

# Key inspection report

## Care homes for older people

<b>Name:</b>	Davis Court
<b>Address:</b>	Davis Court Coronation Ave Dinnington Sheffield South Yorkshire S25 2AB

**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 review of the service. We call this full review a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Valerie Hoyle	1 3 0 8 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Older People can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

## Reader Information

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## Information about the care home

Name of care home:	Davis Court
Address:	Davis Court Coronation Ave Dinnington Sheffield South Yorkshire S25 2AB
Telephone number:	
Fax number:	
Email address:	daviscourt@rotherham.gov.uk
Provider web address:	www.rotherham.gov.uk

Name of registered provider(s):	Rotherham Metropolitan Borough Council
Name of registered manager (if applicable)	
Lynn Todd	
Type of registration:	care home
Number of places registered:	60

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	30
mental disorder, excluding learning disability or dementia	0	30
Additional conditions:		
The maximum number of users who can be accommodated is 60		
The registered person may provide the following category of service user Care home only - Code PC To service users of the following gender - Either whose primary care needs on admission to the home are within the following categories Old age not falling within any other category - Code OP Dementia - Code DE		

Date of last inspection									
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Brief description of the care home
Davis Court is a new purpose built care home situated in the village of Dinnington, which is on the outskirts of Rotherham Town Centre. It has good road networks and has local shops within walking distance. It has extensive grounds and has a large car

## Brief description of the care home

park to the front and side of the building.

The care home is registered to provide accommodation to 60 older people. The accommodation is split into four distinctive units. Two of the 15 bed units accommodate people whose primary care needs is dementia. The other two 15 bed units accommodate people falling into the old age category. The home offers excellent accommodation, allrooms benefit from ensuite facilities with each unit having its own lounge and kitchenette. Two units share a large well equiped dining area, and there is a bathroom on each of the units. Each unit has bedrooms on both the ground and first floor and those rooms can be accessed via a passenger lift. There are a variety of communal areas including a large ballroom, activity and therapy rooms.

The home provides a comprehensive information pack, which includes the Service Users Guide and Statement of Purpose. Information gained on 13th August told us that weekly fees for the home are £485 and there are additional charges for hairdressing, newspapers and private chiropody.

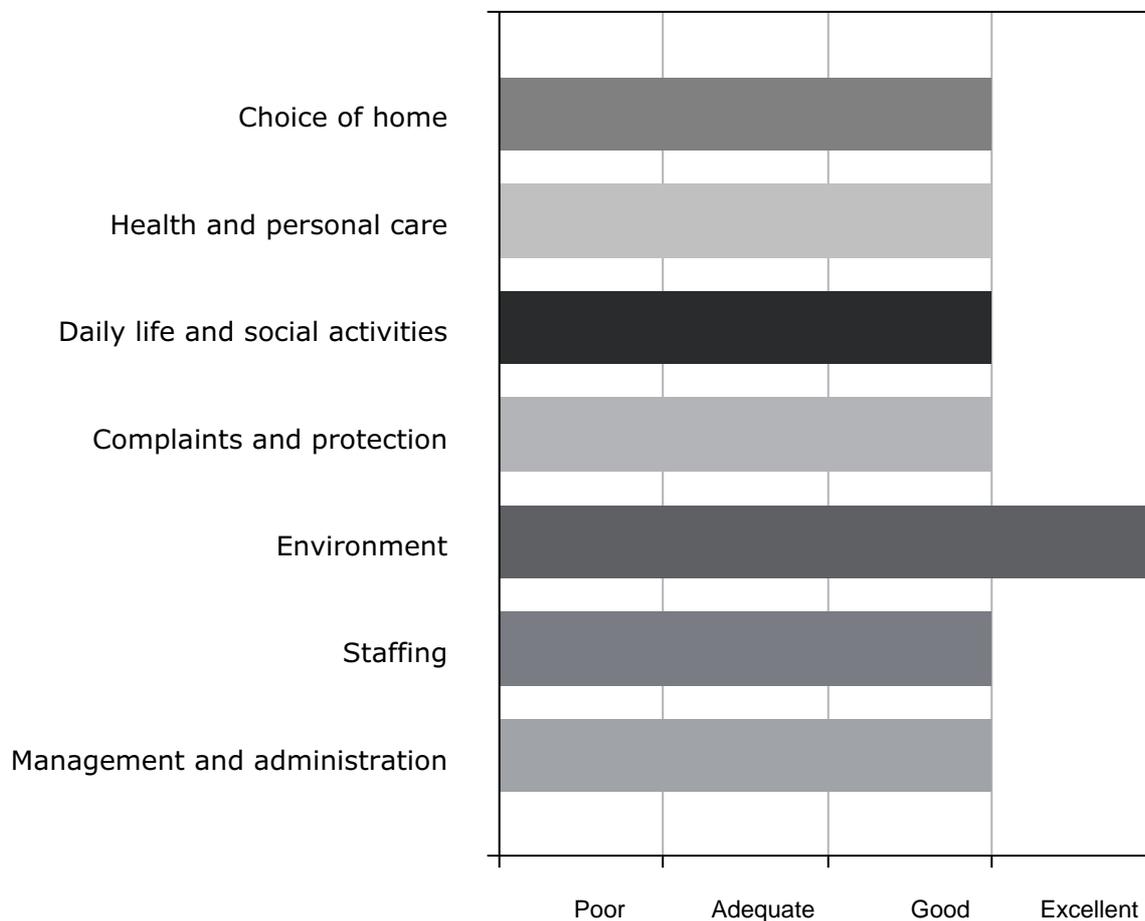
## Summary

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:

The quality rating for this service is 2 stars. This means that the people who use this service experience good quality outcomes.

This was the first inspection of the service which was registered with the Care Quality Commission in February 2009. The inspection took place over 9 hours starting at 09:00am finishing at 18:00pm.

We gained the views of staff, relatives, a district nurses and a number of people who use the service. Their views are included throughout this report. Five surveys were received from people who use the service and six surveys were received from staff who work at the home.

We have reviewed our practise when making requirements, to improve national consistency. In future, if a requirement is repeated, it is likely that enforcement action

will be taken.

Occupancy at the home is high, although most of the current people that live at the home have transferred from homes within the local authority that had closed.

Four peoples care plans were looked at, along with policies relating to medication, complaints, protection of vulnerable adults and the handling of peoples money. Six staff recruitment and training records were looked at to assess how people were protected. Procedures and risk assessments relating to health and safety were looked at and discussed with the manager.

An Annual Quality Assurance Assessment is a self-assessment and a dataset that is filled in once a year by all providers whatever their quality rating. It is one of the main ways that we will get information from providers about how they are meeting outcomes for people using the service. The AQAA also provides us with statistical information about the individual service and trends and patterns in social care. The AQAA was returned to us on time, which demonstrates responsiveness and cooperation.

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

The home has a warm and welcoming atmosphere and staff work hard to ensure visitors to the home are greeted appropriately, and directed to where their relative can be found. Relatives said the home is excellent and the care people receives is very good. They said the staff always keep them informed about their relatives care and they had been involved in decisions about the admission into the home.

People can join in activities provided at the home, although there is no designated member of staff to arrange and facilitate activities. People said they join in everything that is going although bingo was their favourite. Others said they were happy with activities but would like more exercise and outings.

The home have developed comprehensive care plans to ensure people receive the care they need. They have good records to confirm people receive the medical care they need and a visiting district nurse told us that staff were very good at following instructions and undertaking assessments to ensure peoples nutritional needs were met. People said "staff are very good at meeting my needs, they help me with anything I find difficult, like having a shave". they said "I feel very safe here and staff always respect my wishes". Surveys confirmed people receive the care they need and staff are very good at listening to what people say and act on their wishes.

The accommodation provided to people is excellent. People said they loved their bedroom especially having their own bathroom. Relatives said "the home has great facilities and we were pleased that mum could bring in things to make it more like home".

The staff at the home have worked extremely hard to ensure they operate as a team. The manager told us the closure of the homes and the process to move people from a settled environment was very difficult. The staff are commended for their work to help settle people into their new home. The comments from both relatives and people who use the service confirmed the support given by all the staff made the move go smoothly.

### **What has improved since the last inspection?**

This was the first inspection of the service since being registered with Care Quality Commission in February 2009.

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

Medication systems could be made safer and easier to audit if they were dispensed from a monitored dosage system. The service should consider the location for the storage of controlled drugs to ensure the room is not too hot. The room should only be accessed by staff who have the skills and competencies to administer medication.

The home could improve the way they inform people about the activities offered. The appointment of activity coordinators could improve the way activities are organised. Menus should be clearly displayed in each of the dining areas to ensure people can make an informed choice about the meals provided. They should be in large print so that people who poor sight can read the menu.

The complaints/concerns records should show how they deal with concerns that have been raised. This will enable the manager to identify areas which could be improved.

The gardens were overgrown and untidy, which means people were unable to access them easily. The manager said funding has now been obtained to landscape the gardens. Relatives said the gardens were spoiling the overall impression of the home.

The manager should continue to monitor the amount of accidents that occur during the night, to ensure accidents are minimised and people remain safe.

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 on page 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.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 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 who use the service were assessed before moving into the home to ensure their needs can be met.

Evidence:

The home has developed comprehensive information that was service specific and written in clear easy read format. It includes pictures to enhance the information. It was available for all new people using the service, and surveys received confirmed people found the information useful.

Most people currently living at the home were admitted from other care homes in the local authority. Their original accommodations were closed following the opening of Davis Court. The home has developed a comprehensive assessment document which was completed prior to admission. The manager told us that all people admitted to the home received a comprehensive assessment which was carried out by staff who had the skills and competencies to ensure people's needs could be met. The service was

Evidence:

highly efficient in obtaining a summary of any assessments undertaken by social services, health professionals, and they also involve relatives to ensure they gather as much information as possible. Four completed assessments were looked at and they were comprehensive and focused on achieving positive outcomes for people who use the service.

Surveys received from people who use the service confirmed people receive sufficient information to enable them to make informed decisions about the home. People staying at the home for a short stay period told us that staff asked questions about their care needs before they were admitted. Relatives told us that they were encouraged to visit the home before making a choice about the home. They said they were involved in giving information to ensure the right care was provided to their relative.

## 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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People have their health and personal care needs met in a dignified manner. The management of medicines could be improved to make administration of medication safer.

Evidence:

One care plan from each of the four units were looked at. They were comprehensive and gave staff clear information about the needs of individuals. Staff spend time before the start of their shift reading the care notes to ensure they have up to date information. The team leaders told us that staff working on the two dementia care units have specific skills to meet their specific care. The care plans include well written daily records and regular reviews ensure staff can assess how the plan is working. Comprehensive risk assessments ensure people can maintain their independence, while remaining safe. Surveys returned confirmed that people always receive the care and the support they need and staff are available when needed. People said "staff are always about, they are very kind, and support me with the things I find difficult. They give me a shave and help me to get dressed". Relatives said "staff are very good, I am impressed with the care provided". "People always look cared for, my mother likes

## Evidence:

to have her hair and nails done and staff makes sure this happens".

Health and medical records confirm people receive the support they need to maintain their health. The home had good records to demonstrate they use assessment tools to help maintain healthy skin and meet peoples nutritional needs. Surveys received confirmed that people always receive the medical support they need. A visiting district nurse said staff were very good at notifying nursing services of any medical concerns and they activley ask for advice and support.

The home has introduced a person centered approach administering medication to people who use the service. All bedrooms have a secure unit to store medication and staff administer medicines from the persons room. Records are stored with the medication and a second record is kept to ensure medication is administered safely. The medication is stored in boxes, which makes auditing difficult. A monitored dosage system would provide an easily audited system and would be safer for staff to administer from. Controlled drugs were stored seperatley and the records were checked for accuracy. The storage of controlled drugs should be reviewed to ensure the storage complies with the Misuse of Drugs (Safe Custody) Regulations 1973. All staff have received training to administer medication and team leaders undertake regular audits to ensure people receive medication as prescribed. They evaluate staff competencies and provide additional support where required.

Throughout the visit staff were seen interacting with people in a kind manner, they spent time talking to people and were observed knocking on peoples bedroom doors before entering. People were referred to by their first name and this was agreed in the care plans looked at. Surveys confirmed people were treated with respect and people said "staff always knock on my bedrom door before entering". People told us they had made choices about the time they get up and go to bed and also how many times they want staff to check them during the night.

## 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:

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.

Social activities are organised which are appropriate to the needs of people who use the service. Mealtimes were well managed and people can maintain contact with family and friends, and have opportunities to maintain links with the local community.

Evidence:

There is a large ballroom used for parties and it has a large cinema screen for movie nights. There is a hairdressing salon and a therapy room for massage which is also used for chiropody. There is no staff designated with the responsibility to facilitate activities. The manager said there were plans to appoint an activity coordinator in the future, until then all staff have responsibility to provide activities. They are developing pen pictures which identifies likes, dislikes and interests, so that staff can encourage people to take part in activities of their choice. Staff have responsibility to keep records of activities that takes place which includes bingo nights, board games, nail care, film nights and reminiscence. The manager told us that they have also arranged outings to the theatre and they have held coffee mornings to raise funds for futures events.

Surveys returned confirmed that people enjoy the activities provided. People said "I am happy with the service I get, although I would like more activities, more exercise". "I

## Evidence:

have not lived here very long but we are well looked after and staff are very nice". " I like to go out into the garden, although it is very untidy at the moment". "I join in anything thats going, but I also like spending time in my room doing crosswords". The home could improve the way they advertise events and they could develop an activity schedule so that people can make decisions about how they spend their time.

Relatives visiting the home have the opportunity to entertain their family in the small cafe area in the entrance of the home. They are able to make their own drinks, and they are able to have lunch with their family. The home has a room available for relatives to stay over if the visit from out of the area or if their relative is ill. Relatives told us that they visit at various times of the day and staff always have time to welcome us and show us to where our relative is. They said "staff encourages mum to join in activities although she prefers to sit in her room and watch television".

Mealtimes were well organised and people were given the opportunity to have their meal in their room if they wished. There is two main dining areas where two units join together to dine. The dining areas were bright and the tables were pleasantly layed with condiments flowers and serviettes. There was a good balanced menu and people had a choice of main courses and dessert, although people said they were unsure what was on the menu for lunch. The menu was not obviously displayed and it was in small print making it difficult for people to read. Surveys confirmed that people always enjoy their meal and people said the food was very good with plenty of choice. Lunch was observed and staff offered support where required. People said " staff are always around, they help us if we need it". "I am a diabetic and I get lots of choice". "If I am out with my family they always keep my meal for me, staff always ask us what we want to eat".

## 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:

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 who use the service can access the complaints procedure and were aware of who to contact if they had a concern. Safeguarding procedures ensure people were safe and protected.

Evidence:

The home has a complaints procedure that was accessible to people who use the service and visitors to the home. The procedure was also referred to in the Service Users Guide, which identified the stages to follow, it includes the timescales to respond to complaints. The AQAA confirmed that no complaints had been received since the home opened, although the manager told us that concerns have been made during the settling in period. The manager told us that they respond quickly to concerns to prevent them escalating to formal complaints. The manager should keep a record of concerns raised and the outcome for people who use the service, this will help to identify areas for improvement. Surveys confirmed people knew who to speak to if they were not happy and they know how to make a complaint. People said "everyone helps one another if we have any worries we tell the manager". "I would speak to my keyworker if I had a problem". "I feel comfortable to tell staff about problems". Relatives said "we are very confident the manager would deal with our concerns, my father receives excellent care".

There was a comprehensive Safeguarding adults procedure and staff follow the procedures to those standards. The registered manager operates to those standards

Evidence:

and would know the agencies to notify if there was any suspicions of abuse. The AQAA confirmed one allegation had been reported to the safeguarding adults team, although this had not reached a conclusion and was still being investigated. Staff have attended training to identify signs of abuse and they know who to contact and was aware of the whistle blowing procedures. All six surveys received from staff confirmed they know what to do if they had a concerns about care practise, and they confirmed the training they recieved was relevant and up to date.

## 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:

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 environment is fit for purpose with excellent facilities for people to spend their time.

Evidence:

The home purpose built and was opened six months ago. It has excellent facilities both communal and individual space has been developed to a high specification. All bedrooms are ensuite and they are spacious and each has their own outside balcony. There are four units each with their own lounge area. Two units share dining facilities. There are excellent communal activity areas including fully fitted hairdressing and therapy rooms. There is a designated room for people to pray, and people can spend time in the room or they can join religious services provided in the communal areas. A large ballroom also doubles up as a cinema, where films and outside entertainment takes place.

The layout of the home has been designed specifically to enable people with dementia to move freely around each of the units. They have specialised equipment on each of the units to ensure people can be moved safely. People said "I love my bedroom, I brought in lots of my pictures and ornaments which helped me settle". A number of people said they thought the new home was very good although they preferred their previous home as it was more homely. Relatives said the home was always clean and tidy and the rooms were very nice.

## Evidence:

People who use the service and their visitors can meet and have refreshments in the cafe at the front of the building.

The home was clean and fresh and surveys confirmed that the home was always kept to a high standard. The manager said there had been considerable difficulties in filling domestic post, which has resulted in agency staff being used to keep the home clean and hygienic. The staff are commended for maintaining a clean environment. The home provides sanitising gel to help control the spread of infection and the home has good sluicing facilities on each unit, to control the spread of infection.

There are vast gardens and a small safe area for people who reside on the dementia units. There is also a paved walkway around the home and the manager said they were hoping to develop an area for people to plant flower tubs. The gardens were totally overgrown and need to be landscaped to enable people to access and enjoy the grounds. The manager said they had been informed that the grounds would be developed in the near future. Relatives said the home provided excellent facilities, although they were disappointed with the surrounding gardens which let the home down.

## 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:

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 cared for by enough staff who are well trained and safely recruited, this means that individual needs are routinely met.

Evidence:

A large staff group has been established from local authority homes that have closed. The manager and her senior team has worked hard to merge the workforce and overcome different ways of working into a team that functions well together. The manager told us that they were carrying a number of vacancies which has been difficult to manage. The vacancies have been put on hold while redeployment issues are resolved. Staff were deployed to work specifically on each of the units and staff have specific skills to work with people on the two dementia units. On the day of the inspection staffing was sufficient to meet the needs of people, although numbers working on nights could be better as accidents and incident reports indicates more accidents take place during the night time hours. The environment and the dependency levels should also be considered when assessing staffing levels to ensure they are sufficient to keep people safe. The home could also improve the way staff work on nights as there is no senior on duty, although the manager said staff are aware of who would make decisions in cases of emergency.

The home arranged for all staff to attend a two week induction programme prior to the opening of the home which mean there was a consistent approach to the expectations

Evidence:

of staff. The induction package was looked at and it was comprehensive and service specific.

The manager has responsibility to submit a training plan to ensure statutory training is up to date and meet the needs of the service. Training is mainly provided internally, although the manager said service specific training could be accessed from outside training organisations. They have high levels of staff that have achieved National Vocational Qualifications in care (46 of the 57 care staff have achieved NVQ Level 2 or above) and the manager said they continue to invest in NVQ and they hope to have all staff NVQ Level 2 qualified, with some team leaders accessing higher levels in both NVQ and management qualifications.

There were robust recruitment and selection procedures that ensures people who use the service were safe and protected. Most of the staff employed have transferred from homes within the local authority, although they all went through the recruitment process. A number of staff recruitment files were looked at, they included the required employment checks including application form, proof of identity, two references and a Criminal Record Bureau check

## 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:

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.

The home is well managed, and they have good procedures to ensure the health, safety and welfare of people using the service is maintained.

Evidence:

The registered manager has a wealth of experience and knowledge and was able to demonstrate her ability to manage the home. She had achieved the required management and care qualifications and continues to attend training as required by the organisation. She has spent time developing relationships with families to overcome difficulties brought about by the closure of a number of homes to transfer people into the new home. She leads a strong team of team leaders who have responsibility for the day to day operation on the four units.

Staff and group meetings take place frequently to ensure staff have the opportunity to give their views on how the service can progress. Relatives and resident meetings were frequently held to assist with the settling in process. Quality assurance systems were in place and the manager said they had used surveys to gain the views of people

## Evidence:

who use the service. Representatives of the organisation visit the home regularly to undertake a quality audit (regulation 26), from the visit a report is available which was available for inspection.

People who use the service were able to manage their own finances, although most prefer the home to assist with dealing with their personal monies due to their limited capacity. Records were looked at and they were an accurate reflection of the accounts held on people's behalf. The procedures to manage peoples money states a limit that should be held, before money is transfered to other bank accounts. This was discussed with the administrator who should make arrangement for people to have saving accounts ensure they act in the best interest of the people.

Accident reports were analysed by the manager to ensure risk assessments developed where required. The manager should continue to review accidents records to identify any trends. As indicated in this report there appears to be higher levels of accidents which occur during the night time hours. The home has their own qualified staff to deliver moving and handling training which means staff can react quickly to the changing needs of people who use the service.

Maintenance and service records were looked at and were up to date and current to the services provided. The manager has the required Health and Safety policies and procedures and displays the relevant notices.

Fire safety procedures were in place and service records were looked at and were current, ensuring the safety of people who use the service. The manager was able to provide evidence that staff had received intensive fire safety training as part of their induction, and they have continued to undertake the required drills, to ensure staff have the skills and competencies to keep people safe.

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	Medication systems could be made safer and easier to audit if they were dispensed in a monitored dosage system. Consideration should be given to where controlled drugs are stored, to ensure the room is not warm and it can only be accessed by staff who have the skills and competencies to administer medication.
2	12	Activities should be available throughout the day and there should be a schedule so that people can make informed choices about how they spend their time.
3	15	Daily menus should be prominently displayed so that people can make informed choices about the meals they eat.
4	16	The complaints records should reflect the concerns raised and resolved, which will help to identify areas for improvement.
5	19	The gardens require landscaping to make them more accessible to people who use the service.
6	38	The manager should continue to monitor the amount of accidents that occur during the night, to ensure accidents are minimised and people remain safe.

## 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
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## Helpline:

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