

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	9	0	3	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	1	2	0	1	2	0	1	0	
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:

We had been contacted by relatives to inform us, CQC, of concerns they had about the care of their relatives living at Rosecroft. These being a lack of stimulation and activities for people; and moving and handling practices which they felt were not safe.

Relatives had raised these concerns with the manager but they had not been satisfied with how these complaints had been dealt with.

We spoke with the manager and deputy, and the Activities co-coordinator, as well as speaking to people in the home. We looked at peoples care plans, activities file, training records and daily notes held in the home.

What the care home does well:

The home employs an Activities Co-coordinator specifically to run groups and one-to-one sessions with people living in the home, four sessions of four hours. This covers the lunch time period, where her time is also used to help people who require assistance with their meals.

The manager has set up a Training Programme for the home, which covers all the mandatory training requirements, and this makes it clear to see at a glance what training is available to staff. Recently four people had attended a Fire Warden course and everyones Moving and Handling Training was up-to-date.

The manger described how they were about to introduce a new key worker system and part of this role is to find out and engage people in social and leisure activities.

What they could do better:

Care plans need to include details of how peoples social and leisure interests are to be met by the home. Currently this is not identified as a need and is a serious omission to providing people with holistic care and in meeting their emotional, social and psychological needs. Care planning is very focused on meeting health and personal care, and they are written in an impersonal manner. This is contrary to current good practice which recommends that care planning is person centered. This has previously been raised with the organisation that runs the home. Staff who write care plans should attend training on this style of care planning and put it into practice, for example starting with the basics of written in the first person tense, involving people in writing their care plans, and including social histories, pen pictures, and how people like to spend their time.

Inconsistant Moving and handling practices in the home demonstrate that training is not always put into practice and can therefore put, people and staff at risk of harm. Also moving a person whilst in a hoist is undignified and can make a person feel very vulnerable. The manager must ensure that training is put into practice and peoples competence is checked periodically. Any reprimands or discussions about staff not following good practice should be documented. This would allow for any disciplinary procedures to be followed if necessary.

While the manager stated that she dealt with the reported poor practices in moving and handling, she had not told the relative of her actions, and consequently this person was

dissatisfied with how their complaint had been dealt with. The manager must ensure that any complaints or concerns, even verbal ones are document and responded to in accordance with the homes's policy and in a way that meets legal requirements.

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
1	7	15	<p>Care plans must set out how social needs, interests and hobbies are to be met by the home.</p> <p>This is to ensure that people have a good quality of life and are provided with stimulation that meets their needs.</p>	30/04/2010
2	16	22	<p>The manager must respond to complaints and concerns of people living in the home or their representatives in accordance with procedure, even if these are made verbally.</p> <p>This is to ensure that the home is open and responsive to complaints and is able to make improvements accordingly.</p>	09/04/2010
3	38	12	<p>The manager must ensure safe working practices for moving people.</p> <p>This is to avoid injury to services users or staff; and</p>	09/04/2010

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
			to safeguard peoples dignity.	

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	12	People should be consulted about interests, hobbies and offered stimulation that suits their needs. This process should be recorded and reviewed periodically.

Reader Information

Document Purpose:	Inspection Report
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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

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