

Random inspection report

Care homes for older people

Name:	Stilecroft (MPS) Ltd TA Rosecroft Residential Home
Address:	Westfield Drive Workington Cumbria CA14 5AZ

The quality rating for this care home is:	two star good service
The rating was made on:	

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:								
Elizabeth Kelley	1	2	0	1	2	0	1	0	

Information about the care home

Name of care home:	Stilecroft (MPS) Ltd TA Rosecroft Residential Home
Address:	Westfield Drive Workington Cumbria CA14 5AZ
Telephone number:	01900604814
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Stilecroft (MPS) Limited
Type of registration:	care home
Number of places registered:	51

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	19	0
old age, not falling within any other category	0	51

Conditions of registration:								
The maximum number of service users who can be accommodated is: 51								
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 categories: Old age, not falling within any other category - Code OP Dementia - Code DE								
Date of last inspection								
Brief description of the care home								
Rosecroft Residential care home is registered with the Commission for Social Care Inspection to provide accommodation for up to fifty one older people. Rosecroft is run by MPS Care Homes Ltd and the Registered Provider is Mr Paul Gray. The home is located in a well served residential suburb of Workington being close to shops and local								

Brief description of the care home

amenities. The property is a large 1960's style care home that has been adapted and extended over the years to meet the needs of older people. Accommodation for residents is provided over two floors and there is a stair lift to help residents to move freely around the home. The home provides shared accommodation in the form of two large lounges, and two dining rooms. All bedrooms have a wash hand basin and some bedrooms have en-suite toilet facilities. The home has sufficient accessible bathrooms and toilets available close to all the accommodation used by residents. The home has a range of aids and equipment to assist residents to maintain their independence. The home has the use of a people carrier. The current scale for charging is GBP363 per week, for both private fee payers and through social services referral. Social services financially assess individuals to determine the level of contribution. Newspapers, magazines and personal toiletries are not included in the fee. A pamphlet is available for prospective residents, and a summary of the latest Commission for Social Care Inspection report is made available on request.

What we found:

This was a Random Inspection carried out due to concerns raised to us by a relative of a person living in the home.

This person had reported that they were worried by proposed shift changes in the morning and felt that this may lead to not getting the assistance they required, at a time when they needed it.

A concern was also raised about how this person had been helped to move in and out of chairs, and queried whether this was safe.

What the care home does well:

People spoken to in the home, including this person's relative, said that they get the right amount of assistance in the morning and can get up at a time they chose. If they needed extra help they could ring the call bell, and staff came reasonably quickly. Peoples care plans and daily notes demonstrated that people were exercising choice. This included one person stating that they didn't wish to have foot plates on their wheelchair and preferred not to be move using a moving and handling belt. These wishes were recorded in a care plan.

The manager had consulted with people about staff shift pattern changes but felt that some people had become anxious about this. After a small settling in period everyone now seems happy.

What they could do better:

Although the manager had consulted people about proposed changes, a follow-up to check if people were feeling OK about these may have helped to alleviate some people's anxieties about change.

Where people had expressed preferences not to to use certain equipments, it is good practice to record in a person's care plan but to also carry out and record a risk assessment with any special instructions for staff to follow to ensure that these wishes can be fulfilled while also keeping people and staff 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 set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Reader Information

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Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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