



Making Social Care
Better for People

Inspecting for better lives

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:

one star adequate 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:
Melanie Edwards	2 9 0 3 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:	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
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Type of registration:	care home
Number of places registered:	32

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	32

Additional conditions:	
The maximum number of service users who can be accommodated 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 to the home are within the following category: Old age, not falling within any other category (Code OP)	

Date of last inspection									
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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 of last year.They have a number of plans to upgrade the environment and for the service and overall care in the home.

Brief description of the care home

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

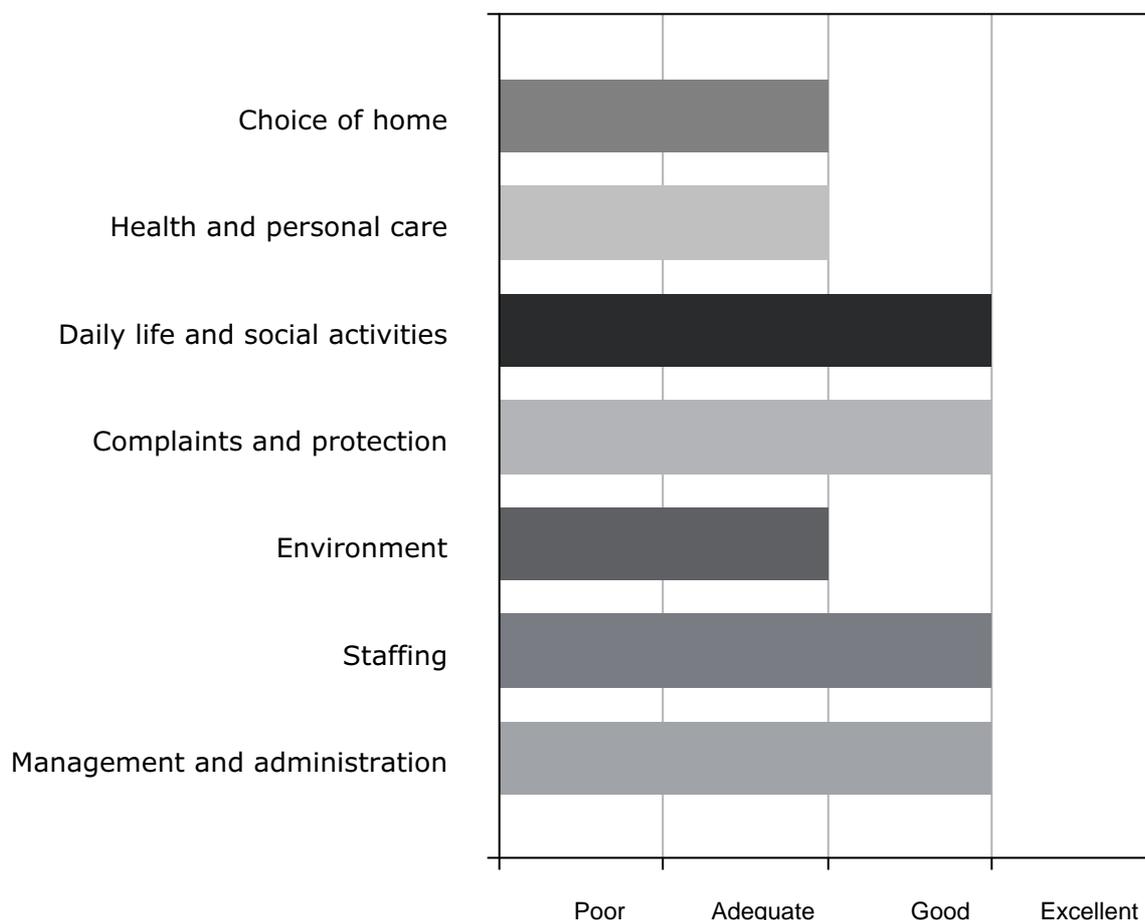
Summary

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

The quality rating for this care home is:

one star adequate service

Our judgement for each outcome:



How we did our inspection:

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

We saw staff assisting some of the residents with their needs.

We saw lunch being served and we ate a portion of the meal.

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 very satisfied with the care and service that they are receiving.

The staff are caring 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 food provides is of a good standard and that the menu choices are varied.

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

What has improved since the last inspection?

'Reside Care Homes' have taken over the ownership and day to day running of the home. They have a strong senior manager in place, who is a really good role model to the staff team. The company also have a clear vision of how they want to improve overall standards in the home even more.

What they could do better:

Residents would benefit if care plans and assessment records are regularly updated and reviewed. This shows that the home know what help each residents needs and how to provide the support they require.

Ensure that the home is kept clean for the benefit of residents, staff and visitors.

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

Residents can get hold of up to date information about the home.

Residents needs are being assessed when they move into the home. However if assessment records were more regularly reviewed and updated, this would help to show what residents needs are and if they can still be met.

The home does not provide intermediate care for residents.

Evidence:

To find out more about what sort of information is available for people to find out about the home and the service, we looked at a copy of the service users guide and statement of purpose. We were told that all residents are given their own copy of the service users guide so can find out about life in the home. The statement of purpose and the service users guide include information about the service residents can expect, the qualifications of the staff employed, and the accommodation. The

Evidence:

philosophy of the home and how the service aim to meet residents needs is also included. The complaints procedure is in each service users guide so residents know how to complain about the service.

The company who run the home has a website that contains information about the service, for people to find out more about the home.

We read three residents assessment records to see how well needs are being assessed. We found that the assessment records were adequately detailed. They showed the residents range of physical, mental and social needs had been assessed. The actions taken to support the person had also been recorded in the assessment records. However the assessment records we read were not being regularly reviewed and updated. Assessment records must be regularly reviewed, as the information in them forms the basis for deciding what sort of care and support residents will need.

We talked to the 'acting' manager about how residents needs are assessed. We were told that the home are introducing a key worker system. This will mean a member of staff will take specific responsibility for giving extra support to identified residents.

The home does not provide intermediate care for residents.

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

The majority of residents care plans appear to demonstrate how needs are met. However care plans are not being reviewed regularly to make sure they remain current.

Residents health needs are met.

Residents medications are being given to them safely and are being stored and disposed of correctly.

Residents feel satisfied with how the staff treat them and they feel they are treated respectfully.

Evidence:

We read three of the residents care plans to see how they are helped with their needs. We found the care plans to be adequately informative and they showed us what to do to meet the personal needs of each person. However we saw that while staff had signed care plans as some evidence of reviewing them, there were gaps of time on the

Evidence:

care plans of two and three months when they had not been formally reviewed or updated. Residents care plans must be regularly reviewed to show how their needs will be met.

We saw a written health record in each resident care files. These record when residents see a doctor optician dentist and chiropodist and what treatment may be required. There was information in the daily records that demonstrated staff monitor and observe residents and call a doctor if concerned. Residents are registered with local GP surgeries. Community nurses also support them with their health. This helps to shows how residents health care needs are met.

We checked how residents medication is handled in the home to see if it is looked after safely. We looked at four residents medication administration charts in detail. The charts we saw were up to date, easy to read and had been signed for by the member of staff giving out the medication. This helps to show us that medication is given to residents safely. The medication stock we checked was satisfactorily organised. We could see that there was a satisfactory system for ordering and receiving medication and the records were up to date. Medication stock is stored in a cupboard in the office which is kept locked.

We were sent a survey form back from a G.P and the Doctor said in the form that they were satisfied by the overall standard of care residents receive.

We saw staff knocking on bedroom doors before entering them and assisting residents in a polite and respectful manner. This helps demonstrates that staff respect privacy. All of the residents that we met told us staff are helpful, kind and caring, when they help them with their needs. The residents also spoke positively about the polite attitude of the staff that helps them. Examples of comments made by residents included, 'the staff are excellent' and 'they look after me very well'.

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.

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 close contact with family and friends.

Evidence:

Residents are able to do a number of different things in the home. The home have just recently recruited an activities co-ordinator who will work with residents and put on a range of social and therapeutic activities for them to enjoy. We saw a copy of the timetables of social activities planned to take place on display in the home. This helps to ensure residents are aware of current activities taking place. Activities that are planned for the near future include, a drive to look at the seafront, arts and crafts sessions, games, a visit from a therapeutic dog, musical afternoons and gentle exercise classes. There is also a small library area with a range of books for residents to read.

Evidence:

We were told that the home has a relaxed visitors policy. This helps residents as this means they can keep in contact with family and friends. We saw residents receive visits from family and friends. The visitors we met told us staff are welcoming and friendly to them.

We saw information in care plans about the likes and dislikes of the residents in different areas of their day to day lives, for example what meals they enjoy and when they like to get up. We saw residents getting up at different times in the morning, residents having their meal times in a very flexible way and being offered meal time choices as well.

We ate a portion of the lunchtime meal with a small group of residents. This was a roast beef dinner with potatoes and cooked vegetables, or an alternative meal for those who did not want this dish, followed by homemade deserts. The meal was tasty and satisfactorily presented. We checked the menus to see if residents can enjoy a varied and healthy diet. The meal choices we saw looked well balanced and varied. There are choices available each day. Residents special diets are catered for and there are special meals provided for residents who need them.

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.

Residents complaints about the service will be listened to and acted upon.

Staff training and in house procedures help to safeguard residents from abuse.

Evidence:

We saw that there are copies of the complaints procedure in the reception area. The procedure includes our contact details for anyone who wishes to contact us. How to contact 'Reside Care Homes'(who run the home), is also explained if people wish to contact them directly to make a complaint.

The residents we met told us they would make a complaint to the manager or staff. They said they felt the staff take their concerns very seriously and are interested in their concerns and complaints. This helps to demonstrate to us that the home welcomes and responds positively to complaints.

We looked at the complaints record to see how well complaints are dealt with. There had been no complaints received since the last inspection.

The majority of the staff team have now done training to ensure they are up to date in their understanding of the principle of safeguarding residents from abuse. We were told by the manager that there is a procedure in the home to guide staff, to keep

Evidence:

people safe, in the event of an allegation of abuse being made.

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.

The environment is generally suitable for residents to live in and has the necessary adaptations and equipment in place to meet residents needs. However action must be taken to ensure the home is satisfactorily clean.

Evidence:

Southwood Lodge is situated in the suburb of Southbourne in the town of Bournemouth. It is very near the seafront, local shops, a church, shops, 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 planned to be installed in the near future to further assist people with reduced mobility.

We saw the majority of bedrooms and all the communal areas. All of the bedrooms are for single use. Eleven of the bedrooms have ensuite facilities in them. There are also shared toilets and bathrooms nearby for those rooms that do not have ensuite facilities.

Rooms were satisfactorily decorated and maintained. However,(we were told that staff were off sick) the environment was not satisfactory clean throughout. Specifically we noticed in residents bedrooms that carpets had not been vacuumed and there was

Evidence:

debris on them. We also saw bins in toilets that had not been emptied and were full up.

Bedrooms look personal and homely and reflect the tastes of residents, with photographs mementos and small items of furniture in them.

All of the residents asked said they liked the environment and setting of the home.

We saw a spacious dining room, a lounge and seating area in the reception. We saw residents sitting in communal areas looking very relaxed and comfortable in the surroundings.

We saw equipment and adaptations are in place throughout the home to assist people with reduced mobility. We saw accessible toilets are located near to the dining room and lounges.

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.

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:

We checked the staff duty record for two weeks of March and April to see how many staff are on duty to support and help the residents. There are at least three staff on duty during the early shift to provide residents with the support they need during the day. There are three staff on duty in the afternoon and two members of staff work the night shift. The manager works full time, largely supernumerary hours to support staff and residents. There are also full time catering staff, a part time cook and domestic staff who work in the home.

We checked three staff employment records to check if the home follow safe employment practises before they take on new staff. The staff files we saw had two written professional references taken up for all new staff before starting work at the home. The staff must sign to declare they have not committed a criminal offence prior to employment. We also saw a completed Criminal records bureau check done on each member of staff. These checks are a further safeguard for vulnerable residents.

Evidence:

We saw evidence in the training files that staff are now doing a varied range of training on a variety of subjects relevant to residents and their needs. We were also told by the staff that we met that they can do a variety of training both run by external trainers and in the home.

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.

The home is run in the best interests of the residents.

Residents money is being looked after safely in the home.

Residents and their family and friends are supported to raise concerns to the management of the home.

Evidence:

Since the last inspection the home is now being run by 'Reside Care Homes' who own another care home in the region. The company have been running the home for nearly eight months. The acting manager has applied to be registered manager with us. They are well supported in their role by the senior operations manager. The operations manager is basing themselves at the home to offer extra support to the 'acting' manager, residents and staff.

Evidence:

'Reside Care Homes ' have their own format for monitoring the quality of the care and the overall service. We did not look at the paperwork in detail that will be used to audit the home on this inspection. However we discussed at length with the managers their aims and objectives for driving up further the standards in the service.

We checked the finance records of three residents and we found that the records were satisfactorily maintained and in order. We saw receipts for things that residents had bought. We saw that staff or residents sign for all money taken out of their account. The records relating to the management of the home were satisfactorily maintained and in order.

We inspected the fire logbook records which confirmed that fire alarm tests are being done regularly. There are fire drills carried out on a regular basis to help protect the health and safety of residents and staff.

We found the kitchen to be tidy and organised when we saw it. We saw daily records being kept of the fridges and freezer temperatures. These checks are done to demonstrate fridges and freezers work properly and foods are being kept safely. The cook checks the temperatures of all high-risk foods before serving the food to residents. This is done to ensure the food has been cooked to a safe temperature for residents. All kitchen staff do regular food hygiene training to ensure they have a good understanding of safe practises for preparing and cooking food. The staff are doing health and safety training in range of areas including fire safety and infection control. This helps ensure staff keep a really good understanding of health and safety principals and practises.

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
1		23	The environment must be kept satisfactorily clean. Health,safety and well being of residents.	04/04/2009
2	3	14	Residents assessments of their needs must be regularly reviewed and updated. Ensuring residents needs can be met.	27/05/2009
3	7	15	Residents care plans must be regularly reviewed and updated. Meeting residents needs.	27/05/2009

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
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Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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