

Random inspection report

Care homes for older people

Name:	The Coach House
Address:	58 Lidgett Lane Garforth Leeds West Yorkshire LS25 1LL

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:							
Dawn Navesey	0	3	0	6	2	0	1	0

Information about the care home

Name of care home:	The Coach House
Address:	58 Lidgett Lane Garforth Leeds West Yorkshire LS25 1LL
Telephone number:	01132320884
Fax number:	01132870152
Email address:	Garforthch@aol.com
Provider web address:	

Name of registered provider(s):	Mrs Claire Louise Buckle, Mrs Alison Jayne Green
Name of registered manager (if applicable)	
Mrs Victoria Thompson	
Type of registration:	care home
Number of places registered:	19

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

Conditions of registration:								
Date of last inspection								
Brief description of the care home								
<p>The Coach House is a care home providing accommodation and services to older people; it is situated in a residential area of Garforth and is close to the amenities of the town and public transport. It provides accommodation for up to nineteen men and women in both single (the majority) and shared rooms. There is a range of communal sitting and dining areas, bathrooms and toilets on both floors and passenger and stair lifts to different parts of the upper floor. There is a large, safe, enclosed garden with some car parking available within it.</p>								

Brief description of the care home

Fees for the home are available by contacting the manager.

What we found:

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

- The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.
- Information we have about how the service has managed any complaints.
- What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.
- The previous key inspection, which was carried out on 7th June 2007 and annual service reviews.
- Relevant information from other organisations.
- What other people have told us about the service.
- One inspector also carried out an unannounced visit to the home on 3rd June 2010 and was at the home from 11am until 2.15pm. During the visit we talked to people living in the home, people's relatives, the staff and the owner of the home about their experiences of living and working at The Coach House.
- We also sent surveys to people who use the service and staff. A number of these have been returned and comments made have been used in this report. All the surveys showed people were satisfied with the service.

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. They are aware of improvements they need to make to the service. For example, they said they are going to provide more training on person centred care and dementia training. They also said they are going to provide further training on diet and nutrition, and make sure more photographs of events are taken so they can show what they have been involved in more.

They also told us of a number of improvements made at the home in the last 12 months. For example, they said:

'We have increased care staffing hours to facilitate increasing care needs and spend more time with individuals providing a higher standard of personal care needs. We have been able to keep terminally ill clients in our care with the extra support from the Dr's, District nurses, continuing care and our trained senior staff in palliative care, rather than them having to move to hospital or in to a nursing home in the last few weeks of their life.'

'We have involved care staff more and more in the care planning process as those on the front line are more aware of care needs of individuals and their personal preferences.'

'We have encouraged people with the daily household tasks much more so they feel they have a purpose and are involved with the running of the home.'

'We have re done the whole dining room from top to bottom and a new non slip laminated floor laid down. Replaced the passenger lift and have had two chair - lift installed (to make access to the resident's bedrooms easier for them). We have purchased a lot of new garden equipment (lawn mower, potting containers, seeds and plants).'

The AQAA also gave us information on the systems they have in place to make sure people who use the service have their views listened to and acted upon. These include regular meetings with people who use the service and their relatives and an annual survey to gather people's views and suggestions.

People who use the service and their relatives spoke very highly of the home. These are some of the things they said:

'This is a very nice place to be'

'Really nice place, couldn't say a wrong word about them'

'A real home from home'

'Picked here because it was so homely and friendly'.

People said they were well cared for and staff were attentive to their needs. They said they 'always' or 'usually' receive the care and support they need. Comments included:

'Take great care when they are ill'

'Mum is very happy with the care. The staff always treat her with dignity and respect her wishes in all things'

'My mother has been very well looked after since she came here'

'No grumbles, looked after very well'

'Always someone about to help us'

'Very quick to get the doctor if we need one'

'Very good care, staff so kind'.

People looked well cared for clean, tidy and well groomed. People's glasses were clean, they wore jewellery if they wished and their clothes were well matched and colour coordinated. Staff were patient, gentle and kind when interacting with people. They were discreet and respectful of people's dignity when attending to any personal care needs. They gave reassurance and explanations for any tasks that they needed to support

people with. This was especially noticeable when people were anxious or upset.

Staff were familiar with people's needs and could talk confidently about the support they give. Staff were able to describe people's preferred routines with regard to their support and what works well for people. Staff said they found the care plans useful and they had all the information they needed for them to be able to give good support. They said the life history work they had done with people helped them understand people better and see them as individuals.

Most people were happy with what they do at the home. One person when asked what the home could do better said, 'Better activities would be an improvement'. In the AQAA, the owner said, they have a weekly activity plan which includes games, crafts, bingo, cinema afternoon, remanissance work, pamper days, musical instruments, movie afternoons and baking. Staff said that activity usually takes place in the afternoons when they are not as busy. Staff organise the activity themselves. People said that outings are sometimes arranged and trips to the shops in the local community can be arranged in small groups. In the AQAA, the owner also said, 'We are always trying to find new activities for the residents and having a greenhouse built has proved to be very good with most of them. They now grow their own flowers for the garden, tubs and hanging baskets. The residents this year have decided to grow some vegetables for themselves. We have a number of ladies particularly who enjoy participating in household tasks such as dusting, setting the tables at mealtimes. Folding laundry such as table cloths, towels and cleaning cloths.'

On the day of our visit, people were sat out in the garden, enjoying the good weather. One person said, 'I asked for milky coffees for everyone and of course we got them'. Others were watching the morning television programmes and generally interacting with each other and the staff.

The atmosphere in the home is calm and relaxed. Life seems to go at the pace of people who use the service. People are free to move about the home and garden as they wish and are able to have their things around them. People who live at the home were encouraged to make choices throughout our visit.

We observed the lunch time meal. This was unhurried, relaxed and calm. People were sat in small groups which encouraged conversation and interaction. Staff gave the support needed in a discreet and respectful manner. People said the food was good and there was always plenty of choice. In the AQAA, the owner said, 'We offer a varied menu hot and cold options at tea time. Choice of drinks available at all times through out the day or night and also snacks available at all times including during the night.'

People who use the service said they knew how to complain and who to speak to if they are generally unhappy about something. Most said they would speak to the managers. Staff were able to say what action they would take if they suspected abuse or had an allegation of abuse made to them. They were also able to describe the different types of abuse. All staff were clear on their responsibility to report abuse or allegations of abuse and confirmed they had up to date training. The manager is familiar with the local authority safeguarding referral system. This means people are properly protected.

People who use the service and their relatives were very positive about the staff, manager and owner of the home. Their comments included:

'Staff really get to know people as individuals'

'Staff are lovely, very nice, well trained, know what they are doing'

'Very helpful, always enough staff around'

'Always ask us what we want, respect privacy'

'Managers make sure it's a happy home'

'Managers keep us well informed'

'If we have any worries they are always dealt with efficiently'.

Overall, people who use the service and their relatives said they felt there were enough staff available to them. One person said that occasionally they could be short staffed if staff were off ill.

Last time we visited the home, we said that recruitment records must be improved. We looked at the recruitment records for 3 staff and saw that they were in good order and recruitment is carried out thoroughly and properly. The home currently employs apprentices as part of the team. In the AQAA, the owner said, 'We are now the Ambassador home for Leeds because of employing these apprentices and now attend conferences and exhibitions promoting the apprenticeship scheme to other homes'. Also she said they had been nominated for a national award for their work with the apprenticeship scheme.

All staff said they received good training and induction training. They said their induction had prepared them well for their job. They also said they received regular updates when they were needed.

The manager and owner of the home have many years experience of both working with older people and managing the home. They are suitably qualified to run and manage the home. They lead the staff team well. Staff said they are very supportive and approachable and make sure the needs of the people who use the service come first. When we asked what the service does well, the owner said, 'We provide a high quality of care within the financial constraints of the current climate. Management have a wealth of experience in the care sector and training is on going. We are constantly striving to update the environment, keeping a clean well maintained facility. We value our work force and invest both time and effort into their training and encourage their input, ideas and abilities. All our residents are treated with respect'.

In the AQAA, the manager indicated that all health and safety matters in the home are up to date. Arrangements are in place to make sure of safe working practices. We looked at falls risk assessments and could see they are reviewed and analysed to try and reduce or minimise falls.

What the care home does well:

People who use the service are well cared for. Their individual needs and life histories are

taken into account and the care is person centred.

The managers and staff treat people well and are very mindful of people's dignity when providing any support.

The home is friendly and homely. Everyone we spoke to said there was always a lovely atmosphere.

The home is well managed. The interests of people who use the service are seen as important to the managers and staff and are safeguarded and respected.

What they could do better:

We have not made any requirements or recommendations as a result of this inspection visit.

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

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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