

# 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:	08/12/2009

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	3	0	0	3	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
Name of registered manager (if applicable)	
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	2	6	0	1	2	0	1	0
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**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 on the 30th March 2010. We did this visit to check on what progress had been made at the home and to assure ourselves that people were being looked after safely. We did this inspection using our powers to seize documents that we may use as evidence if we need to take any further action such as prosecution 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.

The home remains in administration and is being managed by a company called Goldcare Future Management. On the day of inspection a new manager was undergoing an induction to the home and was due to start work on the 1st April 2010.

## What the care home does well:

Progress has been made in the way in which people's care is recorded and on the way risks to people's health and well being are managed. We looked at several care plans, they were variable in relation to the amount of information that had been recorded, but had improved since the last inspection. We saw in some of the care plans that risk assessments on people who administer their own medication were now in place.

The home remains clean and fresh, and the domestic staff have had further training in infection control and have been provided with new uniforms.

More people were seen using the communal areas of the home and people were chatting and interacting with staff and visitors to the home.

A new complaints procedure has been introduced to the home, this was displayed in several areas around the home, and staff were aware of how to report any concerns or complaints raised by people.

Staff had received training in care planning, adult protection and safe moving and handling of clients.

## What they could do better:

People are being placed at risk of harm because as yet the fire alarm has not been properly checked to make sure it is safe and in good working order. During the inspection the fire alarm was activated. It could not be heard in some areas of the home, therefore some residents visitors and staff were unaware that the fire alarm was sounding. This means that in the event of a fire some people would not hear the alarm and would be unaware of a dangerous situation. In addition the manager was unable to confirm to us if the home's electrical hard wiring was safe. During our inspection an electrician was at the home. The home manager said that he had reported that in his opinion no one was in any imminent danger but work needed to be carried out on the electrical system at the home in order that he could confirm it was safe. We were told that a further opinion from another electrician was being sought. We have asked for both of these things to be checked out at our inspection of the service in December 2009 and in January 2010. We were not assured that people's safety was not being compromised. We left an immediate requirement asking what action they were going to take, to demonstrate that the home was a safe place for people to live in.

Although care plans are improving they do need further development and the manager needs to assure herself that the care plans that are in place are appropriate to the care people are receiving. Worryingly a plan that was inspected during this inspection had been compiled by a trained nurse, it lacked detail and did not reflect the care the person was receiving. A care assistant was asked to re write the plan as it was considered by the management that they 'wrote better plans'. Currently the home only employs two permanent members of nursing staff. The manager told us that they are currently recruiting for two more trained nurses. The continuity of people's care is paramount as is the leadership on a shift by competent and skilled nurses.

There are no doors or privacy curtains on the communal toilets that lead off from the corridors. During the inspection a person was seen using the toilet facilities and was unable to have any privacy. There were other residents, staff and visitors in the home at this time walking up and down the corridor. This is unacceptable. Doors or privacy screens must be provided so people's dignity and privacy is protected.

There are still outstanding requirements from the previous inspections of December 2009 and January 2010 partial due to the home being in administration. However investment is required in the building to ensure the safety of the people who live there. We will be taking further action and issue statutory notices if we feel people's safety is being compromised.

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	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>	
2	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>	
3	9	13	<p>Medication, including external preparations, must be safely administered as instructed and sufficient</p>	25/01/2010

## 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
			<p>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>	
4	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> <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>	
5	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> <p>This is now being dealt with under enforcement procedures using regulation 12.</p> <p>An extended timescale of</p>	

## 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
			28th March 2010 has now been given to meet this requirement	
6	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>	
7	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>	
8	38	13	A valid certificate needs to be available for inspection at	

## 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
			<p>the home to confirm that the electrical hard wiring at the home is safe.</p> <p>This will make sure that people live in a safe home.</p> <p>IMMEDIATE REQUIREMENT NOTICE ISSUED AT THIS INSPECTION</p>	
9	38	13	<p>Valid certificates need to be available for inspection at the home to confirm that the fire alarm is in good working order, and fit for purpose .</p> <p>This will make sure that people are living at the home are kept safe.</p>	
10	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>	

## 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	19	13	In the absence of a valid certificate you are required to supply the Commission writing on how you are going to make sure that the electrical wiring in the home is safe to use.  This will assure us that you are taking seriously peoples safety.	01/04/2010

### 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
1	10	12	When people access communal toilets their privacy and dignity must be maintained. Toilets should be fitted with doors or privacy screens.  In order that people's privacy and dignity is maintained and protected.	30/04/2010

### 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)

## Helpline:

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