in a good environment.



**If you want to read the full report of our inspection please ask the person in charge of the care home**

**If you want to speak to the inspector please contact**

Chris Wroe  
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London  
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02079792000

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 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order

line - 0870 240 7535

## Details of our findings

### Contents

Choice of home (standards 1 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and healthcare support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

Outstanding statutory requirements

Requirements and recommendations from this inspection

## Choice of home

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between the person and the care home that includes how much they will pay and what the home provides for the money.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People who live in this home benefit from having their needs assessed, and having staff who receive ongoing training to meet their needs.

Evidence:

There is an assessment completed for each person who lives in the home. This is a written plan which gives information about what kind of support and care each person needs. These have good detail about each person. The manager has also written personal profiles, which give information about each person's ways of communicating.

The service has begun to make their written information better so that people who live in the home are more able to understand it - including pictures and plain English. The service user guide, which gives people information about the home, has been improved.

Staff have had training to help them to give good support to people who live in the home. A good number of staff have done National Vocational Qualifications in care. The manager has organised more training events, to make sure everyone is up to date with their training.

## Individual needs and choices

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

People's needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. People who live in this home benefit from having attention paid to their needs.

Evidence:

We looked at the written care plans, which give information about people's care needs and how they are supported. These had good detail in them. There were also risk assessments, which talked about how people could be supported to do the things they wanted to but still be kept safe. Sometimes, more attention could be given to making care plans more individual to each person. When we talked about this to the manager, she made sure some immediate changes were made to improve one person's care plans and risk assessments.

Staff pay attention to people's cultural needs also. People who live in the home can enjoy food they like and go to different cultural events.

We found that reviews are held of people's care, involving other professionals, like social workers and community nurses.

The home does not have a communication policy, but there are different ways that the staff communicate with people who live in the home, including using pictures and

**Evidence:**

signing. The manager has developed new personal profiles, which is written information about each person including details about how they communicate. The manager has begun to make improvements in the way in which people's individual needs are met.

## Lifestyle

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They can take part in activities that are appropriate to their age and culture and are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

**This is what people staying in this care home experience:**

### Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. Service Users enjoy a positive lifestyle, with individual support from staff.

### Evidence:

We found that everyone in the home does different things each day. Some people go to day centres. For people who stay at home, the manager has introduced more daily activities so that people have different things to do. People who live in the home have the opportunity to go to a disco event each week, and there are other activities organised outside and in the home, like video nights. The home has a large attractive garden, which people are able to enjoy in warm weather. There are plans to support people to grow their own plants in the garden.

Some people have involvement with their families, and relatives and friends are welcomed in the home. We saw during our visit that people who live in the home are comfortable in their environment. Everyone who lives in the home has lived there for over seven years, so there is a sense of family. Members of staff showed good understanding of people's needs and likes and dislikes when we talked with them.

**Evidence:**

People who live in the home are supported to go to church if they want to, or to other religious places of worship. Different things are provided to support cultural needs and wishes, such as Asian television channels.

Meals are prepared by care staff, and people who live in the home sometimes help prepare meals or are involved in cooking other things. We saw menus, which showed variety. The manager confirmed that people can make choices about what they would like to eat. Staff cater for different cultural diet choices, and health needs.

## Personal and healthcare support

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it in a safe way.

If people are approaching the end of their life, the care home will respect their choices and help them to feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **adequate** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People who live in this home benefit from positive support in personal and healthcare, but attention still needs to be paid to improving medication support.

Evidence:

We found, from reading written records and talking to staff, that people receive supportive personal care. Extra one to one care is provided for people who need it.

People have access to a local GP, and they are supported to have ongoing health checks, such as eye care, and dentistry. We found that staff follow up concerns about people's health and wellbeing, and keep other professionals involved as they need to. The manager has plans to improve the support given to people in their healthcare: Staff are to be trained about developing personal health support plans, and there are plans to get specialist training and development about autism - so that the home can give the best kind of support to people who have autism.

We found that regular checks of medication administration are made by senior management to ensure that residents received medicines correctly. The service has introduced an auditing system to ensure that all the medicines are administered as prescribed at all times.

Following on from previous inspections, there have been improvements in the standard

**Evidence:**

of management of medication. This enables staff to safeguard the health and welfare of people living in their home. Staff have improved the way they administer medication and dispose of medicines that are no longer needed. As a result of these improvements we found that requirements made made following the last inspection had been met.

We did find some shortfalls relating to medication. The manager needs to ensure that there are reviews of medication currently taken by people living in the service. There also needs to be some improvement in the way medicines are stored. Staff need to be kept up to date with full training in medication administration from a qualified source.

## Concerns, complaints and protection

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

If people have concerns with their care, they or people close to them, know how to complain. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

There are no additional outcomes.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **adequate** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Although people who live in the home have benefited from increased attention to safeguarding, care still needs to be taken to ensure they are protected from harm.

Evidence:

The manager and staff were able to tell us about how they protect people in the home from harm. We had some concerns about how staff had responded to the behaviour of one person, which was causing some risk to other people living in the home. The local social services department has been monitoring the home about this and other issues. The manager told us staff have made sure they have reported any recent ongoing incidents to social services and to the community nursing services, and reviews are held. The service must make sure it reports any incidents to us also. This means we can keep an overview of how things are going in the home. The manager has introduced new ways to support the person, and told us that there have not been incidents recently.

One person we talked to told us about who they talk to in the home if they have any problems. Members of staff and the manager were sensitive to picking up on the non-verbal communication of people.

There is a new whistleblowing policy in the home, which tells staff about action they should take if they see anyone causing harm to people who live in the home. There is further training planned for staff over the next month about how to keep people who live in the home safe from harm.



## Environment

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

People stay in a safe and well-maintained home that is homely, clean, comfortable, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it. People have enough privacy when using toilets and bathrooms.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. Service users live in an environment that is mainly homely, comfortable and clean.

Evidence:

We looked around parts of the home and found that it was clean, fresh and comfortable. There is a homely feeling and the home has a good-sized garden for people who live in the home to use. People are able to personalise their bedrooms with their own things. There are safety measures in place, such as covers on radiators, to make sure people are kept safe.

We did note a few things that could do with improving. Some drawers in people's bedrooms had broken handles or did not close properly. The manager said that these were due to be repaired and replaced. Attention could be paid to some aspects - for example the doors in the home are very squeaky, and at our visit, the hot taps were not working in one bathroom - these are aspects which could be a disruption to people. But there is ongoing improvement to the home, and the manager also has ideas about how to make further improvements.

Proper checks are carried out in the home, of equipment, to make sure it is safe. The home maintains links with the environmental health department and ensures that fire safety checks are carried out.

## Staffing

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

People have safe and appropriate support as there are enough competent, qualified staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Improvements to staffing checks and training mean that people who live in the home are better safeguarded.

Evidence:

Staff in the home are responsible for caring for people who live in the home, and for doing cleaning and cooking. Jobs like ironing are left for staff who work at night, when it is quieter, and before they begin their sleep-in. More staff work at times when it is busier in the home. The staff rota shows who is working in the home, who is responsible for each shift, and where one to one support is given to people.

The provider (owner) is now making sure that there are written records of the checks carried out on new staff who come to work in the home, such as Criminal Records Bureau (CRB) checks, and collecting references.

Staff have had training in different aspects relevant to their work, and particular support has been given to enable staff to get National Vocational Qualifications (NVOs) in care. There are some aspects of training that staff need to be updated, and the manager has booked training courses over the next two months in different areas, such as food hygiene, first aid, protection of vulnerable adults and managing behaviours. As well as this, the manager is introducing training to improve the support that staff can offer to people who live in the home, such as accredited training about the needs of people who have autism.

**Evidence:**

Staff in the home come from different backgrounds, so the home is able to offer some choice to people regarding the gender of their carer, and the language they communicate in.

## Conduct and management of the home

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

People have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately, with an open approach that makes them feel valued and respected. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People who live in the home benefit from improvements in management.

Evidence:

The home has a new manager, who is applying for registration with us at the moment. The manager has worked in care, and is making positive changes in the home. The manager is making sure that staff get support and supervision in their work.

The home provides questionnaires for relatives of people who live in the home - but they are developing new ways of getting people's views. For people who live in the home, the process of finding out what they want and whether they are happy with things is more individual.

The local authority is mainly responsible for holding the money of people who live in the home. People are supported to buy things they need or to spend money on activities they enjoy, and receipts are provided to claim the money back from the local authority. The provider told us that the council are looking with them at enabling each person to have their money that they hold in the home. When staff go with people to cafes or restaurants, the provider pays any staff costs.

There are policies in the home to tell staff how to work safely. Check of equipment are

**Evidence:**

done to make sure it is safe. The local authority has carried out health and safety, and food safety checks. Staff told us that they get safety clothing to help them to work safely and stop the spread of any infection.

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, Care Homes 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	Description	Timescale for action

### Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set

No	Standard	Regulation	Description	Timescale for action
1	20	13	<p>The Registered Manager must ensure staff responsible for medicines administration have the necessary skills and training.</p> <p>'In house' training schemes must have a body of up to date knowledge in the subject of medicines. The provider must identify courses available that will deliver the required training which include external trainers.</p> <p>To ensure people's health is safeguarded.</p>	30/06/2009
2	20	13	<p>All medicines prescribed on an 'as required' basis must have a supporting protocol detailing their use.</p> <p>To ensure that instructions</p>	30/06/2009

## Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set

No	Standard	Regulation	Description	Timescale for action
			for use are properly followed and people's welfare safeguarded.	
3	20	13	The home must prompt the review of medication on a regular basis particularly if staff are concerned in the change of any condition of the person living in the service.  To ensure people's health is safeguarded.	30/06/2009
4	23	37	The provider must ensure that all incidents of concern relating to people who live in the home are reported to the Care Quality Commission.  This is to ensure that all measures are taken to safeguard people who live in the home.	30/06/2009

## 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	6	It is recommended that the service ensures that care plans are individualised to each person so that their particular care needs are fully documented.
2	6	It is recommended that the service develops a communication policy so that it can set out how staff are expected to find out about and meet the communication

## 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
		needs of each person living in the home.
3	20	The security and arrangement of medicines stored in the medicine storage room should be reviewed considering suitable and locked storage facilities. Filing cabinets are not suitable for storing medicines
4	20	The policies and procedures relating to the handling of medication should be reviewed and updated in line with the guidance from the Royal Pharmaceutical Society document 'The Handling of medicines in Social Care settings published 2007'.
5	24	It is recommended that the provider pays attention to ensuring minor improvements are made without delay, to enable people to continue to live in a good environment.

## Helpline:

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**Textphone :** or

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

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

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