

# 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:	06/08/2009

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.

<b>Lead inspector:</b>	<b>Date:</b>							
Bridgit Stockton	2	6	0	1	2	0	1	0

## 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	0	8	1	2	2	0	0	9	

## 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:

This random inspection took place over two days on the 26th January 2010 and 4th February 2010. Two inspectors and a specialist inspector from the enforcement team on the first day and a pharmacist inspector visited the home on 4th February 2010. We did these visits to check on what progress had been made at the home following the Key inspection of the home that took place on December 8th 2009, where we had issued statutory notices regarding how staff were recruited, improvements in how people's care was recorded and improvements that needed to be made to the environment. We also issued a warning letter regarding concerns about the arrangements made for the safe handling of people's medicines.

We did this inspection using our powers to seize documents that we may use as evidence if we need to take any further action if the home does not do what we ask of them. We also gathered other information by talking with the people who live at Royd Hill, their relatives and the staff who were on duty at the time of the inspections. In addition we also looked at some other documents and observed how staff support and care for people.

## What the care home does well:

There had been no improvements at this inspection.

## What they could do better:

Disappointingly the home had not made any progress with meeting the statutory requirement notices that had been issued. We looked at some personnel files of staff who had been newly appointed to the home. We found that the home continues to recruit staff without doing the required checks to make sure they are safe to work with vulnerable people.

We looked around the home we found it to be extremely dirty with basic infection control measures not adhered to, putting people's health and welfare at significant risk. The environment remains poor and in some areas remains a risk to people's safety. We looked at the records that are completed when equipment had been checked to make sure it was safe to use and found it to be inaccurate. For instance we observed some broken bed rails in use in a person's bedroom. The documented checks that had been completed on the bed rails indicated that they were safe to use. People's care plans and records had been written in, but did not reflect people's current care needs or give instruction to staff on how to meet these needs. Staff who were spoken with are unaware of what care and support some people require, to ensure basic needs are being met. We were particularly concerned about the poor recording of people's wound and pressure area care. In the absence of detailed care records and the lack of understanding by the nursing and care staff at the home regarding people's care needs, people are being put at unnecessary risk of harm.

People are still not receiving their prescribed medication properly or safely. Prescribed creams and lotions are not used correctly and often used on other people who have not been prescribed them by a doctor.

The company who own the home are in administration, the appointed administrators are

aware of the serious situation at the home and have given the Commission an improvement plan. This plan was not detailed enough and did not reassure the Commission that people's health, safety and welfare was going to be protected.

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	3	14	<p>People's care needs must be properly assessed before they move into the home.</p> <p>This will make sure that the home has enough resources and the correct facilities to be available to meet the person's needs fully. Timescale not met</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010
2	7	14	<p>Care plans must be written in sufficient detail to ensure that the care that is been given is appropriate and can be evaluated for it's effectiveness.</p> <p>To ensure people are not put at unnecessary risk of harm. This is now being dealt with under enforcement procedures, using regulation 15</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	
3	7	13	<p>To avoid harm people who live at the home must have</p>	25/01/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>in place documented risk assessments and risk management plans</p> <p>To make sure that staff have clear instructions on how to manage an identified risk in order to keep people safe from harm. We are dealing with this under our enforcement procedures.</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	
4	9	13	<p>Where people choose to self-administer medication risk assessments need to be completed and care plans kept up-to-date to help ensure they receive any help they may need to do so safely.</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010
5	9	13	<p>Medication, including external preparations, must be safely administered as instructed and sufficient stocks maintained</p> <p>To enable continuity of treatment.</p> <p>Time scale not met</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010

## Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
6	14	12	<p>People who live at the home should be offered a choice over how they wish to spend their days. This must be documented, and routines must be flexible to meet individual preferences.</p> <p>This will give people autonomy and choice and provide a more stimulating fulfilling lifestyle.</p> <p>Time scale not met</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010
7	16	22	<p>Any complaints made by people who use the service or their representatives must be fully investigated and a written record of the action taken and the outcome of the complaint kept.</p> <p>This will make sure that people can be confident that their complaints will be listened to, taken seriously and acted upon in a timely way.</p> <p>Time scale not met</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010
8	19	13	<p>The registered provider must make sure that all parts of the home are safe and kept warm and that hot water is available in people's bedrooms.</p>	

## Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>This makes sure that people's health is not put at risk.</p> <p>This is now being dealt with under enforcement procedures.</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	
9	19	13	<p>The carpets identified at the inspection that were worn or damaged need replacing</p> <p>In order that peoples health and safety is maintained. This is now being dealt with under enforcement procedures. Extended time scale of 28th March 2010 has now been given to meet with this requirement</p>	
10	26	13	<p>The floor in the laundry needs repairing or replacing where large cracks have appeared in the concrete, and the floor covering needs replacing.</p> <p>To reduce the risk to staff tripping when working in the laundry and to make it safe. We are dealing with this under our enforcement procedures.</p> <p>Time scale not met. Extended time scale of 28th March 2010 has now been given to meet with this requirement</p>	25/01/2010

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No.	Standard	Regulation	Requirement	Timescale for action
11	26	23	<p>There must be an adequate hot water supply to all hot water outlets in the home</p> <p>To enable people to wash and keep hygienically clean. This is now being dealt with under enforcement procedures using regulation 13.</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	
12	27	18	<p>Staffing numbers and skill mix of staff must be appropriate to the assessed needs of the service users, the size, layout and purpose of the home, at all times.</p> <p>In order that peoples assessed needs can be met safely.</p> <p>This is now being dealt with under enforcement procedures using regulation 12.</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	
13	27	18	<p>The registered person must review the staffing rota to make sure that there are enough staff with the necessary skills to look after people properly.</p> <p>This makes sure that people's care needs are met at all times.</p>	

## Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>This is now being dealt with under enforcement procedures using regulation 12.</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	
14	30	18	<p>All staff should be appropriately trained to help them to maintain the health, safety and well being of people living in the home and themselves. This must include training about the specialist needs of people such as dementia care.</p> <p>To ensure that staff are qualified and competent for the job they are doing.</p> <p>Time scale not met</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010
15	38	13	<p>Valid safety certificates must be produced to demonstrate that equipment used in the home is safe.</p> <p>This is so people who live and work at the home are kept safe.</p> <p>Time scale not met</p> <p>An extended timescale of 28th March 2010 has now been given to meet this requirement</p>	25/01/2010

## 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:	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 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)

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