



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	Hebron House
Address:	12 Stanley Avenue Norwich Norfolk NR7 0BE

The quality rating for this care home is:

two star good service

A quality rating is our assessment of how well a care home 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 full assessment a 'key' inspection.

Lead inspector:	Date:
Hilda Stephenson	0 7 0 4 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 Adults (18-65)* 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

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
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Internet address	www.csci.org.uk

Information about the care home

Name of care home:	Hebron House
Address:	12 Stanley Avenue Norwich Norfolk NR7 0BE
Telephone number:	01603439905
Fax number:	01603700799
Email address:	mo@hebrontrust.org.uk
Provider web address:	

Name of registered provider(s):	Hebron Trust
Name of registered manager (if applicable):	Maureen Dunn
Type of registration:	Care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
Past or present alcohol dependence	10	
Past or present drug dependence	10	

Additional conditions:
Up to ten (10) female Service Users may be accommodated who have past or present drug dependence, or past or present alcohol dependence.

Date of last inspection:	0	9	0	7	2	0	0	7
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Brief description of the care home:
Hebron House offers accommodation to ten women with a drug and/or alcohol dependency. The home is situated on the outskirts of Norwich within easy reach of local amenities and public services. The large family type house comprises of six single and two double rooms and communal sitting rooms and dining room. In addition there is an art/craft room. The main garden to the rear of the premises is well maintained. There is some off street parking space on either side of the premises. The home is supported by local GP practices, community services and other specialist

health professionals.

The accommodation charges are £690.00 per week.

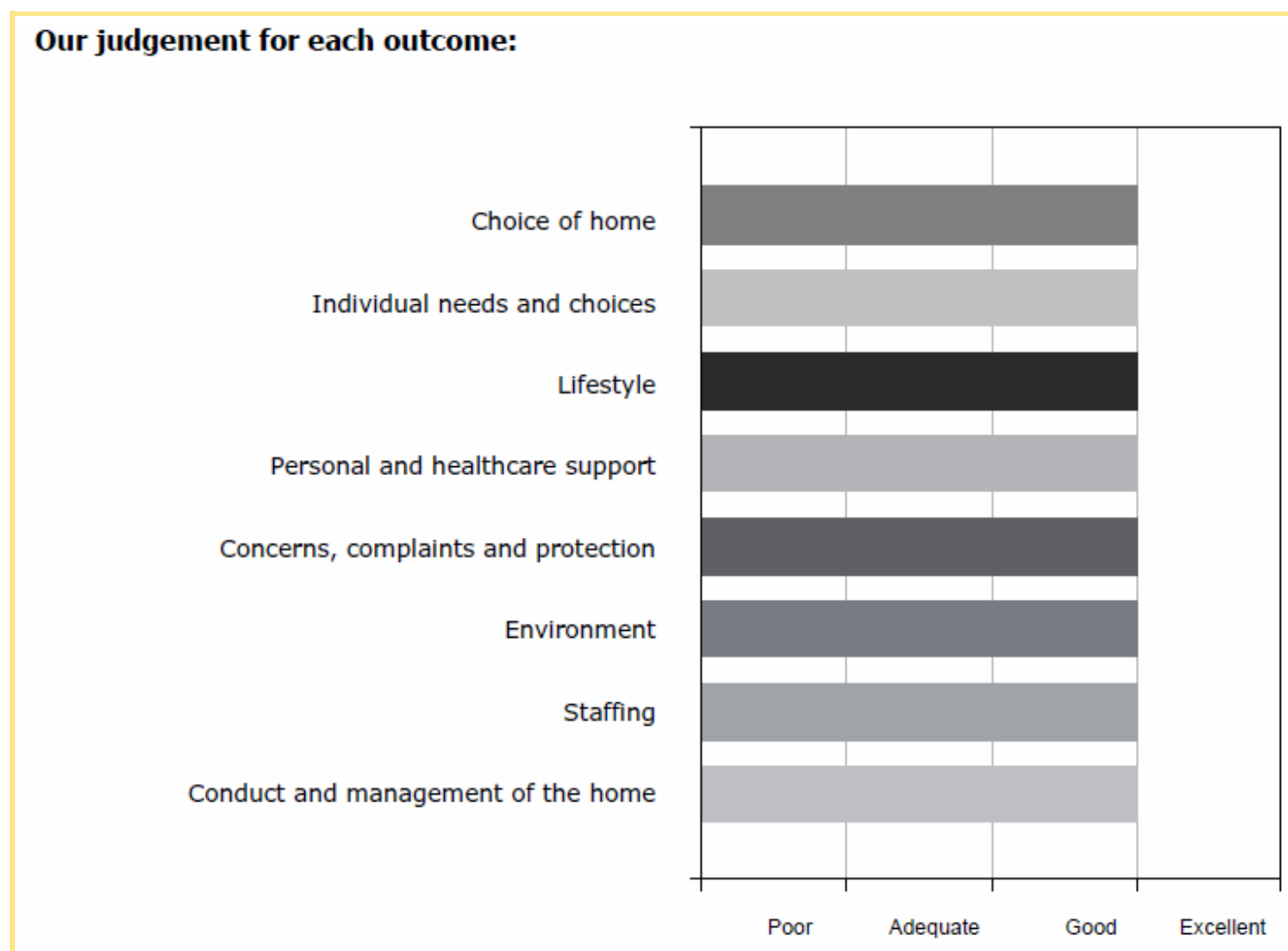
Summary

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

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

Care services are judged against outcome groups, which assess how well a provider delivers outcomes for people using the service. The unannounced key inspection of this service has been carried out by using information from previous inspections, written information provided by the proprietors, some residents and others who work or visit the home.

This unannounced visit took place during the day on the 7th April 2009. The Manager and Care Coordinator were in attendance during most of the day. Prior to the inspection the manager provided an Annual Quality Assurance Assessment giving details of the homes strengths and weaknesses.

During the inspection a tour of the building was undertaken, staff practice was observed, records and files were read and checked and several of the residents were

consulted.

What the care home does well:

Hebron House provides a high quality residential treatment programme for women with serious drug and alcohol dependencies. The outcomes have been positive over the past year with a high success rate due to the structured programme of recovery that is in place. Prospective residents can be referred to the home by health professionals or opt for self referral. The structured recovery programme is based on the individual needs of each resident and the staff team continue to maintain supportive counselling skills For people with drug and alcohol dependency.

From the information provided and through the site visit it was observed that staff promote equality and dignity within the home, alongside the structured programme of recovery residents undertake. Although, the home is accredited to the Association of Christian Counsellors religious commitment is not a basis for admission. The home admits clients from all faiths or no faith at all. The Hebron Trust are the registered proprietors and carries out their own internal audit and are accountable to the National Treatment Agency.

What has improved since the last inspection?

The staff team at Hebron House have worked hard since the last inspection by improving the environment for residents, ensuring there are adequate communal areas to go when they wish for quiet time or counselling and support. Staff have adapted their knowledge and attended training to include eating disorders and mental health issues and care needs associated with addiction. Hebron House offers aftercare to residents wishing to stay within the local community although, have come across barriers when applying for accommodation before discharge due to policy changes in the local housing authority.

The support networks have been widened to support residents who may need to deal with eating disorders, domestic violence, relationships as well as drug and alcohol dependency.

The quality assurance survey shows the home has been running to full capacity for the past year with results showing that the success rate of recovery from dependency has increased.

What they could do better:

Hebron House is a well run and managed home resulting in no requirements being issued after 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 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line – 0870 240 7535.

Details of our findings

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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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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 who use the service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Written information is available for all prospective clients detailing the structured programme of rehabilitation.

Evidence:

Referral to Hebron House is usually made through the local authority, social worker, GP, or can be a self referral, with the criteria being that the person has a drug or alcohol dependency.

Potential clients are sent an information pack giving them details of what the service offers them.

On application to the home they are invited to visit and have an initial interview with the Care Coordinator to discuss if they are at the right stage to undergo their structured programme of rehabilitation.

Clients must complete a detox programme before admission to the home. This is arranged with the help of their funding or referral agencies.

After detox is completed, the client is admitted to the home to begin a structured programme of recovery based on the twelve steps.

Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices.

People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions.

People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

This is what people staying in this care home experience:

Judgement:

People who use the service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The rehabilitation, health and care needs that people receive is based on their individual needs.

Evidence:

Evidence gained by looking at two care plans and then speaking to the two residents regarding their input with their care and rehabilitation.

Both residents spoke very highly about the care and support they receive from their individual Key workers.

Clients are allocated individual key workers on admission to the home and meet up throughout all stages of their placement. The Key worker will take their client through step work, provide counseling and monitor the implementation of their care plan. They provide for practical needs and prepare their client for transition to independent living.

One resident was in the first phase of rehabilitation and was provided with regular counselling sessions who stated 'I feel very well supported in here, there is always someone to talk to if I'm feeling a bit low.'

Another resident spoke about how she had been home for a visit so she could experience being back in her own environment, but welcomed the support that the staff offered since returning from her trip.

Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

People who use the 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 who use the service are able to make choices in their daily lives and follow a structured programme of activities assisting with their recovery.

Evidence:

Each resident follows a structured programme while they live at Hebron House to assist in their recovery from their addiction. There are house rules in place that residents must adhere to which also assists with their recovery. Two residents spoken to explained that they were at different phases of their programme.

Their days appeared to be filled with group work, counseling sessions, voluntary work, outings, food preparation and personal written work, although some free time is scheduled into the timetable at evenings and weekends. The group held at the time of this visit was education based, informing residents of the benefits of vitamins and nutritional values of food.

Both residents stated that they had enjoyed this session and found it beneficial for when the time came for them to leave and look after themselves.

Care plans for both residents who were spoken to included their programme of activities for the different phases they were at, and also included individual nutritional requirements.

There is a House Support Worker who manages the food order, plans meals with residents and generally makes sure that there is sufficient food and drinks available.

The kitchen is used by both staff and residents and was found to be clean and tidy. Generally residents prepare their own breakfast and supper, and follow a rota for the preparation of lunch and dinner, staff have their meals with the residents.

There was ample fresh fruit and vegetables included each day on the menu.

Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow.

If people 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.

This is what people staying in this care home experience

Judgement:

People who use the 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 living at the home have access to healthcare and are supported throughout their recovery programme.

Evidence:

Counselling sessions with their key worker form an integral part of the clients programme.

There are counselling sessions timetabled within the recovery programme and these may entail speaking to one of the other counsellors other than their key worker. The Care Coordinator explained that the local GP surgery is accessed to support each resident. If extra healthcare is required during their stay then this is also obtained through the GP services.

Residents are given their prescribed medication from an allocated room by trained staff, with records kept for each client. There are no controlled drugs on the premises. There is a safe and secure medication system in place.

Concerns, 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. Their concern is looked into and action taken to put things right.

The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People who use the 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 who use the service have access to a good complaints procedure and are protected by a trained staff team.

Evidence:

The home has a robust complaints procedure in place and all the residents and staff were aware who to complain to.

Staff had attended adult protection training and those who were spoken to had a good understanding of the different procedures to follow.

The complaints forms were seen, the manager usually addresses the complaint by speaking to the complainant first then bringing it up at the following discussion group meeting if this is appropriate.

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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

This is what people staying in this care home experience:

Judgement:

People who use the 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 live in a well maintained environment which is comfortable and homely. There is an excess of communal rooms which allows space and privacy to residents if required.

Evidence:

A tour of the building was undertaken.

The environment was clean, tidy and consisted of several communal rooms on all three floors which were comfortably furnished.

There are six single bedrooms and two shared rooms, two of the single rooms have en suite facilities and are usually habited by residents who are nearing the end of there recovery programme.

There is a laundry room, arts and crafts room, a prayer room, two small sitting rooms upstairs, and three further communal rooms on the ground floor, one of these rooms lead out to the rear garden.

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, qualified 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.

People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

This is what people staying in this care home experience:

Judgement:

People who use the service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Staff are available to care and support the people living at the home.

Evidence:

Inspection of staff rotas, observation of the home during the inspection and discussion with people living at the home demonstrate that there are enough staff on duty to meet people's needs.

The manager reported that more than half of the staff team have the recommended NVQ accreditation and she is working towards the management NVQ.

Staff files showed that the manager follows a good clear recruitment procedure when employing new staff.

Evidence of staff training and induction of new staff is in place.

Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately.

People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right.

The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

This is what people staying in this care home experience:

Judgement:

People who use the service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home is well managed and with adequate health and safety standards in place to ensure it is a safe environment for the people living there.

Evidence:

The manager is currently undertaking the recommended NVQ level 4 in Leadership and Management in Health and Social Care, she has worked at the home for two years. She is supported by a very well trained staff team.

The home is a charity based home and is regularly visited by the trustees two of whom also offers support to both staff and residents.

A sample of the health and safety records were checked and all of these were in good order.

There is an annual quality assurance survey carried out to establish how the home is managed and how improvements can be made.

Overall the management and administration of the home is very good.

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

Helpline:

Telephone: 0845 015 0120 or 0191 233 3323

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Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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