



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for older people

<b>Name:</b>	Netherfield Court
<b>Address:</b>	Eldon Road Eastwood Rotherham South Yorkshire S65 1RD

The quality rating for this care home is:

two star good 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.

<b>Lead inspector:</b>	<b>Date:</b>
Ian Hall	1   6   0   3   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](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)

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)
Copyright	Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.
Internet address	<a href="http://www.csci.org.uk">www.csci.org.uk</a>

## Information about the care home

Name of care home:	Netherfield Court
Address:	Eldon Road Eastwood Rotherham South Yorkshire S65 1RD
Telephone number:	01709336793
Fax number:	01709336794
Email address:	Yasmin.Allen@rotherham.gov.uk
Provider web address:	

Name of registered provider(s):	Rotherham Metropolitan Borough Council
Name of registered manager (if applicable)	
Yasmin Allen	
Type of registration:	care home
Number of places registered:	21

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	21

Additional conditions:
The maximum number of service users who can be accommodated is: 21
The registered person may provide the following category of service only: 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 category: Old Age, not falling within any other category, Code OP - maximum number of places 21

Date of last inspection								
-------------------------	--	--	--	--	--	--	--	--

Brief description of the care home
Netherfield Court is registered as a care home to provide Intermediate Care. Accommodation is provided for a maximum of 21 persons aged from 50 years, and over pensionable age who require Intermediate Care. The service is jointly provided and jointly funded by Rotherham Borough Council (RMBC) and Rotherham Healthcare Trust (RHCT). There is no nursing care or long stay care provision on site. Referrals

### Brief description of the care home

and admission may be from hospital or the community. A multi- disciplinary team work at the home to provide care and rehabilitation. The team consists of care enablers, physiotherapists and occupational therapists. Support and interventions are also received from social workers and medical/nursing staff, as required. The home is situated in Eastwood area and within walking distance from the town centre. It is well served by public transport and a range of local facilities and shops. Service users referred to the home are not charged any fees. The cost of the service is met by both the Rotherham Borough Council and the local Primary Health Care Trust. Further information about conditions of admission to the home and other facilities can be obtained by contacting the home.

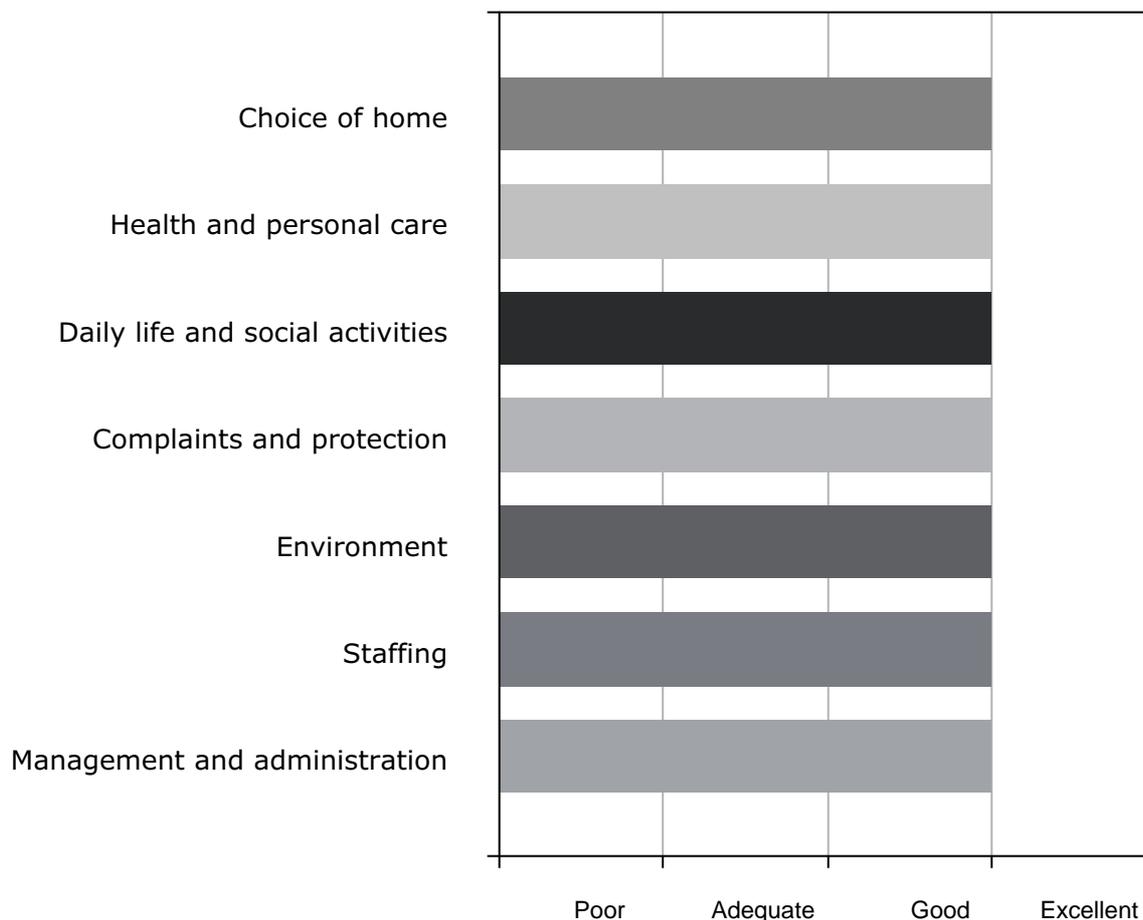
## Summary

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 star. This means that the people who use this service experience good quality outcomes.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations - but only when it is considered that people who use services are not being put at risk of significant harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

The unannounced site visit undertaken as part of the inspection started at 08:30 and concluded at 14:30 on 16th March 2009. The inspection was conducted by Mr I A Hall

the link inspector.

The site visit included a tour of the building, reading records, discussions with staff and people who use the service and observation of the meals provided. We also met with the manager and other members of staff.

In addition the inspection took account of information received since the last key inspection. This included records of telephone conversations with staff, events notified to CSCI and records of management visits to the home.

Prior to the site visit the home carried out a self assessment of the service. This is called the annual quality assurance assessment (AQAA).

People spoken with were happy to assist with the inspection. Comments were positive when describing the care and motivation of the staff, these included ; I like it here, the staff have been so reassuring and helped me loads; I feel safe here they are so good with everyone; its great here the staff are smashing.

At the end of the site visit verbal feedback was given to the manager.

**What the care home does well:**

Netherfield Court was clean and fresh smelling.

Staff took each opportunity to maintain peoples independence and enable them to exercise choice.

Staff were knowledgeable about peoples individual needs and personalities.

We saw good interaction between staff and people living at the home.

The manager encourages staff to train and extend their knowledge and skills.

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

People have benefited from multi disciplinary assessments being undertaken so that they can be confident that there rehabilitation needs can be met

**What they could do better:**

Ensure that social workers begin discharge planning on peoples admission to the home so that discharge is not delayed due to factors outside the homes control.

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](http://www.csci.org.uk). You can get printed copies from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by telephoning our order line –0870 240 7535.

## Details of our findings

### Contents

Choice of home (standards 1 - 6)

Health and personal care (standards 7 - 11)

Daily life and social activities (standards 12 - 15)

Complaints and protection (standards 16 - 18)

Environment (standards 19 - 26)

Staffing (standards 27 - 30)

Management and administration (standards 31 - 38)

Outstanding statutory requirements

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.

The service provides people with detailed information to enable them to choose whether the home is the one for them. Detailed assessments ensure people's needs could be met prior to offering them a place.

Evidence:

An information pack was available that provided details of the care and service available at Netherfield Court. It describes the rehabilitation purpose of the service. It also included useful information about staff, their qualifications, the therapy services, visiting the home, choosing meals, the laundry service and how to raise concerns.

We checked three case files. Each contained a multi disciplinary needs assessment; this included such things as daily living, personal care, health care, social interests and areas of risk where appropriate. When ever the need for specialist caring equipment had been identified this had been obtained prior to the person moving into the home.

Evidence:

The assessment formed the basis of the care plan.

People said they had been able to discuss their wishes and the rehabilitation programme before they made the decision to enter Netherfield Court.

Copies of contracts, social work and medical referrals, and assessments by all members of the care team were available and kept in the case file.

## 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.

Clear information is provided to guide staff meeting peoples needs.

Staff ensure that people are able to access health services as they need them.

Staff attitude and approach to care is based upon respect for the person, this helps safeguard and promote peoples rights and dignity.

Staff work to the homes policies for the administration of medication, this promotes the wellbeing and independence of people who live at the home.

Evidence:

Three peoples care records were examined. peoples care needs had been assessed by care staff, physiotherapists and occupational therapists. A range of recognized assessment documents had been used to measure peoples needs and progress. These included mobility, mental ability, state of nutrition and areas of risk such as falls. These provided a baseline for staff to measure peoples progress or changing needs.

## Evidence:

This enabled staff to plan the help and support people need. There were care plans to tell staff how to meet these needs. These had been reviewed regularly.

People we spoke to knew about their care plan and relatives were involved whenever possible. Care plans detailed peoples religious and cultural needs and the gender of staff they wanted to support them with their personal care. Pen portraits of the person, their lives and interests provide staff with background information to improve the care and service provided. This enables staff to review peoples health and wellbeing and change plans of care as necessary.

There were records of visits by the GP, community nurse and chiropodists. All people were registered with a family doctor; there were good relationships with the doctors and community nurses. There were wheelchairs, aids and equipment provided to meet peoples moving and handling needs. There was an assisted kitchen area for people to practice their daily living skills prior to their discharge. The home has an equipped physiotherapy area for therapists to assess and support people with their personal mobility and independence.

People had been assessed for their ability and were supported to self medicate by staff, this encourages and supports peoples independence.

People living at the home said staff were caring and helpful and that nothing was too much trouble for them.

People said that the staff promoted their privacy and dignity. We saw staff knocking upon bedroom doors and waiting to be invited to enter.

We observed interactions between staff and people living at the home. These were warm relationships with each person showing respect for the other.

There was no involvement by the social work team until people were ready for discharge. This could potentially delay and impede the rehabilitation and discharge outcomes for people.

## 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.

Suitable activities were provided at the home to keep people stimulated.

Visits from relatives and friends were encouraged so people kept in touch with people who were important to them.

There was a good catering service, which met peoples nutritional. needs and food preference. People who live at the home were encouraged to eat a healthy and varied diet.

Evidence:

Three care files and care plans were examined. These show that people were involved in a range of social activities. The occupational and physiotherapists encourage and target peoples activities to assist with their rehabilitation programme; such as gentle exercises and board games. People were seen to be reading, listening to music and watching television, staff were seen to encourage social interaction. People were provided with the choice to spend time in their own rooms if they wished to.

People said they were able to go to bed and rise as they chose. People were

Evidence:

encouraged and enabled to follow their normal pattern of living in preparation for their discharge.

People said their friends and relatives were able to visit at any reasonable time; this enabled them to maintain relationships and links with people who were important to them.

We saw the cook preparing and baking buns and cakes. She said these were freshly made each day. People said they enjoyed them with their cups of tea and there was always plenty to eat. Cook spoke to each person every day and was aware of their likes, dislikes and said she prepared special teas for peoples birthdays.

The meals provided were appealing and smelled appetizing. People said they enjoyed their meals and that they could choose other meals if they don't like the meals provided. People were seen and heard to make choices at dinnertime. Staff were available to help and encourage people with their drinks and meals. Mealtimes were unhurried with extra portions provided as required. Special diets were were available as needed. Staff said they sought the dietitians advice when necessary. Drinks and snacks were available through both day and night times.

## 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.

The complaints procedure enables people to raise any concerns.

Concerns and complaints received were dealt with promptly and changes made to improve the quality of peoples lives.

Staff had been trained in the recognition and reporting of abuse and relevant checks were made prior to them starting work, this reduced the risk of harm to vulnerable people.

Evidence:

People living at the home were able to describe how they would raise concerns with staff. They said that any matters they raise however trivial were dealt with promptly by staff and they were satisfied with the outcome. The complaints procedure was available for people living at the home, their relatives and staff.

Three areas of concern had been brought to the managers attention; they had been investigated in accordance with the homes policy and procedure. Actions had been taken when appropriate to deal with deficits identified.

People who had no advocate or next of kin would be provided with access to advocacy services or Age Concern.

Evidence:

Staff had been provided with training in adult safeguarding procedures to ensure people were safe, and to inform staff what to do if an allegation was made. The inspectors discussions confirmed that staff felt confident and able to respond to concerns or complaints effectively.

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

The home was clean, tidy and generally well maintained ensuring that people live in pleasant and safe surroundings.

Bedrooms were clean and reflected personal choice.

Evidence:

We saw the home was clean and smelt fresh. Soft furnishings, pictures and ornaments were used to provide a homely domestic setting.

All bedrooms were en suite and had been provided with matching bedding and soft furnishings. A range of colours had been used to individualize the appearance of bedrooms. Aids and adaptations had been provided to maintain peoples mobility and independence. Bedrooms were lockable with keys available for those who wished to exercise the choice to lock their own door.

There is level access throughout the home to maintain peoples independence and mobility.

There was a range of lounge areas for people to socialize, quiet rooms were provided for people to follow their own interests. People had been provided with computer

Evidence:

access for people to develop their skills or communicate with family and friends.

Fully equipped kitchenette areas are provided in each living area as part of the rehabilitation facilities.

Laundry and sluicing areas were clean and well ordered, this reduces the risk of cross infection. Staff confirmed that they were provided with protective clothing if they needed it and that equipment was in working order, being serviced as required. Low surface temperature radiators had been provided to reduce the risk to people of being burnt.

## 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.

Staffing levels were maintained to meet peoples care and rehabilitation needs.

Staff had received training to meet care and specific needs. Appropriate support and guidance was provided to new staff, enabling them to safely care for people who lived at the home.

Staff files included the required information. The home operated a recruitment policy that promoted peoples protection.

Evidence:

We met with seven members of staff including the manager during the course of the inspection. We saw staff working with people and noted that there was an atmosphere of mutual respect; their conversations were relaxed and friendly. The staff group were well motivated and enthusiastic about their work. They confirmed they were supported by the manager and encouraged to train and update their skills.

Staff confirmed that they had to provide two satisfactory written references and a Criminal Records Bureau check prior to beginning work. Staff files sampled confirmed that the home follow the local authority staff recruitment procedures.

Evidence:

Records of staff supervision and their training needs were examined. We saw the staff training and development plan. Training courses completed and planned were seen. These included health and safety, moving and handling, first aid and dementia care training.

Many staff had achieved National Vocational Qualifications, the remaining staff were working to achieve the award. Skills for prevention of infection and fire safety had been updated. This ensures staff were trained to meet peoples care needs safely.

## 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.

Staff said the manager was supportive and approachable and there was a system of professional supervision.

People were involved in making decisions about their care and had control over most issues that affected their lives.

Systems were in place to protect peoples financial interests.

Checks had been made on the major systems in the home such as fire and gas installations to ensure the home was safe for people.

Evidence:

We saw that there was always a senior member of staff on duty at the home with advice and support readily available. Responsibilities for the day to day operation of Netherfield Court were shared between senior members of the team.

## Evidence:

People said they were very satisfied and they thought the home was well run.

Staff said the manager was approachable, very professional and that they had confidence in her.

A senior local authority manager visits the home to monitor care and standards at the home. A written report of their findings was available at the home.

Management use a quality assurance system to measure standards of care and service provided. Questionnaires were used to seek the views of relatives and people who have used the service. Regular meetings were held for staff and people who live at the home. These give people a voice and chance to say how the home should be run. People felt their views and opinions were taken into account by the staff.

The manager handles money on behalf of some people, account sheets with receipts were kept. A second person witnessed each transaction.

Policies and procedures met the required standards. Records were mainly up to date and well ordered to ensure the best interest of people.

No fire exits were obstructed and hazardous substances were securely stored. Statutory servicing and checks of equipment were complete. Risk assessments had been completed to maintain a safe environment for staff and people who use the service.

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

**Textphone:** 0845 015 2255 or 0191 233 3588

**Email:** [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

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

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.