



Making Social Care Better for People

Inspecting for better lives

# Random inspection report

## Care homes for older people

Name:	Royd Hill Nursing Home
Address:	Royd Hill Nursing Home Sutton Lane Sutton in Craven Keighley West Yorkshire BD20 7AJ

The quality rating for this care home is:	zero star poor 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 assessment of the service. We call this a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed inspection. 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.

<b>Lead inspector:</b>	<b>Date:</b>							
Carol Haj-Najafi	1	6	0	3	2	0	0	9

## Information about the care home

Name of care home:	Royd Hill Nursing Home
Address:	Royd Hill Nursing Home Sutton Lane Sutton in Craven Keighley West Yorkshire BD20 7AJ
Telephone number:	01535633499
Fax number:	01535636668
Email address:	roydhill1@googlemail.com
Provider web address:	www.roydhill.co.uk

Name of registered provider(s):	Royd Hill Nursing Homes Ltd
Type of registration:	care home
Number of places registered:	46

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	46	0
mental disorder, excluding learning disability or dementia	10	0
old age, not falling within any other category	0	46

Conditions of registration:								
The maximum number of service users who can be accommodated is: 46								
The registered person may provide the following category of service only: Care home with nursing - Code N, to service users of the following gender: Either, whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP; Dementia - Code DE; Mental Disorder, excluding learning disability or dementia - Code MD (maximum places 10)								
Date of last inspection								

## Brief description of the care home

Royd Hill is a care home providing nursing care for up to 46 service users who have general nursing care needs, dementia and mental illness and those who are terminally ill.

The original building, which is in stone, circa 1900 was a Mill owners dwelling and an extension was built on about fifteen years ago. The accommodation is on three floors, including the basement and there is a vertical lift to facilitate level transfer to all of them and a stair lift from the ground to first floor is also provided.

The home is located in Sutton-in-Craven and is situated in well-laid out private grounds with ample parking facilities for visitors and staff.

The fees charged on the 26th February 2009 was from three hundred and ninety two pounds seventy four pence to five hundred and eighteen pounds twenty pence.

## What we found:

The reason for this random inspection was to make sure people who are living at Royd Hill are safe, and to make sure that the serious concerns which were raised at the key inspection on 22 February 2009 and in the warning letter dated 13 March 2009 are being addressed. The outcome of this inspection is as follows:

Two inspectors visited Royd Hill between 10:15am and 2:30pm. We spoke to two people who live at the home, one relative, the person who was in charge of the home at the time of the visit and seven staff. We also looked around some parts of the home.

### HEALTH AND PERSONAL CARE

Staff and the person in charge of the home told us they did not have any serious concerns about the health of any person living at Royd Hill and they said people are safe.

One person has a pressure sore. The tissue viability nurse is involved in the person's care and had visited the previous week. The person in charge said the person with the pressure sore was receiving an enriched diet. However, the cook was not aware that the person required an enriched diet.

The same day as the random inspection we received written confirmation from the person in charge of the home at the time of the visit that systems had been introduced to make sure the person's dietary needs would be met.

### SAFEGUARDING

The person in charge of the home had the correct contact details to report any safeguarding incidents. She was clear about reporting allegations of abuse that relate to staff and had done this recently. Although she was unclear that she had to report any incidents of aggression between people who live at the home. The person said any future incidents would be reported.

Staff did not know where to find contact details to report any concerns to the local authority or to the Commission for Social Care Inspection. The person in charge of the home agreed to put these up on a notice board.

### ENVIRONMENT

The person in charge of the home told us that quotes are being obtained for some building work, and a 'handyman' is being employed to carry out some repairs and decorating around the home.

### STAFFING

Staff are generally satisfied with the staffing levels although they raised concerns about the staffing level in the dementia unit and said an additional nurse is required to

ease the workload for the qualified staff. Only one care staff is allocated to work in the dementia unit and a float staff should be available to help out as and when required although this does not always happen in practice. Staff said they are concerned because the unit requires two staff most of the time.

The person in charge of the home said the staffing level in the dementia unit would be reviewed. After the inspection we received written confirmation that the unit is being covered with two care staff.

## MANAGEMENT

Staff and the person in charge of the home at the time of the visit all confirmed that the proprietor Mr Trehan had been at the home on a regular basis following the key inspection.

The week before the random inspection Mr Trehan had been at the home at least four days and staff said he had reassured them he would be making the necessary improvements to the home.

## What the care home does well:

Generally everyone felt confident that the improvements could be made and steps have already been taken to start addressing issues that were highlighted at the key inspection.

Staff praised the person who was in charge of the home at the time of the visit. They said she has worked very hard and introduced some good changes.

Following our random inspection, we acknowledge that steps are being taken to address the main problems at Royd Hill and the requirements we made in the key inspection report from the 22 February 2009 and in our warning letter dated 13 March 2009.

## What they could do better:

The home must make sure it continues to address and meet the requirements we made in the key inspection report from the 22 February 2009 and in our warning letter dated 13 March 2009

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
1	21	16 & 23	All bathrooms must be made safe and in usable conditions. (Previous timescale of 30/03/06 and 01/10/07not met).	31/07/2009

## 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

## Reader Information

Document Purpose:	Inspection Report
Author:	CSCI
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 Older People can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

## Helpline:

**Telephone:** 03000 616161 or

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