

# Random inspection report

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

Name:	East Dene Court
Address:	Melbury Street Seaham County Durham SR7 7NF

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>								
Jim Lamb	1	0	0	5	2	0	1	0	

## Information about the care home

Name of care home:	East Dene Court
Address:	Melbury Street Seaham County Durham SR7 7NF
Telephone number:	01915815008
Fax number:	01915815009
Email address:	clare.wheatley@espa.org.uk
Provider web address:	

Name of registered provider(s):	Education and Services for People with Autism Limited
Name of registered manager (if applicable)	
Clare Wheatley	
Type of registration:	care home
Number of places registered:	9

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	9	0

Conditions of registration:								
Date of last inspection								
Brief description of the care home								
<p>East Dene Court is registered to provide care (but not nursing care) for 9 people with learning disabilities between the ages of 18 and 65 years. It is a specialised service for people with autism. The home is a large detached building on the outskirts of Seaham. It provides generous communal space, all the bedrooms are single and have ensuite bathrooms and there is a private garden. Ground floor accommodation is provided for a resident with physical disabilities.</p> <p>The home has advised CQC that the charges vary according to each resident's needs,</p>								

**Brief description of the care home**

these range from £1,230 to £2,038 per week.

## What we found:

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations - but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

The quality rating for this service is 3 stars. This means that the people who use the service experience excellent quality outcomes.

How the inspection was carried out.

Before the visit we looked at information we have received since the last visit, any changes to how the home is run, the provider's view of how well they care for people.

During the visit we talked with people who use the service, staff, the deputy manager. looked at information about the people who use the service and how well their needs are met, looked at other records which must be kept, checked that staff had the knowledge, skills and training to meet the needs of the people they care for, looked around the building/parts of the building to make sure it was clean, safe and comfortable, and checked what improvements had been made since the last visit.

The following areas were looked at in more detail:

Service users are properly assessed prior to admission to the home, information is sought from a wide range of health and social care professionals.

As part of the pre admission procedures, there is a multi-disciplinary panel including a consultant psychiatrist, and consultant psychologist, and all prospective service users are assessed individually. ESPA has a specific service user consultation policy that demonstrates their commitment to service users involvement in planning, decision making and empowerment. Prospective service users and their Representatives are fully involved through out this process.

All are provided with detailed information about the service, (this is called a service users guide) and this helps them to decide if they wish to consider using the service. All service users are invited to visit the home and to move in on a trial basis, before they make a decision to stay.

Each person has a written contract that fully explains their terms and conditions.

Three staff were spoken to. It was evident that they were fully committed to helping people living at the home to live fulfilling lives as independently as possible. During the inspection, there was evidence that the people using the service made their own decisions about how they lived their lives. For example, two service users said that they are supported to make decisions about their day-to-day lives.

The care records of two service users were examined. Their care plans had fully reflected

the information contained in the pre admission assessments.

Care plans are based around service users strengths and their preferences for how they wanted to be cared for. All care plans were easy to understand and written in plain English. Each plan accurately describe the service users needs/preferences and how staff will meet these needs. All plans are regularly reviewed.

A key worker system was in operation and this allowed staff to work more closely with some people whilst also contributing to the care of all living at the home. In each person's care records, comprehensive risk assessment information was available. For example, risk assessments covering the following areas had been completed: nutrition, mobility, skin care and living independently. No limitations had been placed on service users right to make decisions and choices about how they lived their lives. Work has already commenced on implementing person centred care plans, and these will be completed for all service users within the next few months.

People using the service are given sensitive personal support by the staff to promote each individual's health care needs, independence, dignity, privacy and choice.

Each person has an individual assessment of his or her personal health needs, and has a care/goal plan in place to meet those needs.

Health plans are monitored, reviewed, and amended as necessary, to reflect the progress made by the individual.

Service users have a choice of local GP practices. There are arrangements for service users to access: optician, dentist and podiatrist. Service users also receive input, if required from mental health care professionals, physiotherapist and occupational therapists. All contact with health care professionals is well recorded.

Each person has his or her own 'Personal Health Information' file. This contains professional health assessments, correspondence, records of contacts with health professionals. It demonstrated that all aspects of a person's physical and mental health are taken seriously and are properly met.

Medicines are delivered in blister packs. This is working well, and there are policies and procedures in place to minimise any risk of a medication error.

The Medication Administration Records was checked. This was found to completed properly, with no gaps.

Senior staff do a weekly audit of the prescribed and non-prescribed ('homely' medicines) medications.

Medicines are safely stored. All staff have had training on how to use the medication system. They have also had external Safe Handling of Medicines' training.

The home was clean, well decorated and well maintained. The grounds were attractive, tidy, safe, and accessible.

The home has an appropriate amount of sitting, recreational and dining space. There are

enough rooms for a variety of activities to take place. All areas are nicely decorated and well furnished.

Service users can see visitors in private in their own rooms. Furnishings and fittings were domestic in design and in very good condition. All bedrooms have got en-suite facilities. All have been highly personalised by the service users.

All doors have privacy locks and room sizes exceed the required standards. There is space on either side of beds when necessary, to enable access for carers and specialist equipment.

There are several attractive garden areas that have been landscaped, and service users have easy access to these areas. A garden conservation project has recently commenced, and all service users are involved. This includes various tasks such as: renovating garden furniture, building bird tables, and a rabbit run (for Happy the pet rabbit), planting cutting's, seeds and growing vegetables.

The kitchen was spotlessly clean and very well organised. All service users have access to the kitchen, and they assist staff/cook to prepare meals, snacks and drinks.

Water is stored at over 60C. Valves at water outlets ensure water is provided close to 43C to prevent scalding.

The home was exceptionally clean, comfortable and very homely.

The laundry facilities are very well organised. The washing machines have the specified programme to meet disinfection standards.

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

The home provides a good range of information to people thinking of coming to the home, so they can make an informed decision.

The home makes a full assessment of a person's needs before deciding if it can meet all those needs.

The home draws up plans to meet the care needs of its service users.

Service user's health care needs are also fully assessed and properly met.

The home stores medicines safely, and administers them correctly and safely.

Service users say that staff treat them well and treat them with respect.

Service users are also encouraged to take as much control over their own lives as they are able, and make their own decisions.

Without exception, the service users were very complimentary about the care that they receive, they were very happy with the care and support they receive, all were very happy with the accommodation.

The home is kept clean and hygienic and free from odours.

The staff team had very good knowledge of the service users care needs.

The home is being run in the best interests of the service users.

The health and safety of the service users and of the staff are protected by the home's policies and systems.

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

As a result of this inspection visit, no requirements or recommendations were identified.

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

## 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)

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