

# Random inspection report

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

Name:	Holly House
Address:	Holly House Hall Lane Houghton-le-spring Tyne And Wear DH5 8DA

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>							
Hilary Stewart	1	4	0	4	2	0	1	0

## Information about the care home

Name of care home:	Holly House
Address:	Holly House Hall Lane Houghton-le-spring Tyne And Wear DH5 8DA
Telephone number:	01915121652
Fax number:	01915126179
Email address:	
Provider web address:	

Name of registered provider(s):	Education and Services for People with Autism Limited
Name of registered manager (if applicable)	
Jason Paul Carroll	
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

Conditions of registration:									
Date of last inspection	1	2	0	1	2	0	0	9	
Brief description of the care home									
<p>Holly House is a care home owned by European Services for People with Autism Limited (ESPA), which is a registered charitable organisation. It provides accommodation with personal care and support for up to eight men and women aged between eighteen and sixty-five who have autism specific disorders. Nursing care cannot be provided.</p> <p>The property is a large Victorian villa with spacious decorated and furnished shared areas. It has seven single bedrooms and also a semi-independent living flat, which is</p>									

### Brief description of the care home

on the top floor. Another more modern detached house in the same grounds is used for daytime activities and there are large, well-kept enclosed gardens. Near to the centre of Houghton-le-Spring, the home is close to local shops, Churches and pubs and enjoys good public transport links. Service users also have use of a private vehicle.

Each person has different and diverse needs. Both Social Services and the Health Authority carry out funding for each person on an individual basis.

Fee rates range from £1,098.62 to £1,731.56.

## What we found:

The reason for this inspection was to check the following.

This service has an excellent three star rating that was last assessed on 1st May 2007. A random inspection was carried out on 12th December 2009, the aim of which was to see if the home had complied with requirements from the key inspection. It was found that they had. This random inspection was carried out to see how peoples' needs are met, staffing arrangements, complaints handling and management arrangements.

During the visit the manager was not on duty. The assistant manager who was on duty was presented with the outcomes of the inspection visit.

The outcome was as follows.

Each person at the home has their own care plan. They have a Life Diary and a Living Plan plus Health File. The assessments of need had enough detail and risk assessments had been carried out on peoples mental and physical health. Individual risk assessments had also been carried out, however some had not been signed and some did not look up to date. Some support plans were dated June 2008 even though they should be reviewed every six months. This made it unclear if these records were accurate and up to date.

The assistant manager said that although there are sufficient staff in the home to care for the people, at times the management team have to work on the rota, so do not have enough to carry out management tasks such as individual staff supervision. This also made it difficult to fully implement some peoples support plans. They were about to receive more funding. The line manager said that they were in the process of recruiting more staff and transferring a manager to provide the home with an extra 40 hours of management time.

The assistant manager said that there had not been any complaints made against the home. There is a complaints procedure and there was a record kept in the office which did not have any entries. People at the home were not able to communicate their views on the homes complaints procedure.

There is an on going refurbishment plan at the home . A lot of work had been carried out to improve the office and laundry. Overall the home is clean, warm and nicely furnished. However in one bedroom a leak had caused the coving in one corner of the ceiling to come away. The assistant manager said that a builder had said that it was safe but this was a concern as one person was still sleeping in the room.

## What the care home does well:

The home continues to meet the National Minimum Standards in other areas.

Each person who lives at the home has had their needs assessed to make sure the home can give them the care and support they need.

Information is available to help people make an informed choice about the service before

they decide to use it.

The staff at the home treat the people as individuals and support them to live the life they choose as much as possible, so they will have new experiences and know that their opinions are valued.

The home is clean, warm and pleasantly furnished so the people who use the service have a comfortable place to live.

Staff support the people to use local services so they are part of the community.

The home has procedures for staff for the administration and recording of medication. This is to make sure the people who live at the home receive their medication when they need it and at the correct times.

The home has procedures for dealing with complaints so any disputes are settled quickly so good relationships are maintained.

The home has adult protection policies and procedures for the staff to follow. This so they know how to recognise the signs and symptoms of abuse and know what procedure to follow to protect the people at the home.

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

If all of the care plans were signed and reviewed regularly staff would know that the information in them was up to date and correct. This would mean that they would be sure they were providing the people at the home with the support and care they need.

If sufficient staff were employed at the home, staff would be able to implement all of the areas of each persons support plan and therefore make sure that each persons assessed needs are being met in full. This would also allow more time for the management team to complete management tasks and not have to cover shifts.

If staff received individual supervision at regular intervals this would support them to carry out their work at the home in a way that would make sure that the people who live there are well cared for.

The coving in one bedroom looked unsafe. If this was repaired or made safe this would make sure that the person who uses that room is kept safe.

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
1	24	23	The coving in one persons bedroom must be repaired.  This is to make sure that the bedroom is safe.	14/05/2010
2	36	18	Staff must receive formal individual supervision at least six times a year.  So the people who live at the home benefit from being cared for by well supported and supervised staff.	31/05/2010

### 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	Each person's care/support plan should be up to date and accurate. There should also be evidence that they have been reviewed every six months or more frequently if needed.

## 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)

## Helpline:

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