

Random inspection report

Care homes for older people

Name:	Honiton Manor
Address:	Exeter Rd Honiton Devon EX14 1AL

The quality rating for this care home is:	zero star poor service
The rating was made on:	04/11/2008

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:
Teresa Anderson	0 9 1 2 2 0 0 9

Information about the care home

Name of care home:	Honiton Manor
Address:	Exeter Rd Honiton Devon EX14 1AL
Telephone number:	0140445204
Fax number:	0140445324
Email address:	honitonmanor@aol.com
Provider web address:	oakdash@aol.com

Name of registered provider(s):	Mr Howard Norman Dennis, Mrs Sarah Jane Mary Dennis, Mr David Malcolm Baker, Mrs Angela Martha Christin
Type of registration:	care home
Number of places registered:	22

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	22

Conditions of registration:									
Date of last inspection	0	4	1	1	2	0	0	8	
Brief description of the care home									
<p>Honiton Manor is registered to provide 24 hour nursing care for up to 22 service users who have needs relating to 'older people'.</p> <p>The two-storey home is an older style building situated on the main road into, and quite close to, Honiton and the local amenities. It is on public transport routes.</p> <p>There are eleven single bedrooms and five double bedrooms situated on the ground and first floors. One of the double bedrooms has an ensuite bathroom. A passenger lift and a staircase link the floors.</p>									

Brief description of the care home

Communal space is made up of a large lounge and a dining room, both on the ground floor.

Outside there is access to a seating area and parking.

Current charges are £515.00 - £675.00 per week. Charges do not include items such as newspapers, toiletries, taxis etc.

What we found:

We (the Commission) carried out this random unannounced inspection to check that the Statutory Requirement Notices issued on 10th November 2009 had been complied with.

The Notices stated that the service was failing to comply with some of the Care Home Regulations (2001). It gave notice to the Registered Persons (the owners) that if the service failed to comply with the notice, that the Commission could prosecute the owners.

The Notices were issued when it was found at an unannounced key inspection that some requirements made at the previous inspection had not been complied with. At that time we found that care plans did not clearly identify what people's needs were and that some people's health and welfare needs were not being met.

We visited this home specifically to check that this service had achieved compliance with the Notices. We did not inspect any of the outstanding requirements made at the key inspection. The timescale for compliance was set at 30th November and 7th December 2009. We visited the service on December 9th.

The Notices stated that the service must: Ensure that care plans provide clear and up to date instructions on how each person's care needs are to be met, recorded and monitored. Ensure that the information recorded in care plans is appropriate and relevant. Ensure that all parts of the care plan are reviewed and that any changes are recorded and are up to date. Ensure that there is a system in place to ensure staff are aware of and are up to date with service users health and welfare needs. Ensure that there is a system in place to ensure information relating to someone's health and welfare needs is accurate and up to date. Ensure that there is a system in place that monitors the health and welfare needs of people and ensures that actions are taken and recorded where appropriate.

We looked at four care plans. We found that each one contains relevant and important information about the person it relates to. Care plans are up to date. Reviews of people's care needs had been undertaken and recorded. Appropriate actions are taken to address people's changing needs. Actions include taking specialist advice, and putting that advice into action.

We talked to staff about people's care plans. They have a good knowledge of what people's needs are and how those needs are to be met. They are clear about their role. For example, carers are clear that they report any changes to a nurse so that the nurse can make the appropriate decisions about people's care. Staff also have a good knowledge about people's personal preferences. This shows that they are helping people to receive care that is tailored to both their needs and their wishes.

Staff are aware that some people are at risk. For example, at risk of developing skin damage . Staff know what equipment to use for each person to help prevent this, they know how to use the equipment and when they look at someone's skin for signs of damage, they know what they are looking for and what they should report to the nurse. Some people are at risk of choking. Staff know who these people are and they know how to support them to have a diet that both meets their nutritional requirements and which

minimises their risk of choking. In addition, the cook knows which people have a pureed diet and knows what this can and must not include.

Since the last inspection all care plans have been reviewed and the information within them has been reduced to manageable proportions. Training in care planning has been provided. The owners are introducing a new care planning system which they anticipate will further develop person centred care planning and will ensure that people's health and welfare needs are met.

What the care home does well:

This service has responded to the shortcomings identified and to all the elements contained within the Statutory Requirement Notices.

What they could do better:

The Statutory Requirement Notices issued on November 10th 2009 have been complied with.

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
1	3	14	<p>People must not be admitted to this home unless their needs have been assessed by a suitable person. This assessment must include health and social care assessments if the placement takes place through health or social care services.</p> <p>This will help to ensure that each person's needs are identified and can be met.</p>	07/12/2009
2	7	15	<p>You must ensure that care plans provide clear and up to date instructions on how each person's care needs are to be met, recorded and monitored. Information recorded in care plans must be relevant and appropriate. All parts of the care plan must be reviewed and updated as appropriate. All irrelevant parts of the care plan must be removed.</p> <p>By doing this staff will have the information they need to ensure that people have their needs better understood and met.</p>	07/12/2009
3	7	15	(1) People who have dementia must have their	20/02/2009

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
			<p>care planned in a way that is person centred; identifying all their needs and detailing how these needs should be met.</p> <p>By doing this people with dementia will have their needs better understood and met.</p>	
4	7	15 (1)	<p>People who have dementia must have their care planned in a way that is person centred; identifying all their needs and detailing how these needs should be met.</p> <p>Care given must be reviewed in a way that helps the care planner to make a judgement about whether the planned care is meeting that persons needs.</p> <p>Previous timescale of 31/03/08 not met. Not inspected on this occasion. Previous timescale 11/07/08</p>	31/07/2008
5	8	12	<p>You must ensure that there is a system in place to ensure staff are aware of and are up to date with peoples' health and welfare needs. You must ensure that this system is accurate and up to date. You must also ensure that there is a system in place that monitors the health and welfare needs of people and that actions are</p>	30/11/2009

Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>taken and recorded when appropriate.</p> <p>This will help to ensure that people's needs are met in the most effective way.</p>	
6	8	12	<p>(1) (a) When there is concern that someones health may be affected, for example they are losing weight, appropriate actions must be taken to address this.</p> <p>In this way appropriate actions will be taken to prevent or limit as far as possible health deterioration.</p>	23/01/2009
7	8	12	<p>(1) (a) People with dementia must have their mental health and welfare needs met. This includes working towards understanding what people with dementia are trying to communicate and taking action to address what is being communicated.</p> <p>In this way each individual with dementia will have their mental health and welfare needs understood and met.</p>	20/02/2009
8	10	16	<p>You must ensure that the home is conducted in a way that ensures people are treated with respect and in a dignified way.</p> <p>This will help to ensure that people are treated appropriately.</p>	31/12/2009

Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
9	12	16	<p>People of all abilities must be supported to have their need to engage and have their social needs met.</p> <p>This will help to improve the quality of life experienced by people living here.</p>	26/02/2010
10	12	16	<p>People must be supported to practice their faith and have the opportunity to attend religious services if they wish to.</p> <p>This will help to improve the quality of life experienced by people living here.</p>	31/12/2009
11	12	16	<p>(2) (m) (n) People must have their social needs and interests identified and you must make arrangements to enable these to be met.</p> <p>This will help to improve the quality of life of the people living here.</p>	20/02/2009
12	14	12	<p>People of all abilities must be supported to make their feelings and wishes known and to make decisions about their daily lives.</p> <p>This will help people to have autonomy and control over their lives, and will help to improve the quality of life they experience.</p>	31/12/2009
13	15	16	<p>People must be offered meals regularly and you must ensure that people are</p>	07/12/2009

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>encouraged to eat by offering them a variety of foods that suit their needs and preferences.</p> <p>This will help to ensure that people are supported to remain healthy.</p>	
14	16	22	<p>The complaints procedure should be appropriate to the needs of the people who live here and concerns raised must be investigated thoroughly and actions taken to address the findings.</p> <p>This will help to ensure that concerns are taken seriously and acted upon.</p>	31/12/2009
15	18	13	<p>Staff must be aware of the reporting procedures relating to safeguarding people. All injuries must be investigated and action taken to keep people safe.</p> <p>This will help to ensure that people are safeguarded from abuse and harm.</p>	31/12/2009
16	26	13	<p>You must ensure that adequate infection control procedures are in place.</p> <p>This will help to ensure that the spread of any infections are limited as far as possible.</p>	07/12/2009
17	27	18	<p>You must ensure that there are always enough suitably qualified and skilled staff on duty.</p>	31/12/2009

Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
			This will help to ensure that people's needs can be met.	
18	29	19	<p>You must ensure that recruitment procedures are robust.</p> <p>This will help to ensure that people are cared for by appropriate staff.</p>	31/12/2009
19	30	18	<p>(1) (a) People with dementia must be supported by people who are suitably qualified and competent in this area of care.</p> <p>This will help to ensure that the needs of people with dementia are met.</p>	13/02/2009
20	31	10	<p>(1) (a) The management of this home should manage the home with sufficient care, competence and skill.</p> <p>This will help to ensure that the health and welfare needs of each person living here are met.</p>	13/02/2009
21	31	8	<p>An application must be made to register a manager for this home.</p> <p>This will help to ensure that people benefit from living in a home that is managed by a suitable and from management systems that help to ensure people's safety and well being.</p>	07/12/2009

Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
22	33	24	<p>Results of the system for monitoring the quality of care should be acted upon.</p> <p>This will help to ensure that people are involved in the running of the home and that actions are taken to improve the quality of care provided in the home.</p>	26/02/2010
23	38	37	<p>All incidents and events, including deaths, must be reported to the commission.</p> <p>This will ensure that the commission are kept up to date about events in the home.</p>	07/12/2009
24	38	23	<p>You must ensure that equipment provided at the home for use by people living here is maintained in good working order.</p> <p>This will help to ensure that people living in the home are safe.</p>	31/12/2009
25	38	26	<p>The providers must visit the home at least once monthly on an unannounced basis. They must do this so that they can form an opinion as to the standard of care provided in the home. They must record their findings and send these to the commission after each visit.</p> <p>Previous timescale of 13/04/07 not met.</p>	31/07/2008

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
			Not inspected on this occasion. Previous timescale 31/12/07.	
26	38	13	<p>You must ensure that the health and welfare needs of people living here are met. This must include, but is not exclusive to, moving and handling people safely, maintaining equipment and restricting window openings as appropriate.</p> <p>This will help to ensure that people living here are kept safe through safe working practices.</p>	07/12/2009
27	38	26	<p>The providers must visit the home at least once monthly on an unannounced basis.</p> <p>They should do this to help them to form an opinion as to the standard of care provided in the home. They must record their findings and send these to the commission after each visit.</p>	07/12/2009
28	38	13	<p>Risks to people living here, to include but not exclusive to, the risk of falling should be identified and as far as possible should be eliminated.</p> <p>This will help to ensure that people are kept safe.</p>	29/01/2010

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

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
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

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