



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	The Withins Residential Home
Address:	38-40 Withins Lane Brightmet Bolton Lancashire BL2 5DZ

The quality rating for this care home is:

three star excellent 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.

Lead inspector:	Date:
Grace Tarney	1 9 0 2 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 Older People can be found at 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

The Commission for Social Care Inspection aims to:

- 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	www.cqc.org.uk

Information about the care home

Name of care home:	The Withins Residential Home
Address:	38-40 Withins Lane Brightmet Bolton Lancashire BL2 5DZ
Telephone number:	01204362626
Fax number:	01204381240
Email address:	withinsresthome@aol.com
Provider web address:	

Name of registered provider(s):	Withins (Brightmet) Limited
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Type of registration:	care home
Number of places registered:	65

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

Additional conditions:
The service should at all times employ a suitably qualified and experienced manager who is registered with the National Care Standards Commission.

Date of last inspection									
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Brief description of the care home
The Withins is a large purpose built private residential home providing personal care and accommodation for up to 65 older people. The home is located in a residential area in Brightmet, about 2 miles from the centre of Bolton and may be reached by public transport. There are shops, pubs and other amenities nearby. Accommodation is provided on three floors and there is good wheelchair access throughout the home. All bedrooms are single and have en-suite toilet and handbasin. A passenger lift provides access to all three levels of the home. There is a dining room and lounges on each floor and each floor is provided with bathrooms, a shower room and toilets. A Service

Brief description of the care home

User Guide (Residents Information Guide) that describes the home's services is available in the home and prospective and new residents and their families are provided with a copy of this document. A copy of the latest inspection report is also displayed in the reception area. The weekly charge for accommodation and services is between 369:42 pounds for those residents whose fees are paid for by social services and 369.42 pounds for people who pay privately. This information was received on the 19th February 2009. Additional charges are made for hairdressing, private chiropody services and personal magazines and newspapers.

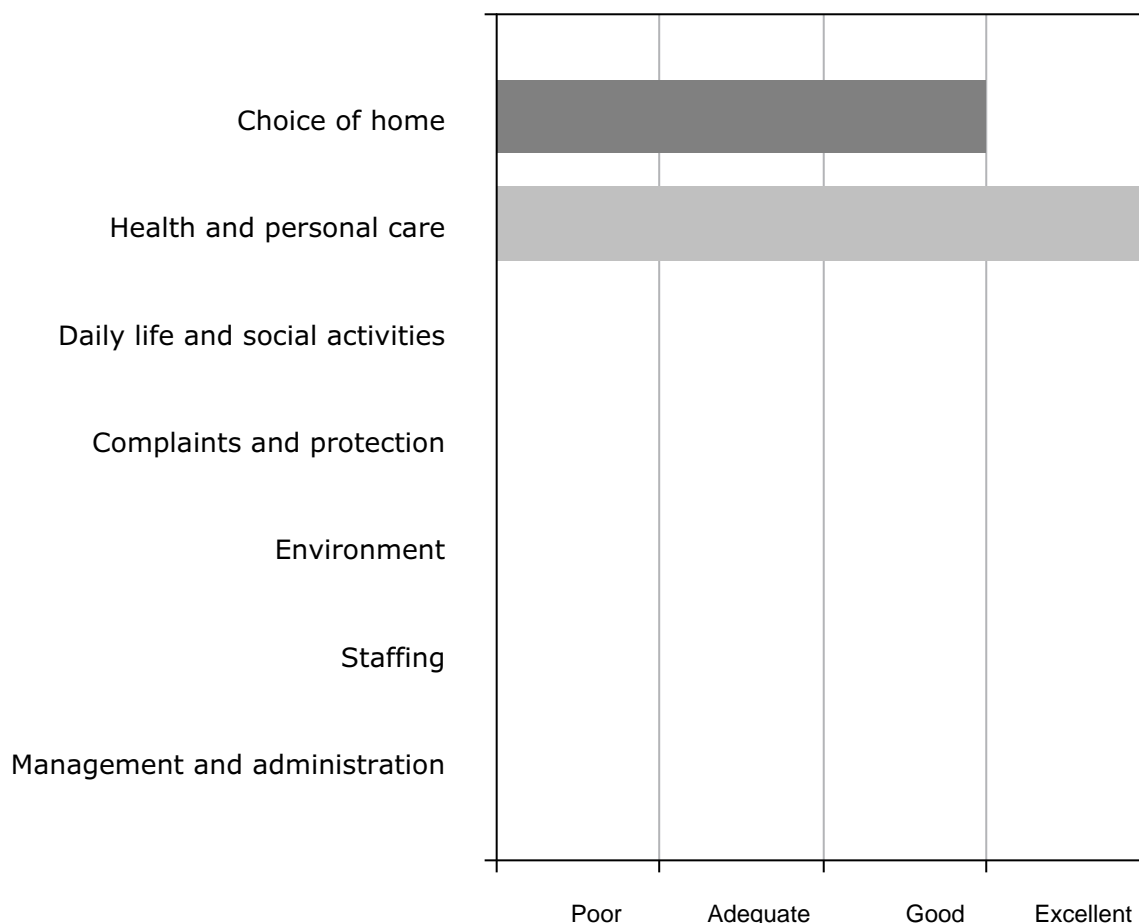
Summary

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

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

This inspection visit to the home by 1 Inspector lasted 9 hours. The management and staff did not know that we (the commission) were going to visit. Several weeks before the visit to the home we asked the manager to complete a form called an Annual Quality Assurance Assessment (AQAA) to tell us what they did at present, what they felt they did well and what they needed to do better. This helps us to determine if the management of the home see the service they provide the same way that we do.

Also several weeks before the inspection visit we sent out questionnaires (surveys) to the residents asking them what they thought of the care and quality of the service provided. We also sent out questionnaires to the staff. 4 resident surveys and 7 staff surveys were returned. The responses are detailed in different sections of this report.

During our visit to the home we looked at care and medicine records to make sure that

the staff knew how to look after the residents and that their health and care needs were being met.

We also looked around most of the building to check if it was clean, warm and well decorated.

We also looked at what the residents were having for their meals, to make sure that there was a choice of meals and that they were varied, good and wholesome.

We also checked how many staff were provided on each shift to make sure the residents' needs were being met.

We then looked to see if management recruited and trained the staff properly and safely. This is so the staff can do their jobs properly and the residents are protected from being cared for by unsuitable people.

In order to get further information about the home we also spent time talking to 2 residents, 5 visitors, 2 visiting district nurses and 1 visiting social worker.

What the care home does well:

Staff make sure that they assess the needs of people before they are admitted to the home. This is to make sure that staff only care for those people whose needs they feel they can meet.

Residents feel that they are well looked after by the staff. Residents and relatives made the following comments: "The staff are very attentive and very caring". "Mum has had a new lease of life since coming here". "We think it is a lovely home and feel confident that mum is being well looked after in every way".

The care plans contain a lot of information about how people are to be cared for, what they can do for themselves and what they need help with. They also contain lots of information about the positive things the residents can do.

Activities are considered to be a very important part of the residents' day. This helps the residents get as much enjoyment and contentment out of their lives as possible.

The meals provided are varied and nutritious and the residents have a good choice of menu.

The residents live in a very safe and pleasant environment.

Enough staff are on duty to meet the needs of the residents. The staff make sure that the residents are clean, comfortable and well dressed.

Management make sure that the staff are properly trained so that they have the knowledge and skills they need to protect and meet the needs of the residents.

What has improved since the last inspection?

Management make sure that they check people out properly and safely before offering them a job. This is to prevent the residents being cared for by unsuitable people. They now insist on having at least 2 references from the person's previous employers.

Management now regularly check out the quality of care and the services provided for the residents. They do this by sending out questionnaires to the residents and relatives asking for their views on what is provided. This helps them measure their success in meeting the residents' needs.

What they could do better:

No requirements have been made from this inspection.

The 1 recommendation made is in relation to when staff have to write what has been prescribed on medicine record sheets.

To make sure that the resident receives the correct medication, staff should make sure they check with another staff member that what they have written is correct. Both staff members should then sign it.

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. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line -0870 240 7535.

Details of our findings

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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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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 are properly assessed before they are admitted to the home and this gives an assurance to everybody that a person is only admitted if the staff feel they can meet their needs.

Evidence:

Before any person was admitted to the home we saw that a senior member of staff from the home undertook an assessment of their needs. An assessment looks at what help and support a person who may be admitted to the home needs to help them make the most of their daily life.

We looked at 2 assessments that had been undertaken.

They were detailed and showed clearly what the people were able to do for themselves and what they needed help with.

Based on this information it was decided that the staff at the home could meet their needs and therefore their admission to the home was possible.

The AQAA document sent to us stated that the first 8 weeks after admission are

Evidence:

regarded as a trial period. This is to ensure that both the staff and resident feel that the resident's needs are being met and that the resident and all parties concerned are satisfied with the care and services provided. We were also told that short stays to the home before admission are also encouraged so that this can help people with their decision making.

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them 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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The very detailed support plans show what care needs the residents have and care practices ensure that their needs are met in a safe, caring and dignified way.

Evidence:

We looked at the care plans of 2 of the people who live at the home. Care plans are documents that contain information about the support and care each person needs so that they can be looked after safely. The staff at the home call them support plans. The plans contained detailed information about what the resident was able to do for themselves as well as what they needed help with. They were checked regularly by the staff so that any change in the resident's condition could be identified and action taken if necessary. The staff looked at whether or not there was any risk in relation to the resident developing pressure sores. They also looked at whether there was any risk of them falling or being at risk due to problems with their food and fluid intake. Staff also looked at and wrote down how the resident was to be assisted with being moved around and by how many members of staff and what equipment if any, was to be used to assist in safe moving and handling. We saw that the residents were weighed regularly and their weight was recorded in their care notes. The support plans

Evidence:

also contained lots of information about the positive things that the residents could do. The staff also wrote down if the resident preferred to be cared for by a male or female carer. The support plans also contained lots of information about the positive things the residents could do. Lots of emphasis was placed on what the person used to like to do before they were admitted to the home, their spiritual beliefs and what relationships they had. This helps the staff and the resident to plan for their daily activities so that they can get as much enjoyment out of their lives as possible. The AQQA document sent to us stated that the staff encourage the residents and relatives to be involved in the development of the support plan. We saw evidence of this in the plans that we looked at. 1 relative had signed, on behalf of the resident, their agreement to the care plan. We saw that staff wrote in the care notes when the residents had received visits from health care professionals, such as dentists, opticians, district nurses and chiropodists. We went to the bedroom of 1 of the residents who had a lot of care needs. This resident looked very well cared for. There was a pressure relieving mattress in place on the bed and a pressure relieving cushion on the chair. All this is necessary to prevent pressure sores from developing or from getting worse.

The residents and relatives that we spoke to told us that they are very well looked after. Relatives made the following comments: "She is really very well looked after". "They are very good here". "The care is excellent".

We looked at the system for managing the medicines. Staff who have received medicine training are the only people allowed to have responsibility for managing the medicines. We looked at how medicines, including controlled drugs, were ordered, stored and recorded. A safe system was in place although it was agreed that the following needed putting right: We found that 3 lots of medicines had been handwritten by the staff but they had not signed the medicine record sheet. If staff have to write out on the medication record sheet what has been prescribed, they should make sure that they check what they have written with another staff member. Both staff should then sign the written prescription. This protects the resident by ensuring that they receive the correct medication.

Throughout the day we saw that the staff spoke to the residents in a very friendly and respectful way. They knocked on bedroom, toilet and bathroom doors before entering and responded to the residents' needs in a very dignified way. The residents looked well groomed and well cared for. We saw that there were safety locks on bedroom, bathroom and toilet doors. This helps to preserve the resident's dignity and privacy. The support plans showed if the resident wanted their post opened by the staff or not. The residents were also able to use the telephone in private.

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

The residents are supported and encouraged by staff to make choices about what they do, so that they can find enjoyment and satisfaction in their daily life and with the activities available to them.

Great importance is attached to making sure that, regardless of their faith, the residents' spiritual needs are met.

Evidence:

mm

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

There are systems in place to ensure that people know how to and to whom they can complain.

Staff have a good knowledge and understanding of what abuse is and know what to do if it happens. This helps reduce the possible risk of harm to the residents.

Evidence:

A notice is displayed in the corridor explaining to people how and to whom they can complain and how their complaint will be dealt with. It is easy to understand and tells people that complaints will be looked into and a full written response will be given within 15 working days. We saw that a record is kept of any complaint made and includes details of the investigation and any action that the management may have taken to put things right. No complaints have been made to us in the last 12 months.

We spoke to some of the staff and asked them to tell us what they would do if they felt that a resident had been mistreated in anyway. They were very aware of what to do and how to report it. They told us that they had been trained so that they could, as far as possible, protect the residents from harm.

We saw evidence of this training in their training files.

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, 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.

This is what people staying in this care home experience:

Judgement:

The residents live in clean, safe and very comfortable surroundings.

Evidence:

bb

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

The residents are cared for by staff that are suitably trained and safely recruited. This helps to keep them as safe as possible.

Evidence:

A check of the duty rotas and inspection of the training files showed that there was enough suitably trained staff on duty throughout the day to care for the residents.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

The home is safe and very well managed.
Management continually look at the care and facilities they provide so that the residents' welfare is protected

Evidence:

We saw that a great deal of work goes into providing a quality assurance system for the home. This is to check on the quality of the care and services provided. From what we looked at it is obvious that the Company want to make sure that they get things right for the residents. The manager of the home has to check on lots of things that affect the health, safety and well-being of the residents. She has to record all her findings and then her manager checks the findings and then acts on anything that may need attention. Management also send out surveys to residents, relatives and other visitors asking for their views on the services provided at the home.

The system in place for the management of residents' money was good. We were told that they mainly handle money brought in for the residents' expenses. We saw that receipts were given for any money received and receipts were kept for any money that was spent on behalf of the residents.

Evidence:

The AQAA document sent to us showed that the home's fixtures, fittings and equipment are properly maintained and regularly serviced. We saw that regular weekly checking and testing of the fire detection system, fire exits and emergency lights was undertaken and documented.

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	Requirement	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	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	9	To ensure that residents receive the correct medication, staff should make sure that they check what they have written on the medication administration sheet with another staff member. Both staff should then sign the written prescription to confirm that it is correct

Helpline:

Telephone: 03000 616161 or

Textphone: or

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