

Random inspection report

Care homes for adults (18-65 years)

Name:	Portland Avenue 35-37
Address:	35 Portland Avenue Seaham Durham SR7 8AL

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:							
Steve Tuck	0	9	0	6	2	0	1	0

Information about the care home

Name of care home:	Portland Avenue 35-37
Address:	35 Portland Avenue Seaham Durham SR7 8AL
Telephone number:	01915810741
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Education and Services for People with Autism Limited
Name of registered manager (if applicable)	
John Patrick Reay	
Type of registration:	care home
Number of places registered:	4

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0

Conditions of registration:									
Date of last inspection	1	2	0	3	2	0	0	9	

Brief description of the care home
35/37 Portland Avenue is a care home providing personal care and accommodation for four people between the ages of 18 and 65 years with autism spectrum disorders. It is managed by the organisation now known as Education and Training for People with Autism Limited, which was established in 1987 and runs a range of services for younger adults with autism. The premises are two semi-detached bungalows, each with two bedrooms, kitchen and lounge/dining space. The home is on an estate on the outskirts of the town of Seaham with local shops nearby.

What we found:

Before this random inspection visit:

We looked at:

Information we have received since the last annual service review in 2009.

How the service has dealt with any complaints and concerns since the last visit.

Any changes to how the service is run.

The provider's view of how well they care for people.

The visit:

An unannounced visit was made on 9th June 2010.

During this visit we:

Talked to the people who live at the home, staff and the senior in charge of the home.

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 knowledge, skills and training to meet the needs of the people they care for.

Checked what improvements had been made since the last visit.

We told the senior in charge what we found at the end of the visit.

Individual Needs and Choices:

We looked at a sample of the service user care records. Excellent up-to-date information was available. There is useful information about how each service user communicates, which is very important so that they can be supported to make choices and decisions for themselves. There is also excellent information about each service users health and personal care needs. This is particularly important where people have complicated needs and may respond in ways that are not usual for them if they are feeling unwell or unhappy. The plans include guidelines on how to respond to any challenging behaviour and assessments and guidance from specialists such as the speech and language therapists.

There is a keyworker system. It is the responsibility of the staff who is the keyworker to help service users maintain contact with family and friends. We could see records of how the home supported relatives to stay in touch and how they were always kept informed of

their family member's health care needs. Records show that relatives are always invited to attend review meetings.

In the last 12 months some staff have completed training in person centred planning and personalisation to help them further understand how to support service users to make choices and decisions for themselves.

Lifestyle:

A number of the people who live at the home were away on holiday when we visited. Records show that there are an extensive variety of activities taking place and staff support is available to help people to have varied creative and exciting lifestyles. All service users are supported to use the local community each day to shop for personal items and groceries. The range of activities available each week is excellent and includes pottery, photography, dance, drama, IT, swimming, and having meals in restaurants. Risk assessments are recorded, which describe the benefits a service user may gain from an activity and the safeguards that need to be put in place to support these activities.

Meal times are flexible although it was clear that staff also understand the importance of routine for some service users. Staff confirmed that they provides a healthy menu and that alternatives are always available to suit the individual's likes and tastes.

Personal Health Care and Support:

There is detailed information in peoples care plans which describes the the care and support that each person needs and how they prefer their care to be given. Some people who live at this home have complicated needs which requires staff to have specific ways of working or responding to them. For example some people need to have their opportunities arranged for them in a particular order or at particular times. There are plans in place to make sure that peoples preferences are followed and if they do become upset or challenging towards staff then agreed ways to help and support them is put in place. Detailed descriptions and guidelines are written so that the staff know and understand the best way to support people at these times. And it was evident during our visit that staff had the skills and knowledge needed to successfully support people.

The service users health care needs are closely monitored and regularly reviewed by staff. Service users are supported to see a range of health care professionals such as dentists, opticians and psychiatrists. They are also encouraged and supported to choose their own dentists, opticians, etc.

Staff confirmed that they had completed training in the safe administration of medicines.

Concerns, Complaints and Protection:

People living at the home are encouraged to make choices about their lives and were seen stating their daily living preferences. To help make sure that the views of people are listened to, the manager is able to get an advocate if they need someone to independently represent their interests; As well as this some people are in close contact with relatives, and they also have access to social workers or healthcare supports.

Staff have completed training about safeguarding adults, which is up-dated every year.

They have also been provided with training about the Local Authorities safeguarding policy and procedure so that they know what to do should they observe or suspect abuse.

Each person living at the home has an individual behaviour profile and guidelines and all staff have completed training in behaviour management to further protect service users. Relatives are asked to look at these guidelines to check that they feel they are reasonable. Training has also been provided about the Mental Capacity and Deprivation of Liberty Acts. And there is a special assessment tool used to ensure that least restrictive practice is promoted in the service user's best interests.

Environment:

The building is decorated and furnished in a domestic style and is bright and welcoming reflecting each person's tastes and preferences. Bedrooms are all different and decorated according to the wishes of each service user.

There is a garden equipped with garden furniture.

Staffing:

Some people who live at the home require extensive support from staff to make sure their needs are met and they remain safe. Staffing numbers reflect their levels of need at this home so that the number of incidents or accidents have been minimised. There were two staff (including one senior) on duty during our visit. Staffing levels mean that 1 to 1 support is available providing an active lifestyle for people at the home which meets their individual needs.

Staff told us that the training provided was excellent. The senior told us that a range of training methods are used, such as in-house training, as well as access to specialist trainers in behaviour management and health and safety, to ensure staff are provided with the skills and knowledge they need. This includes training in autism, communication, equality and diversity, disability awareness, privacy and dignity of service users, care planning and communication and sensory impairments.

Conduct and Management of the home:

The registered manager has worked at the home for several years and along with senior staff, has extensive experience of managing services for people with autism. He has undertaken National Vocational Qualifications and other training to help verify that he is a competent manager and has kept his knowledge up-to-date.

The Annual Quality Assurance Assessment (this is the information we ask for before an inspection) contained excellent information about what the home does well, what has and what needs to improve.

Service user and relative surveys, as well as open discussion in review meetings, are used to find out what people think about the service and how it can be improved.

What the care home does well:

Service user care plans contain excellent up-to-date information about their health and

personal care needs.

There are lots of activities for people to choose from. And staff make sure service users are supported to make choices and decisions for themselves.

The meals are good with plenty of choices available and relatives and friends can visit anytime they wish.

Service users are protected by the medication, complaints and safeguarding procedures.

The home is clean and well maintained.

Staffing levels, training, attitudes and enthusiasm is excellent.

The manager has many years experience of managing a care service and has had lots of training in the area of management and providing services for people with autism. Staff commented that he is very approachable.

What they could do better:

We have not made any requirements or recommendations as a result of this inspection.

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
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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 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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