

Key inspection report

Care homes for older people

| | |
|-----------------|---|
| Name: | Southwood Lodge |
| Address: | 36-40 Southwood Avenue Southbourne Bournemouth Dorset BH6 3QB |

The quality rating for this care home is:

two star good service

A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

| | |
|------------------------|-----------------|
| Lead inspector: | Date: |
| Michael Dennis | 1 2 0 1 2 0 1 0 |

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

| | |
|---------------------|--|
| Document Purpose | Inspection report |
| Author | Care Quality Commission |
| Audience | General public |
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| Internet address | www.cqc.org.uk |

Information about the care home

| | |
|-----------------------|---|
| Name of care home: | Southwood Lodge |
| Address: | 36-40 Southwood Avenue Southbourne Bournemouth Dorset BH6 3QB |
| Telephone number: | 01202422213 |
| Fax number: | 01202417568 |
| Email address: | |
| Provider web address: | www.residecarehomes.co.uk |

| | |
|--|---------------------------|
| Name of registered provider(s): | Reside Care Homes Limited |
| Name of registered manager (if applicable) | |
| Miss Min Qi Yu | |
| Type of registration: | care home |
| Number of places registered: | 32 |

| | | |
|---|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| dementia | 32 | 0 |
| old age, not falling within any other category | 0 | 32 |
| Additional conditions: | | |
| The maximum number of service users who may be accommodated in the home at any one time is: 32 | | |
| The registered person may provide the following category of service only: Care Home only - Code PC, to service users of either gender, whose primary care needs on admission tot he home are within the following categories: Old Age, not falling within any other category (Code OP), Dementia (Code DE). | | |

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|-------------------------|---|---|---|---|---|---|---|---|
| Date of last inspection | 2 | 9 | 0 | 3 | 2 | 0 | 0 | 9 |
|-------------------------|---|---|---|---|---|---|---|---|

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| Brief description of the care home |
| Southwood Lodge is a care home registered to provide personal care for up to thirty two adults. Reside Care Homes have taken over the running of the home since August 2008. Since |

Brief description of the care home

then they have installed new boilers, upgraded the kitchen and are putting in new radiators. A shaft lift is currently being installed. Some new carpets have been laid and most areas have benefitted from double glazing. They have a number of plans to further upgrade the environment and for the service and overall care in the home.

The fees to stay at the home are around five hundred pounds a week.

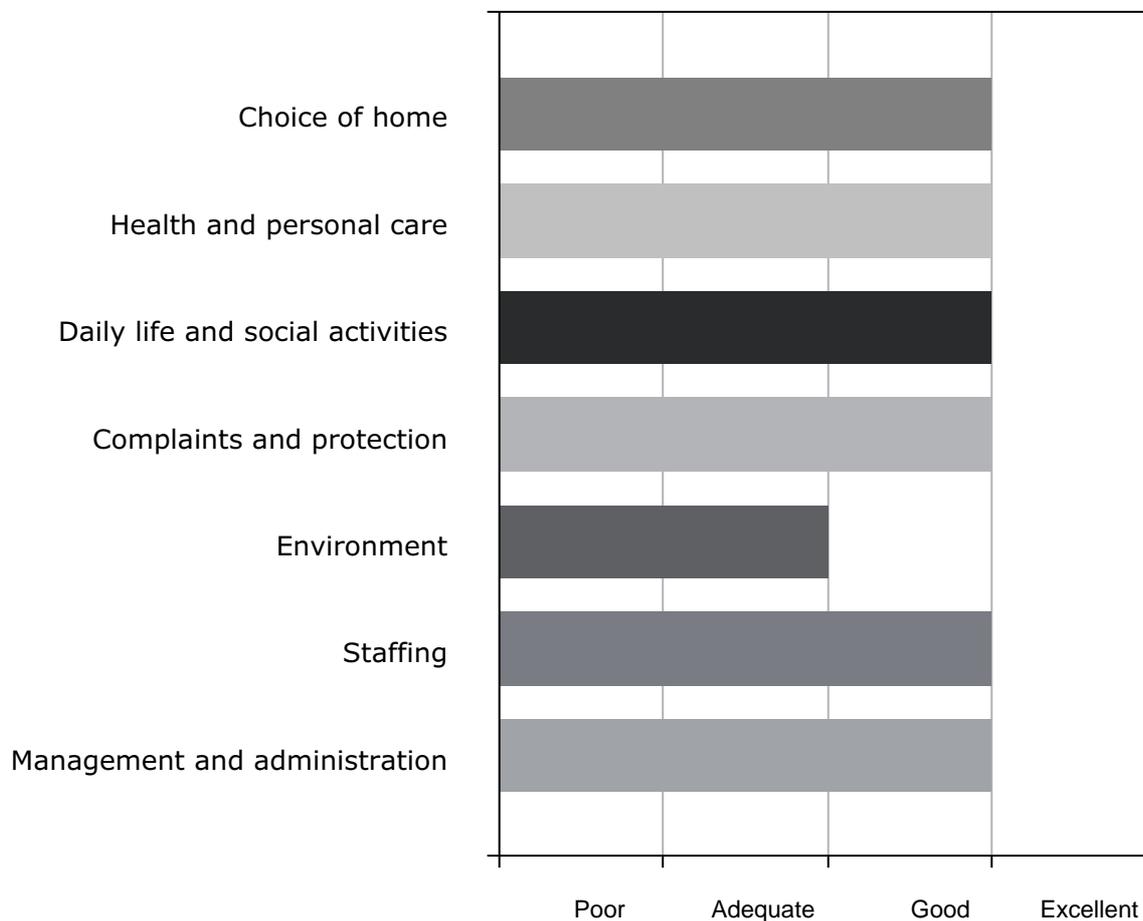
Summary

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

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

We spoke to the manager, the operations manager and two care assistants about roles, responsibilities, training needs and what they do in the home to help and support the residents.

We saw staff assisting residents with their needs.

We saw a number of different records relating to the running and management of the home. These included medication records, staff records, training records, duty records, quality assurance information and health and safety records.

We read three residents care records and care plans. We saw most of the environment, the only parts we did not see were a small number of bedrooms.

We found the home was operating within the required conditions of registration set

down by the Commission. The conditions of registration detail the type of care and the needs of residents and the numbers of residents who may stay at the home.

What the care home does well:

Residents overall feel satisfied with the care and service that they are receiving.

The staff are friendly and helpful to the residents.

There are a range of social activities and events put on for residents to enjoy.

Residents feel that the environment is homely and relaxing to live in.

What has improved since the last inspection?

The premises have been and are being improved. A shaft lift is being installed as has a new kitchen. Various areas have been refurbished to include double glazing and new radiators.

Domestic staff have been increased to maintain hygiene and cleanliness.

Vare planning and care assessments are now presented in greater detail and i regularly reviewed.

What they could do better:

The medical room where medicines are stored should have a prescribed metal cupboard as stated in the Royal Pharmaceutical Guidelines.

Supervision of staff should occur at least six times a year.

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 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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Outstanding statutory requirements

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

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.

Residents are provided with up to date information about the home.

Residents needs are assessed when they move into the home.

Evidence:

The manager visits prospective residents and completes a needs assessment. A standard format for assessment and care planning is now used. When completed in sufficient detail, this record covers the assessment issues specified in the standard and the diverse needs of prospective residents. The residents records case tracked, for the one new admission, contained completed and comprehensive needs assessments. The homes staff carry out an assessment for both private purchasers and those commissioned by the local authority. The homes assessments state who was present

Evidence:

at the assessment. They are dated and signed.

Prospective service users and their relatives are issued with the Statement of Purpose and Service User Guide prior to admission. These documents contain all relevant information as required by the standard and enable people to make an informed decision about the home before committing to it.

All persons living at the home have been issued with contracts or statements of terms and conditions.

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

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Residents have a plan of care. Residents have access to other healthcare professionals. Medicines are being administered in adherence to pharmaceutical guidelines. Residents are treated with respect and their privacy is upheld.

Evidence:

There has been an improvement in the quality of the care plans, which now provide clear instruction to care staff as to the interventions needed to meet the care needs and capabilities of the residents. All of the care plans case tracked complied with the National Minimum Standards. There was evidence to indicate that these plans are reviewed at regular intervals. They are signed and dated and the majority include who was present or consulted at the time of inception.

The care documentation and discussions with staff and residents confirm that external health professionals are used and available. Each resident is registered with a GP, and

Evidence:

has access to specialist services. On the day of inspection the home was visited by the community nurse and the dentist.

Significant improvement is noted with regard to all aspects of medication practices. The administration of medication was seen to be appropriately conducted with suitable records kept. Storage of medication was seen to be secure. Two medicine trolleys are deployed in the home and when not in use are securely fastened. There is a dedicated drugs storage room. It is strongly recommended that a metal cupboard is obtained and affixed to the wall of this room in order to comply with the latest Royal Pharmaceutical guidelines.

Residents were observed to be treated with respect when staff interacted with them. Staff were seen to knock before entering residents rooms, and the residents spoken with confirmed that staff are respectful of their privacy.

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.

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Residents can do a variety of social and therapeutic activities.

Residents are given good opportunities to exercise choice and control in their daily lives.

Residents can enjoy a well balanced diet.

Residents are able to keep contact with family and friends.

Evidence:

Residents are able to partake in a number of different activities. An activity coordinator is employed to facilitate a range of social and therapeutic activities. Activities include outings to various places of interest, arts and crafts, games, musical afternoons and gentle exercise classes. Library facilities are also available. The home has a relaxed visitors policy. Family and friends are welcomed.

Care plans included information about the likes and dislikes of the residents in different areas of their lives, for example what meals they enjoy and when they like to get up at different times of the morning. Meal times can be flexible and choices are

Evidence:

evident. Lunch served on the day of inspection was Steak and mushroom pie or plaice and mash. Special diets are catered for.

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.

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

The people who live at Southwood Lodge feel confident in being able to raise any concerns, and are protected from abuse by trained and knowledgeable staff.

Evidence:

There is a copy of the complaints procedure in the hallways and this information is also contained in the Service User Guide, a document given to people when they move to the home. We found that the complaints procedure had been up dated and referred to the latest contact details of the Commission. The Manager said that she had not received any concerns in the last year. Residents said they were able to make complaints but felt this need was unlikely.

We talked with staff about recognising abuse, and they knew what to do if they had concerns. The manager confirmed that the majoroty of staff had received training in relation to recognising and reporting suspected abuse.

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

Quality in this outcome area is adequate. This judgement has been made using available evidence including a visit to the service.

The environment is generably suitable for residents to live in and has the necessary adaptations and equipment in place to meet residents needs.

Evidence:

Southwood Lodge is situated in the suburb of Southbourne in the town of Bournemouth. It is very near to the seafront, local shops, a church, a pub and a park.

The home is an older house built over two floors. There is a stair lift to reach the second floor. A passenger lift is currently being installed.

We saw several bedrooms and all the communal areas. All the bedrooms are for single use. Ensuite facilities exist in some of the rooms. Toilets and bathrooms are located near the other rooms.. Rooms were satisfactorily decorated and maintained. We were told that domestic staff had been increased since the last inspection to maintain the cleanliness of the home.

Bedrooms look personal and homely and reflect the tastes of residents.

We saw a spacious dining room, a lounge and other seating areas. Residents were observed to be relaxed and comfortable in these areas.

Evidence:

Equipment and adaptations are in place throughout the home to assist people with reduced mobility.

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

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 the service.

Residents are cared for by enough staff and by staff who do a variety of training. Residents are protected by the homes recruitment procedures.

Evidence:

The staff duty record told us that the Manager, one senior care staff and 3 care assistants were on duty during the day. At night there are 2 waking night staff on duty. In addition there is the activity coordinator, full time catering staff and domestic staff.

Seventeen care staff, including the manager are employed and at least 50 per cent have achieved an NVQ qualification.

We checked the records for two established, and two relatively new members of staff. All had two written references, completed Criminal records bureau checks and had been employed through a robust recruitment procedure.

Evidence was seen to verify that training has and does occur to include appropriate Induction Training. Staff are supervised although in some cases not all had received

Evidence:

the required 6 supervisions in a 12 month period. Annual appraisals had been undertaken.

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

The Service Users benefit from the ethos, leadership and management of the home.

Evidence:

The Registered Manager has now been in post for over a year and has made improvements to the way this home operates. She is suitably qualified.

Ms. Min Ki Yu has demonstrated her potential ability by making a number of improvements throughout the home enabling the rating to be increased from adequate to good. There are examples of good care being delivered.

There is evidence of ongoing quality assurance, and the Annual Quality Assurance documents have been returned to us.

Evidence:

The manager said we hold regular appraisals and supervision and records were produced to support this.

Financial records were not inspected at this time, though they were satisfactory at the previous inspection.

Records required by legislation are kept and now considered to be of a satisfactory standard. Policies and procedures have and are being reviewed and brought up to date.

There is relevant health and safety information at the home, and practices have improved to comply with these policies.

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 |
|-----|----------|------------|-------------|----------------------|
| | | | | |

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, 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 |
|-----|----------|------------|-------------|----------------------|
| | | | | |

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 | 9 | An appropriate metal medication cupboards to be obtained for the medical storage room and affixed to the wall in accordance with the Royal Pharmaceutical guidelines. |
| 2 | 36 | Ensure that all staff receive supervision at least 6 times per year. |

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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