



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Beachville
Address:	West End Newbiggin By The Sea Northumberland NE64 6XD

The quality rating for this care home is:

three star excellent 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.

Lead inspector:	Date:
Karena Reed	0 8 0 5 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 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

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

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Beachville
Address:	West End Newbiggin By The Sea Northumberland NE64 6XD
Telephone number:	01670-817345
Fax number:	01670812411
Email address:	beachvillecare@btconnect.com
Provider web address:	

Name of registered provider(s):	Mr S L Allison, Mrs J Allison
Type of registration:	care home
Number of places registered:	12

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	2	0
learning disability	2	0
old age, not falling within any other category	0	10

Additional conditions:

The maximum number of service users who can be accommodated is: 12

The registered person may provide the following category of service only: Care home only - Code C 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, maximum number of places: 10 Learning disability - Code LD, maximum number of places: 2 Dementia - Code DE, maximum number of places: 2

Date of last inspection								
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Brief description of the care home

Beachville care home is registered to provide personal care to twelve residents, categories of care include nine older people, one older person with memory loss and two people with learning disabilities over sixty- five years of age. Nursing care is not provided. The home is situated in a residential area of Newbiggin By the Sea and is near to a bus route. It is also close to local shops and pubs. The building is a large detached house with gardens overlooking the coast. All bedrooms are for single use

Brief description of the care home

apart from one double bedroom. Rooms to the rear of the house enjoy magnificent sea views. A passenger lift is not available but some bedrooms are situated on the ground floor. There is a large lounge, a dining room and conservatory overlooking a well-stocked garden to the rear of the home, all the communal rooms have sea views. There are two bathrooms, one of which contains an assisted bath.

A Statement of Purpose and service user guide are available for prospective residents and their relatives to give them information about the services provided by the home and the relevant charges. Fees payable for living at the home at the time of inspection in May 2009 were 449.90. Additional charges are payable for hairdressing, private chiropody, toiletries, personal newspapers and some transport costs.

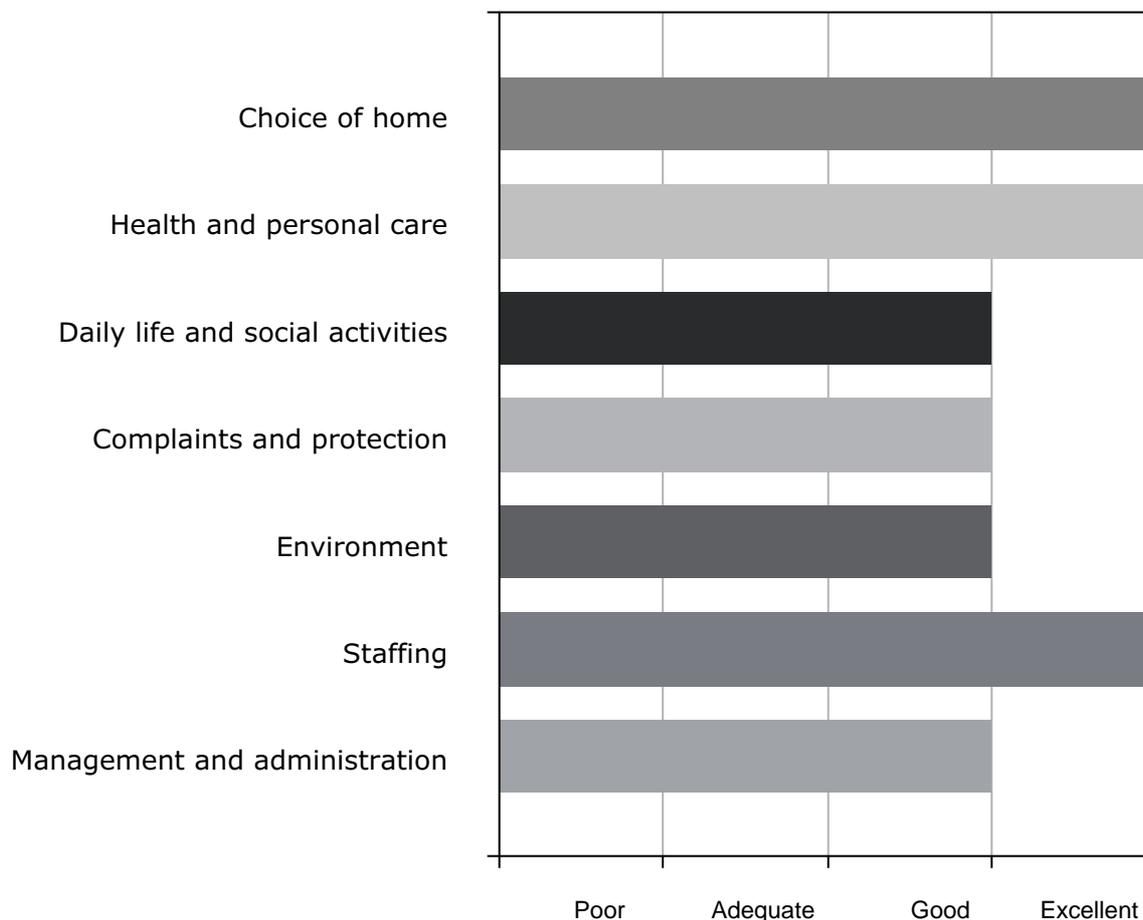
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The quality rating for this is service three stars. This means that the people who use the service experience excellent 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 significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

How the inspection was carried out.

Before the visit, we looked at information we have received since the last inspection, how the service dealt with any complaints and concerns since the last visit, any changes to how the home is run, the views of people who use the service and their relatives, staff and other professionals.

The Visit:

An unannounced visit was made on May 8th 2009.

During the visit:

We talked with people who use the service, relatives, staff, the manager and visitors. We looked at information about the people who use the service and how well their needs are met. We looked at other records which must be kept, checked that staff had the knowledge, skills and training to meet the needs of the people they care for. We looked around parts of the building to make sure it was clean, safe and comfortable and checked what improvements had been made since the last visit.

We told the manager what we found.

What the care home does well:

There are good arrangements in place for people who live at the home to maintain contact with their family and friends.

The home is well decorated and comfortably furnished for the benefit of people living at the home.

Detailed information is given to prospective residents about services provided by the home.

The home offers prospective residents whatever length of time they need to decide if they wish to live at the home.

Detailed information is collected about a new resident to ensure staff can provide the necessary levels of care and support to the person.

Positive comments were received from staff and service users and a relative about the care provided.

Residents have the opportunity to pursue their religion if they wish to.

People living at the home enjoy home cooking and a varied diet.

Residents are treated with dignity and respect.

People living at the home receive an excellent standard of care and support from staff.
excellent

What has improved since the last inspection?

A variety of activities are available for people living at the home to take part in if they wish.

There is an ongoing programme of decoration and refurbishment around the home.

What they could do better:

More regular staff meetings should take place to involve staff in the running of the home.

The financial records for any personal allowances of people living at the home should contain two staff signatures.

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.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line –0870 240 7535.

Details of our findings

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

There are very good procedures in place to ensure that prospective residents are making an informed choice about living at the home. Very good arrangements are also in place for assessing the needs of people before they are admitted into the home. This provides staff with the information they need to safely care for people living at Beachville.

Evidence:

The home's Statement of Purpose and service user guide were examined. They were interesting and informative and contained the necessary information as required by the Care Homes Regulations 2001. In surveys received people who live at the home and their relatives felt that they got enough information from the home and other agencies to make a decision about whether to use this home.

Comments from people living at the home include:

Evidence:

"I visited for a short stay before making my decision."

A relative said; "We visited the care home and they visited my at his home."

Records for four people who live at the home showed that when they were admitted to the home an assessment of their care needs had been carried out before their admission. A copy of the social services assessment and care plan for each person had been obtained before they moved into the home. The home also carries out its own pre-admission assessment to ensure that it can meet each individual's needs. The person living at the home and relevant people are involved in the assessment. The home's assessment form encourages staff to explore issues relating to equality and diversity as it refers to gender, culture, religion and spiritual preferences. It also looks at mood, speech, behaviour, mental health and risks.

Comments from staff include: "An assessment is carried out prior to admission giving relevant information, this is reviewed regularly."

People have the opportunity to visit the home as often as they need in order to decide if they want to live there. A prospective resident may come for meals, have overnight stays and be introduced to other people who live at the home at a pace suitable to the individual.

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

There are very good arrangements in place to ensure the health and personal care needs of people living at the home are met by staff.

Evidence:

After a person has moved into the home a care plan is designed around their assessed needs so that staff know how to provide the right amount of support. Separate care plans detail the night time needs of people living at the home. Care plans cover areas such as continence, personal hygiene, mental health and social care needs. The sample of care plans examined were written in a respectful way that promotes the individuality and dignity of the person living at the home. The sample showed that all care plans had been evaluated regularly.

Records were in place to show how the medical and nutritional needs of people living at the home were being met. Residents care plans recorded information about their social and leisure needs.

Evidence:

Health care records were available on the files of residents to show they are supported to have access to health care services such as GPs, dentists, district nurses and continence advisors. Comments from the relative of a person living at the home include: "I have on occasions had to draw staff attention to some health problems."

Other comments include:

"We receive more than the care and support we need."

Staff comments include:

"Staff are always informed of dietary needs, likes/dislikes."

"We provide a homely, comfortable individual level of care, we have close relations with service users. We always listen to what they want and follow this."

"An assessment is carried out prior to admission giving relevant information, this is reviewed regularly."

"Care plans are very thorough and do include all relevant information, these are reviewed and changed as require. The manager works very closely with us to be sure these are up to date and accurate."

"Every aspect of care is covered well."

Risk assessments are in place for residents covering areas such as health care including prevention of falls, continence and nutrition.

Moving and handling assessments have also been carried out to show the moving and handling needs of more dependent residents.

Technical aids and equipment are available for people who are unable to move independently.

The home has a medication policy that is available for staff to read. All medication is stored in an appropriate locked cabinet to which only senior staff have access. Records covering the administration and disposal of medication are kept. The records examined were satisfactory. All staff administering medication have received accredited training.

Staff are polite, respectful and courteous to people in their care.

Evidence:

Seven of the surveys returned said that staff "always" gave the care and support required. One survey said that staff "usually" gave the care and support required."

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.

People living at the home have opportunities to make choices about activities and daily routines so that they may lead a lifestyle that matches their social care needs.

Evidence:

There is a welcoming atmosphere in the home. There are various areas around the home where people living at the home can sit and meet.

Activities are available for residents, however there was no evidence of any at the time of inspection. Activities include: videos, sing-a-long, manicurist, dominoes, quiz nights, religious services, hairdressing, memory skills, quizzes, massage, board games, exercise, song and dance, movies, family visits, arts and crafts, gardening, bingo and dominoes. An activities board wasn't available to advertise the daily activities available. Various seasonal parties are arranged which are supported by relatives. Residents enjoy sitting in the large well-tended garden when the weather is suitable. Some residents attend regular social sessions outside of the home run by Mind Active, a voluntary group. Entertainment is also provided in the home by entertainers such as folk singers, choirs, duets and other seasonal entertainment.

Evidence:

People living at the home have the opportunity to go out with relatives. Local outings are also arranged by the home to garden centres, tea dances and what ever is of interest to the resident. Staff support people living at the home residents to keep in touch with relatives.

Residents were positive about the activities provided.

Staff ask each resident about their wishes, interests and choices. Training has taken place for the staff team about memory loss. This training should help ensure residents are given more choice in order to keep some control in their lives.

Training is planned about how to implement the Mental Capacity Act. Following this training ,the senior staff will look at what choices and decisions each person with memory loss is able to make for themselves.

The cook talks with the residents to collect up to date ideas for making the menus and finding out about the food likes and dislikes of residents. At least two hot meals are provided daily and an alternative is available. Residents were very positive about the food. On the day of inspection lunch was fish, chips and peas or curry and rice followed by rice pudding or yoghurt. A relative commented:

" The food always smells lovely, good home cooking."

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 home has a clear, complaints and protection system, which helps to protect people who live at the home.

Evidence:

The home's complaints procedure is given to new people as they move into the home. The procedure assists and supports them and their relatives to bring any matters to the attention of staff outside of the home in case they felt uncomfortable bringing any complaints or concerns to the attention of staff within the home.

There is a complaints procedure on display within the home for the use of residents and their relatives.

The home keeps a record of complaints . There have been no complaints received about the home since the last inspection.

Surveys returned stated people living at the home knew how to complain if they needed to .Comments include:

"I know how to complain but have no complaints to make."

"We are so happy with everything at Beachville we don't need to complain."

Evidence:

"Staff members commented;" I would feel comfortable discussing everything."

"I would listen and document any concern and pass it on to the manager or owners and inform the person with the concern that I would pass it on."

"The manager is very approachable and would meet me anytime I asked."

The home has a copy of the Local Authorities Vulnerable Adults procedure. This provides staff with clear guidance on how to deal with adult protection concerns.

Staff have received training about Protection of Vulnerable Adults from the local authority. Staff have received training about behaviour that may be difficult to work with as part of a dementia awareness course, this should help them understand the different support needs of individuals.

More training is planned about dementia care course to give staff more insight into the needs of people with memory loss.

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 provides a comfortable and safe environment for those living there.

Evidence:

The home is accessible and placed in the centre of a local community in a residential area. The home enjoys magnificent sea views from the rear of the property and the promenade runs by the bottom of the garden. There are also some shops and pubs quite nearby. There is an ongoing programme of decoration and refurbishment around the home. Since the last inspection some bedrooms have been decorated, the porch and laundry have been decorated, the landing window has been replaced and several floors around the home have been covered with laminate flooring that is non slippable.

Furniture and fittings were domestic in design and the home was well decorated and comfortably furnished.

Comments include:

"We provide a homely, comfortable and individual level of care."

"The service provides a nice environment for service users. There is a very relaxed atmosphere which makes working here very nice."

Evidence:

"It is certainly home from home , everything is spick and span and certainly a credit to all the staff and management."

"The staff work hard on all things- keeping the house clean and welcoming."

The home has an appropriate amount of sitting, recreational and dining space.

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

There are enough staff for the occupancy levels of the home. They are appropriately recruited, and trained to meet the needs of the people living at the home.

Evidence:

Examination of staff rosters and discussion with the manager and members of the staff team showed that staff numbers are as follows:

2 carers and 1 senior 8.00am - 2.00pm 3 carers 7.00am - 9.00am

2 carers 2.00pm- 5.00pm

2 carers 5.00pm- 9.00pm

1 sleep in and 1 waking night staff 9.00pm- 8.00am

These numbers include the manager.

There is a senior staff member on each shift when the manager is not on duty.

Evidence:

Other members of staff are employed for duties such as cleaning and food preparation.

A sample of staff files were examined. The necessary checks are carried out before a person is appointed to work at the home.

Two written references were available on staff files examined.

An application form had been completed for each staff member.

Employment histories were available.

CRB checks are carried out before a person is appointed.

Staff photographs were available on staff files examined.

There is an excellent level of staff training. All carers have achieved a National Vocational Qualification (NVQ) at level 2. 2 staff members are studying for level 3 with another staff member wanting to begin studying for level 3.

Staff have received the necessary statutory training and developmental training is planned to ensure that staff can meet the specialist needs of people with memory loss e.g. dementia care. Deprivation of Liberty training is also planned. Other training carried out includes: infection control, moving and handling, first aid, health and safety, food hygiene, peg feeding, continence, catheter care, bereavement, end of life-palliative care, safe handling of medication, care planning. The manager is also following a manager's development programme. Staff comments include:

"The Northumberland Care Alliance training diary is always available. I then ask the manager to enrol me on any relevant courses plus ones I choose to do myself."

"I have worked in other homes and in my opinion Beachville is a lovely place. The staff are trained and all of them are friendly and helpful. I enjoy my work here and would feel comfortable discussing anything."

"There is always the required staff on duty, at holiday times we all work with each other to cover shifts to ensure this. The manager will also cover care shifts if required."

People living at the home and their relatives were very complimentary about the staff team. Comments include:

Evidence:

"There is always someone ready to help with incidental things, like getting cards for me, and so on. Staff are very kind and helpful."

"The staff are excellent . They work hard on all things- I am helped with all things as I need them."

"We were so lucky to have our relative such a caring home with such dedicated management and staff. We can't speak too highly of them."

" Staff are very attentive and always there when we need them."

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.

People living at the home live in a home that is well run and run in their interests and where the welfare of all is promoted.

Evidence:

The manager has the relevant qualifications for managing the home. The home is well run and there is an ethos of involving staff and residents in the running of the home. Residents are also involved in decision making in their daily living. There are approximately two staff meetings a year. Supervisions take place every two months with each staff member, as well as an annual appraisal when staff will help identify their training needs.

Comments include:

" I have supervisions and appraisals and can always approach the manager to discuss anything."

Evidence:

" Any training I require the manager enrolls me on it."

"I personally feel that Beachville is an excellent place to work,there are hand overs, communication book, the staff,manager and everyone is always aware of what is happening day to day."

"The service is well managed, it provides a nice environment for residents'. Individual care is delivered to meet the needs of each person."

" We have a good staff team and we work together very well. It is a very rewarding, pleasant place to work."

"We need to keep up the high standards and atmosphere at Beachville."

"The manager is very open and friendly ,she works closely with us and knows the service users well. I enjoy my work here and do feel that I am supported in everything I do."

"We have a very good staff team and relationships. We all work closely together including the manager to ensure we are giving the best possible service and care."

There was a good standard of record keeping and documents detailing fire safety and other statutory records were all up to date. The financial records detailing personal monies of people living at the home recorded only one staff signature when dealing with their monies. Lockable facilities are available for residents to keep their own money if they wish.

Staff training relating to health and safety was up to date.

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
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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
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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
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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	Best interest decisions to be recorded on the care files of people who live at the home as required, after training is completed.
2	32	Staff meetings should be held more regularly.
3	35	A counter signature should be obtained when dealing with residents' monies in order to minimize any risk to residents' monies.

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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