

Random inspection report

Care homes for adults (18-65 years)

Name:	Roxby House
Address:	ALPS College (North) Winterton Road Roxby Nr Winterton Scunthorpe North Lincolnshire DN15 0BJ

The quality rating for this care home is:	three star excellent service
The rating was made on:	

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:							
Wilma Crawford	2	6	0	4	2	0	1	0

Information about the care home

Name of care home:	Roxby House
Address:	ALPS College (North) Winterton Road Roxby Nr Winterton Scunthorpe North Lincolnshire DN15 0BJ
Telephone number:	01724733777
Fax number:	01724733666
Email address:	
Provider web address:	www.optionsgroup.co.uk

Name of registered provider(s):	Wider Options Ltd
Name of registered manager (if applicable)	
Mrs Lesley Sharon Fisher	
Type of registration:	care home
Number of places registered:	30

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	30	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 30								
The registered person may provide the following category of service only: Care home only, to service users of the following gender: Either, whose primary care needs on admission to the home are within the following categories: Learning disability - Code LD								
To accommodate up to 5 young people aged 16-18 years where appropriate								
Date of last inspection								

Brief description of the care home

Roxby House is registered for the care of thirty young people between the ages of 25 and 65 years who have disorders associated with Autistic Syndrome and associated emotional, behavioural and learning disabilities.

The home is situated approximately five miles from the centre of Scunthorpe.

The accommodation for the service users is divided in to four flats, each flat contains a dining area, lounge, kitchen and bedroom facilities.

The home has a gym on site. This includes facilities for indoor games such as basketball and includes a separate weight training area. Also included are changing rooms and shower facilities, to assist the service users in developing their social skills when attending outside venues and sport centres. Included on the site is an agricultural area, a library, media room, salon, music room, a pottery room and stable blocks.

The staff promote diversional therapies through these facilities as an alternative to hands on approaches when faced with aggressive or threatening behaviours.

Roxby House also provides education to support the service users to develop their social, interactive and life skills, at the same time as promoting recreational and occupational activities. The service users are encouraged and are supported by the staff to gain vocational and educational qualifications.

The current fees for the home can be obtained through the management of the service.

What we found:

The random visit was completed on 26th April 2010 and lasted 5 hours. The service was not informed in advance when the visit would take place. At the time of the visit the Manager was at another home, when she was informed of the visit, she returned to the home and was available during the afternoon.

Four people living in the home and five staff were spoken with during the visit.

The main method of inspection used was called 'case tracking' which involved selecting three people living in the home and tracking the care that they receive through the checking of their records, discussion with them where possible, the care staff and observation of care practices. The premises were looked at, the medication system and a sample of other documents required to be maintained by the home.

We looked at the care files for three of the people living in the home. Each of the files contained information about individuals' social, emotional, communication and details of how independence skills are developed and maintained. These may include things such as; cooking skills, monetary skills, and travel. Care plans were found to be detailed and comprehensive and had been developed to cover all aspects of the individuals assessed needs. The people living in the home have additional complex needs, clear detailed information including risk assessments and behaviour management plans were also in place for staff to follow and support people effectively and safely.

Care plans are regularly reviewed and updated on a minimum of a monthly basis, sooner if the need arises. Peoples care plans also contained information about their health needs and the support that they require to be able to maintain their needs. Care plans showed evidence of regular input from a range of professionals including G.P's, Consultants, Dentists, Opticians and District Nurses.

The staffing levels are provided in line with individual need ranging from a level of two people to one staff member, to two staff to one individual. Staffing levels are regularly monitored and reviewed in line with individual need.

Each person has their own key worker who works closely with people, supporting them and encouraging them to be involved in the development of their care plans.

The home also has a range of facilities that people can use on site including a sports hall, cafe, farm, hiking area, art and pottery workshops, library, snoozelan, a woodwork /DIY area and IT facilities. Further work is almost completed to provide a media room, massage room and salon. The organisation also have their own registered assessment centre on site for people to gain NVQ qualifications.

Each individual has a structured activity plan which is available in pictorial as well as written format. This is also based on individual assessments and preferences.

The manager recorded in the AQAA document that 'staff provide support with personal intimate care that reflects the needs of the individual as documented within their care plan and PCT files and targets. We use appropriate communication tools to develop

independence where possible in this area. Residents are able to work with their key worker and other staff within their flat promoting personal choice. Within the care plan we have a record of personal likes and dislikes. Residents are supported to choose clothes and toiletries. Residents are all registered with local GP, Dentist, Optician, Epilepsy Nurse and the staff support them to access these professionals. Records of such visits are recorded and documented within the care plan. We have the facility to store and dispense controlled drugs. We continue to dispense regular prescribed medication via the Dossette system. All staff who administer medication is trained to the LDQ standards and receives in house training and support as well. We have good policies and procedures in place maintain good working practice.

We have recently managed to move to a new GP service in Brigg. This service is far more approachable and understanding of our residents needs. We have also moved to the GP pharmacist and now have weekly deliveries of medication rather than monthly which mean the reduction of on site medication. We have also up dated our staff signature file for those that dispense medication with staff pictures to back up who gave the medication.'

Medication records and storage were looked at in the home; this was found to be stored in a locked cupboard within a locked room. All medication was found to be appropriately stored and records well maintained. Records are kept of the signatures of staff who are authorised to administer medicines, this allows for a clear audit trail and photographs are in place to in the medication records for each person, to help ensure that errors do not occur. Staff spoken to confirmed that they had received training in the safe administration of medicines.

There is a policy in place to support people should they wish to raise a concern with the home. There is a copy of this policy in an easy read version, also available. We looked at the records of complaints received; these include the details of the actions taken and the outcome. People who live in the home told us that they would raise any concerns with the staff and that they were confident that their concern would be dealt with appropriately. People living in the home and staff also have a concerns form which they can complete if they have any concerns or worries about practice etc they may wish to share. Copies of these were maintained with records of the action taken as a result of the concern being raised. People living in the home also have access to advocacy services. A copy of the Local Authority's policy, ' The Protection of Vulnerable Adults' is available in the home alongside the organisational policy on how to support people with allegations of harm should they arise. When we spoke to a member of staff they were positive on the actions that they would take should an allegation of harm occur and the manager told us at the visit and in the AQAA that staff have received training in this subject.

We looked at the systems in place for supporting people to manage their money and the manager told us that this system has not altered since the last visit to the home. One person has a court of protection order to manage their finances, the home manager is appointee for five individuals, whilst the other people have the ir families act as their representative.

A tour of the building was completed and some of the flats looked at. The home was clean, comfortable and odour free throughout. Extensive redecoration, refurbishment and replacement of furniture has taken place over the last twelve months, ensuring that the people living in the home are provided with a homely, comfortable and well maintained

environment.

The people live in small flats with a maximum of 4 residents. Some have individual flats and some share with one other person. They are designed and furnished to meet the needs of the people who live in them. The people are encouraged to choose colours of rooms and the style and function of communal areas. A fobbed door locking system is used in the home to promote a safe living environment for the people living there.

A small internal maintenance team maintains the environment, while contractors are brought in for more specialist work and undertake their work around the people living in the home, so they are not disrupted.

All staff are inducted via the LDQ framework and have specific Autism training that is regularly updated and refreshed. They all have job descriptions, trained in PRICE and are working towards NVQ qualifications.

Staff are supervised regularly and have annual appraisals to monitor and develop performance. Records for two part time staff were found to have gaps in recording; all others examined were found to be complete. A recommendation was made in respect of this.

Staff personnel files are well maintained and regular checks completed to ensure that references are taken up and CRB checks are in place prior to commencement of employment. There is a 6 month probationary review for all staff, to look at their suitability to the job role and their performance within that role. All staff have individual training records, where the staff development department produce accurate training matrix and highlight shortfall/updates that are required. Staff are paid to attend training that is scheduled on their days off. The organisation also look at the promotion of staff's interests that will then in turn enhance the service that is delivered to the people living there.

Managers have just completed distance team Diversity Equality training. The introduction of the 5 day rolling programme has just come to the end of its first year and this has enabled staff to pick and book through out the year, when they want to do their five days of Mandatory training. It seems to have been very productive and feed back was staff liked that they could pick the days they wanted which fitted in well to their personal lives.

The Registered Manager has been in the post for nearly 6 years at this site, however has worked for the organisation for 9 years. She is a Registered Nurse and holds RMA level 4 Award.

She regularly attends internal and external training to refresh and develop her skills to manage the home. The Manager operates an open door policy and is supportive of the staff team and the peopler living there.

The manager updates and evaluates quality assurance records within the home. She tried to attend a broad range of meetings that include: Formal reviews, PCP, residents meetings, management meetings and staff meetings. She ensures that all records are stored to reflect the Data Protection Act 1998 and confidentiality is maintained within the home. The manager monitors and ensures that the home is staffed and that all staff are fully aware of their responsibilities within this area.

The manager completed and returned the AQAA to the CQC and ensures that incidents are reported as necessary. The AQAA recorded that the policies and procedures in the home are updated. There is a formal quality assurance system in place that seeks the views of the people who live in the home.

We looked at the maintenance certificates held within the home these reflected that the electrical, and gas systems in the home had received maintenance checks and were safe.

Records are kept of any accidents in the home.

What the care home does well:

The primary aim of the service is to enable the young people to develop as much independence as possible, whilst helping them to develop their confidence.

They provide a wide range of structured educational courses and training in life skills.

Policies and procedures (rules) are regularly reviewed and changed in order to promote individuals rights and best interests and ensure that the staff have the information to do their jobs properly.

People living in the home are actively promoted as individuals in their own right and the service ensures that they are listened to and have a say in how they lead their lives.

People are supported to gain skills while at the same time, making sure they are safe, through a robust risk assessment process.

People have an in depth assessment prior to coming to service. Individual care plans are detailed and comprehensive and are developed with the individual.

Information is available in different suitable formats.

Staff are well trained and supported ensuring they have the necessary skills to meet the individuals' needs. Staffing levels are determined on the individual needs of the people in the flats at any time, ensuring that they are enough staff available at all times meet the needs of individuals.

People are offered a healthy diet.

Each person has a health action plan which helps to make sure that their health needs are met.

Peoples medicines are looked after well and staff help them to take their medicines safely.

Everybody's concerns and worries are listened to and staff make sure they take action to sort problems out quickly.

The staff and managers know that they need to make sure people are protected from harm and what to do if someone is harmed.

The managers make sure that staff employed are safe to work with the people that live in the home and they are protected from harm.

The staff are very caring and treat people with respect and dignity.

People are supported to keep in touch with their families and friends.

Students and their families are given enough information that is easy to read so that they know what they will get from the home.

New people are able to visit the home and stay overnight to help them to decide if the home is right for them or not.

Relatives are very involved in the home and are made to feel welcome, making sure that family can keep in contact.

People are helped to eat a healthy diet.

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What they could do better:

A recommendation was made that all staff have a minimum of six formal supervisions a year after two part time staff were found to have less regular supervisions than there colleagues.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations
1	36	The Registered person must ensure that all staff receive a minimum of six formal supervisions a year.

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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