

# Random inspection report

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

Name:	Dunelm
Address:	115 Dunelm South Durham Road Sunderland SR2 7QY

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>							
Elsie Allnutt	2	4	0	6	2	0	1	0

## Information about the care home

Name of care home:	Dunelm
Address:	115 Dunelm South Durham Road Sunderland SR2 7QY
Telephone number:	01915227398
Fax number:	01915227398
Email address:	
Provider web address:	

Name of registered provider(s):	North East Autism Society
Name of registered manager (if applicable)	
Mrs Jacqueline Herbison	
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								
Brief description of the care home								
<p>Dunelm is a family-sized house that is registered as a care home for 4 young people with Autism Spectrum Disorder. The service is operated by Tyne &amp; Wear Autistic Society (TWAS), which also operates a number of other similar smaller homes in the nearby area. The home is a semi-detached 1930's house on a main road near the City centre. The home has a short driveway, and a back garden. On the ground floor there is a comfortable lounge, a dining room, a large conservatory/sun room, and one bedroom. There is also a family-style kitchen, a staff sleep-in room that also doubles as an office, and a small utility room. On the first floor there are 3 good-sized bedrooms, 2 of which have en-suite bathrooms. There is a third bathroom adjacent to the other bedroom. Dunelm is decorated and furnished to a very good standard in a</p>								

### Brief description of the care home

style that suits the age and tastes of the people who live here. The home is not intended to provide accommodation for people with physical disabilities. There is a small step into the home at the front entrance. However a portable ramp could be provided if necessary for visitors with mobility needs to access to the ground floor only.

## What we found:

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

We have reviewed our practice when making requirements. Some requirements from previous inspection reports may have been deleted or carried forward to this report as recommendations. This will only happen when it is considered that people who use the service 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 last key unannounced inspection of the home was in 2007. This inspection was carried out to ensure that the service is still operating at a good level.

Before the visit we looked at information we received since the last visit to the home. This includes how the service dealt with any complaints, changes to how the home is run, the views of people who use the service and the managers views of how well they care for people.

During the visit we talked with some people who use the service and some staff. At the time of the visit the registered manager was unavailable and a senior member of staff accommodated the inspection process competently in her absence.

We focused mostly on the health and safety aspects of the people who use the service and whether the service continues to be managed effectively and in the service users' best interests.

We also looked to see if there were any previous requirements and recommendations that were unmet.

Following the inspection feedback was given to the senior person in charge. We carried out a conversation with the registered manager following the visit via telephone and gave her and the senior staff on duty at the time, feedback of the what we found.

There were no requirements made at the previous inspection or any outstanding from previous inspections.

The outcome:

A new manager, who is now registered with CQC, has been appointed to manage this home since the last inspection took place. Two other houses within the organisation based in the Newcastle area are also managed by the same person. Staff felt that this situation is managed well and that in addition to the manager, senior staff and an assistant manager, have responsibilities to effectively monitor and supervise the services delivered within each of the homes.

The manager is well experienced having worked in care since 1985. Since working for this organisation she has completed a number of courses and qualifications related to her role including; the RMA (Registered Manager's Award), NVQ 4 in health and social care and an

accredited qualification with the University of Birmingham in Autistic Spectrum Disorders. In addition to this training regarding The Mental Capacity Act and the Deprivation of Liberty and other subjects surrounding her role as manager have also been attended. Mandatory training is kept up to date.

The manager stated that she has "a brilliant staff team" and has developed a good working relationship with them. The staff team respects the manager and values her open approach and commitment to developing the service in a positive way.

A varied training programme is in place which equips staff with the knowledge and skills necessary to understand and deal with the diverse aspects of the service users' needs. This includes how to address challenging behaviour, how to use CALM techniques and the different aspects of Autism, in addition to this mandatory training is regularly updated and recorded.

New staff members receive a detailed induction programme and during the first two days training in fire safety and whistle blowing are covered and within the first six months staff receive training regarding autism spectrum disorders. So that new staff feel fully supported a mentor is appointed to work alongside them during the induction period.

Detailed risk assessments serve an important part of service users' care plans and are put in place as soon as a risk is identified and assessed. Such plans guide staff to support service users to live a lifestyle that promotes independence in a safe way.

The staff team work closely with healthcare professionals including the Crisis Team at Monkwearmouth Hospital and with their support and guidance, independent support plans for the individual service users are developed.

All staff have received training regarding the local authority's safeguarding procedures and have a good understanding of the Mental Capacity and the Deprivation of Liberty Act and how this might impact on the lives of the people that they support. Assessments and strategies are in place to support this, each service user has an assessment regarding the use of a secure entry system into the house in place.

Service users continue to live an active lifestyle using community facilities. All service users attend college and take part in a variety of activities. This includes golfing, rock climbing, canoeing, country walks, IT and bowling. Everyone has enjoyed a holiday away and further short breaks are planned for later in the year.

Health and safety records are appropriately kept and note is taken of any recommendations made by different agencies for example, the fire and environmental services. The day prior to this visit the fire system in the home had been serviced.

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

The home is furnished with good quality furniture and decorated to a high standard, repairs are addressed directly which means that service users live in a comfortable, attractive and safe environment.

Service users are supported by staff who work as a team and attend training to equip them with the skills and knowledge needed to work with the people living at Dunelm. This

means that service users benefit from a consistent approach and a competent workforce.

Service users interests and needs are addressed appropriately. Outdoor and physically active activities are popular and trips to outward bound centres have provided service users with the opportunity of new experiences such as canoeing, rock climbing and walking.

It was concluded that service users receive a service that respects their individuality and that is equipped to meet their diverse needs.

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

There were no requirements or recommendations made 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
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:

**Telephone:** 03000 616161

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

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

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