

Key inspection report

Care homes for adults (18-65 years)

Name:	42 Stimpson Avenue
Address:	42 Stimpson Avenue Northampton NN1 4LP

The quality rating for this care home is:

3 star excellent

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:
Keith Williamson	1 5 0 6 2 0 0 9

This report is a review of the 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 adults (18-65)* 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

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	42 Stimpson Avenue
Address:	42 Stimpson Avenue Northampton NN1 4LP
Telephone number:	01604230457
Fax number:	
Email address:	jbsweeney@btinternet.com
Provider web address:	

Name of registered provider(s):	Tabs@42 Ltd
Name of registered manager (if applicable):	Mrs Julie Sweeney
Type of registration:	care home
Number of places registered:	5

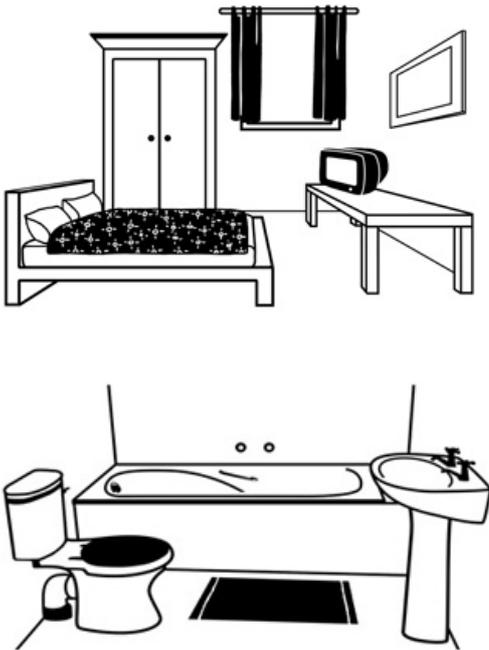
Conditions of registration:	
Category(ies) :	Number of places (if applicable):
learning disability	5
Additional conditions:	
No person to be admitted into 42 Stimpson Avenue under category LD when there are 5 persons in total of this category already accommodated within the home.	
No person under the age of 18 years who falls within the category LD may be admitted into 42 Stimpson Avenue.	
No person over the age of 25 years who falls within the category LD may be admitted into 42 Stimpson Avenue.	
Only adults within the ages of 18 - 25 years with a diagnosed Autistic Spectrum Disorder may be admitted into 42 Stimpson Avenue.	

Date of last inspection:	1	7	0	6	2	0	0	9



About the care home

The home is located in a residential area of Northampton close to local amenities with good public transport links into the town centre. The service specialises in supporting adult people with a diagnosed autistic spectrum disorder and uses the TEACH system to communicate and support individuals.



The building has been refurbished and is within keeping with adjacent properties. The accommodation provides single bedrooms with ensuite facilities. The communal areas provide extensive activity/educational areas as well as areas for relaxation. The enclosed garden provides safe outdoor space with a covered area for outside eating.



The current fees for the service range between £1500 and £2500 per week, depending on the persons individual needs.

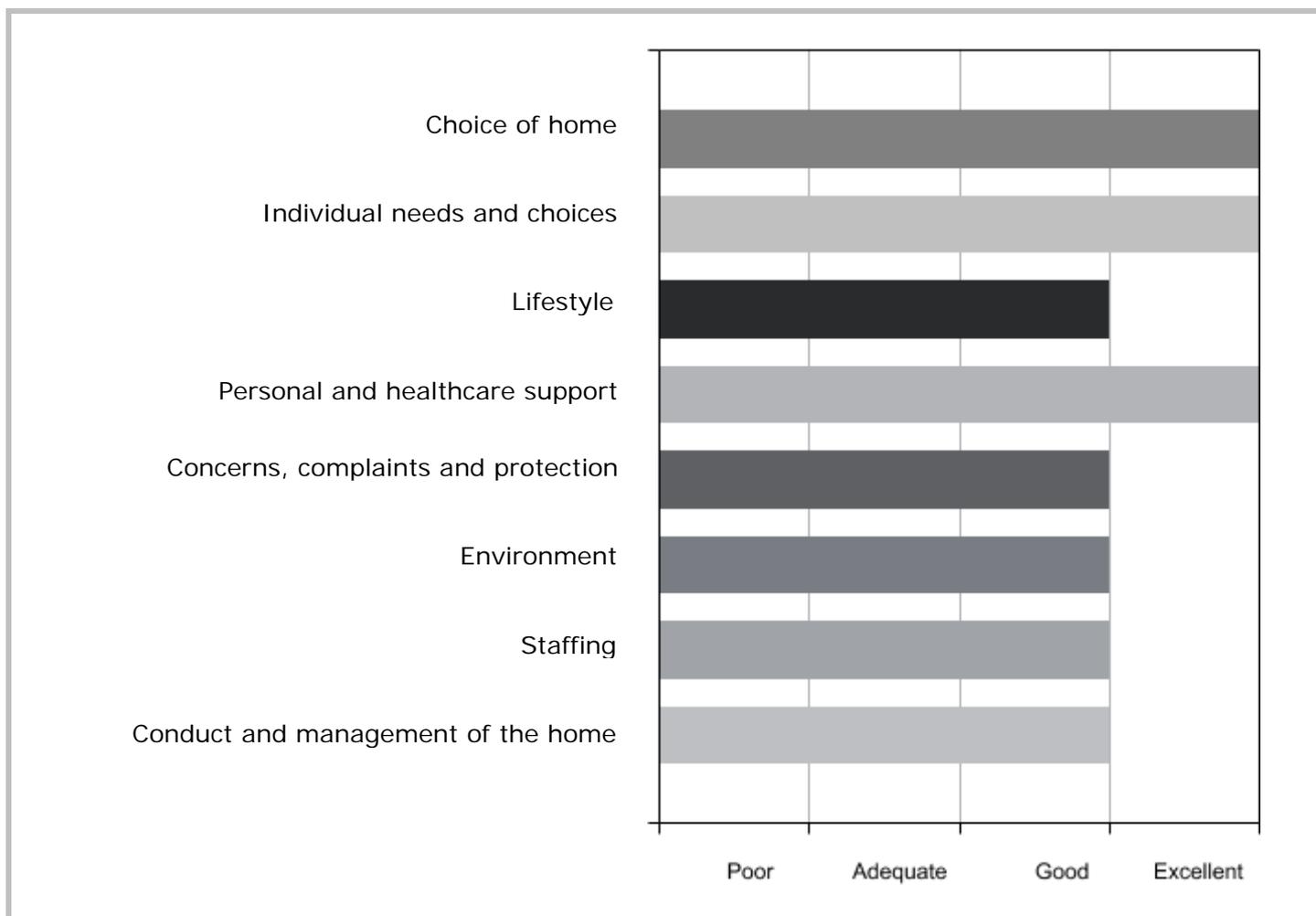
Summary

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:



This is what the inspector did when they were at the care home

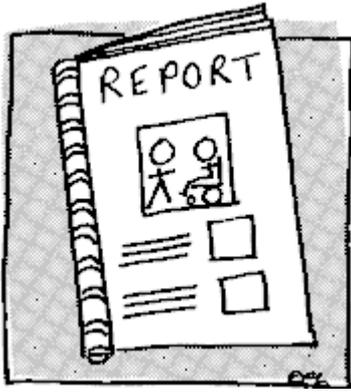
The focus of inspections is on outcomes for residents and their views of the services provided.

This visit took place over one day, commencing at 2.00pm and took four and one half hours to complete.



We talked with the Manager and staff, look around the home, view records, policies and care plans.

No comments were made directly to the inspector by the residents; some comments from parents and other people with an interest in the home, have been added to this report.



We also got information from the Annual Quality Assurance Assessment, which gives information on the people living in the home and the staff group.



Three staff were spoken with, and most residents were seen, and their interactions with the people who lived in the home observed.



The quality rating for this service is **three star**. This means the people who use this service experience **excellent** quality outcomes.



What the care home does well

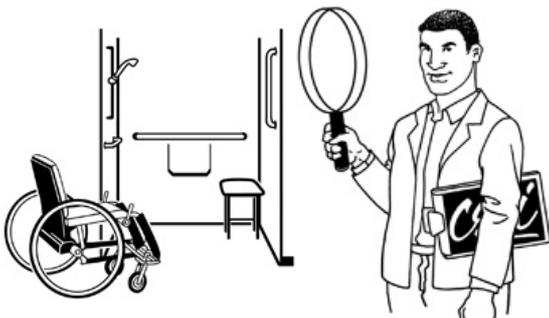
Stimpson Avenue is very well managed and provides care that is tailored to individual people.



People are supported to live a fulfilling life, where their needs are assessed and people are cared for in a safe and nurturing environment.



People are offered a range of social and leisure activities that are arranged both in and out of the home.



There is a homely and relaxed atmosphere throughout, which is backed up with specialised equipment to aid personal care.



Staff and volunteers are recruited safely with a number of security checks being in place before starting work at the home.



Staff demonstrated a very good awareness of the people they care for, being able to give a good account of peoples' individual needs.



Staff continue to be well trained with a number of specialised courses being encouraged by the senior management.



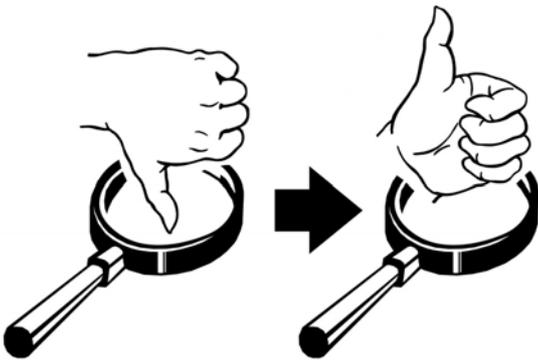
The home is safe and well maintained.



Medication is administered properly and stored securely. Visits to the Doctor and specialist health staff are arranged on a regular basis.



The staff provide a good personalised service to the people in the home, and continue to develop the ongoing care and environment for their benefit.



What has got better since the last inspection



Residents are now learning to take care of themselves, and are taking part in some form of exercise.



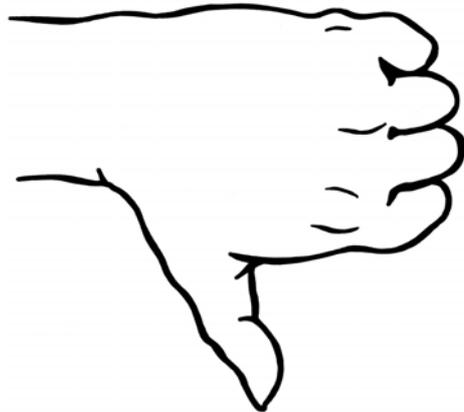
Residents attend different leisure activities within the local community weekly.



Staff review residents goals with help from their families, care managers and other professionals.



Staff have developed very good relationships with the residents and have developed their day to day living skills.



What the care home could do better

This is the second report for this home the manager has included a number of areas for development in the AQAA returned for this visit.

To offer a variety and choice of new activities and trips within the community.

To extend the laundry area and develop an independent living

skills room for residents.



To develop staff group with more specialised training.



If you want to read the full report of our inspection please ask the person in charge of the care home



If you want to speak to the inspector please contact

Keith Williamson

0300 061 6161

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

Contents

Choice of home (standards 1 – 5).....	16
Individual needs and choices (standards 6 – 10)	17
Lifestyle (standards 11 – 17)	19
Personal and healthcare support (standards 18 – 21)	20
Concerns, complaints and protection (standards 22 – 23)	21
Environment (standards 24 – 30)	22
Staffing (standards 31 – 36)	23
Conduct and management of the home (standards 37 – 43)	24
Outstanding statutory requirements.....	26
Requirements and recommendations from this inspection	27

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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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 who use the service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are introduced to the home following an extensive period of sustained support backed up by detailed information.

Evidence:

Assessment information is very well detailed and contains information relating to the residents needs and abilities. This is important as this information forms the basis for any plan of care. Detailed information is gathered over an extensive period of time, this allows any prospective resident a good introduction to the home and staff. This is important as this then reflects peoples' current abilities and personal detail in the assessment process. Assessment information includes documents from the persons placing authority, with additional information from parents.

People are encouraged to come for a number of visits prior to any stay starting. These are arranged well in advance of any permanent move into the home. This enables the person to make an informed choice, living with the group they would be placed with long term. Contracts are also in place, and these are important to signify the terms and conditions of persons stay.

Residents comments forwarded with the comment cards indicated "I had tea visits and looked around (prior to moving into the home). There was a book given to me, telling me about the home".

Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices.

People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions.

People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

This is what people staying in this care home experience:

Judgement:

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

The staff are continually changing and updating residents' information to enable people to be safely cared for. Plans are highly individualised and include evidence that the service strives to continually improve the outcomes for people at the home.

Evidence:

One person's care was case tracked. Though the person was still in the process of being introduced into the home, the information for staff was detailed and enabled staff to care appropriately for the person.

All areas were risk assessed, again providing vital information to enable the person to be cared for safely. These covered areas within the person's life, and were continually being expanded to provide staff with more detailed information.

Decision making was covered with a questionnaire as to the likes and dislikes of the person. These and other documents were produced in a format which the individual could understand, as the staff have developed a range of ways in which to communicate with each of the residents in the home. This is good as it shows the staff communicate in ways to suit the current resident group.

Care and Person Centered plans are regularly updated and stored securely in the main office. This is important as it allows staff to access the correct information when

required.

A residents' relative comment forwarded with the comment cards indicated "The service A (resident) is getting is fantastic, X and Y (staff) have taken their experiences from other care homes and tweak them to a high standard".

Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

People who use the 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 service actively supports people to be independent and involved in all areas of daily living in the home.

Evidence:

Support plans for people show that there is a development of their lifestyle including their leisure and social life. All files seen confirm that people have their education interlinked with their lifestyle, support plan being used consistently as part of the development process.

People have part of their time at the home devoted to building up their self help, and self care skills. This is good as it assists in people's independence.

The staff have introduced wide choices of menus and assist in meal choices through the weekly group meetings. This enables small groups of people individual choices to be introduced into the meal choice system.

People are encouraged to have an active social life, with evidence of regular trips out, for meals, trips to the pub and bowling.

Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow.

If people 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.

If people are approaching the end of their life, the care home will respect their choices and help them to 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 who use the service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Residents receive effective personal and healthcare support using a person centred approach with support provided on an individual basis.

Evidence:

Personal support is individually detailed in the plans of care. Care plans are regularly reviewed and updated. This is where changes to the plan are agreed with the resident, or someone acting on their behalf.

Evidence was in place, for the regular monitoring of peoples health needs. This is backed up by a number of records, monitoring peoples' emotional and physical needs. Individual records of peoples' visits to General Practitioners and other health care workers were noted in files. This is good as people can be assured the staff attempt to keep people as healthy as possible.

Medication is well managed, with bulk medications being dispensed appropriately, and all records seen being accurate and up to date.

Concerns, 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. Their concern is looked into and action taken to put things right.

The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

Staff have the appropriate knowledge to deal with complaints and protection issues appropriately.

Evidence:

The complaint procedure is available in a number of formats that would enable people to complain if they wish. Residents and their relatives made the Inspector aware through comment cards, that they knew who to contact should they have any concerns.

The complaint log was viewed, there have been no complaints recorded by the home, and none sent to the Care Quality Commission (CQC).

People showed an awareness of adult protection policies and protocols. Information is available on advocacy services to assist individual residents. Parents are also involved in the protection process. This is important as people can be assured that their safety is under constant scrutiny. Staff showed a broad knowledge of safeguarding and whistle blowing issues. This demonstrates the senior staff are providing the appropriate training and information to staff to enable them to deal with complaints and protection procedures.

Personal finances are all kept in a central office. Records were up to date with accurate money balances in place. This is important as it is a further safeguard for people.

Residents comments forwarded with the comment cards indicated "I know we have a complaints book in the quiet area of the home, and staff that listen".

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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

This is what people staying in this care home experience:

Judgement:

People who use the 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 physical environment of the home provides for the individual requirements of the people who use the service.

Evidence:

People live in a homely, comfortable and clean environment. The staff provide personalised and individual accommodation for people within the home.

There is a good use of all areas within the home providing an abundance of public space. This is good as it ensures people variety and choice within their home environment. Plans to expand the home later this year shall provide a greater opportunity for developing residents self help skills. This shall provide a further degree of independence for the residents at the home.

Residents bedrooms were viewed, and found to be personalised with electrical equipment. This is important as it adds to the homely feel of the home.

People are aware of cross infection and cross contamination issues. The laundry is well appointed with surfaces that are easily cleaned.

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, qualified 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.

People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

This is what people staying in this care home experience:

Judgement:

People who use the 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 service has plentiful staff available at all times to support the needs, activities and aspirations of residents in a supportive and individualised way.

Evidence:

Staff recruitment is secure with extensive checks being completed prior to staff being allowed to work with people in the home. Residents are involved in meeting with prospective employees. The appropriate proofs of identification, pova first and Criminal Record Bureau (CRB) checks were all in place. The pova and CRB, are security checks required by law to enable people to work with vulnerable residents.

Staff are offered a structured programme of training opportunities commencing at the point of induction. Staff confirmed the wide range of subjects addressed during their induction. Many staff have completed the Learning Disabilities Award Framework (LDAF) training, which contributes towards a National Vocational Qualification. Staff spoken with on the day confirmed the extent of training offered to them, and stated that this was a two way process and the management staff would look at organizing courses for staff, that they thought beneficial to the people living in the home.

The staff rota was viewed. This showed a recording of those staff on duty throughout a 24-hour period. People agreed that the staffing numbers were adequate to meet the needs of the current resident group, and enabled staff to work with residents on a one to one basis.

Staff are regularly supervised and also have regular training appraisals. These meetings between staff and management form the basis for the individual staff training and development programme.

Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately.

People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right.

The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

This is what people staying in this care home experience:

Judgement:

People who use the 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 manager has a clear understanding of the key principles and focus of the service, to keep people safe.

Evidence:

The manager is registered with the Care Quality Commission (CQC) is qualified and has a number of years experience in the caring field.

A quality assurance system is in place with questionnaires circulated by the staff, to residents, their families and other interested people such as visiting professionals. The outcomes are also made available to those same groups. This is good as it shows the manager wishes the home to develop, and uses information from a number of sources to enable this.

The staff produce a large number of useful information in a number formats, this includes the Statement of Purpose and Service User Guide which informs people about the home. The complaints procedure and resident support plans too; this makes them widely available to people with an interest in the home.

Fire records were examined for areas throughout the home; these indicated that suitable checks of fire safety equipments are being made on a regular basis.

Risk assessments were viewed and are reviewed periodically. Two staff members spoken with gave good verbal responses on how peoples care needs must be met, knowledge of Control of Substances Hazardous to Health (COSHH) and how to keep

people safe in the home and free from infection.

Policies and procedures are in place and also reviewed periodically.

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
1	22	22	<p>The registered person must update all contact details in the complaint information.</p> <p>This is to enable people to contact the appropriate people if wishing to make a complaint</p>	14/08/09

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**Email:** enquiries@ccq.org.uk**Web:** www.cqc.org.uk

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