

# Random inspection report

## Care homes for older people

Name:	Highbury Residential Home
Address:	38 Mountsorrel Lane Sileby Leicestershire LE12 7NF

The quality rating for this care home is:	one star adequate 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.

<b>Lead inspector:</b>	<b>Date:</b>							
Helen Abel	1	8	0	5	2	0	1	0

## Information about the care home

Name of care home:	Highbury Residential Home
Address:	38 Mountsorrel Lane Sileby Leicestershire LE12 7NF
Telephone number:	01509813692
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Sudera Care Associates Limited
Name of registered manager (if applicable)	
Manager Post Vacant	
Type of registration:	care home
Number of places registered:	27

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	27	0
old age, not falling within any other category	0	27

Conditions of registration:									
The maximum number of service users who can be accommodated is: 27									
The registered person may provide the following category of service only: Care home only - Code PC 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									
Date of last inspection									
Brief description of the care home									
Highbury Residential Home is owned by Sudera Care Associates and is registered to provide personal care and accommodation for twenty-seven older people who may									

## Brief description of the care home

have additional needs including Dementia. The home is situated in the village of Sileby in Leicestershire, which gives the residents access to the local shops, cafes and other facilities. It can be reached by public and private transport and there is parking in the grounds of the home. Highbury Residential Home is a conversion of a large house into a care home that had an extension added in 1991. The original house has three floors and the extension has two. Separate lifts and staircases access these, and there is no access from one to the other except by the ground floor. The home's brochure provides information about the service to prospective and current residents and includes the terms and conditions of the stay. There is information available in the reception area including the Registration certificate and the latest copy of the Inspection Report from the Care Quality Commission.

## What we found:

The focus of this Random Visit was to assess progress made since our last Key inspection on the 1st June 2009. In planning our visit we examined the service history, last key inspection, concerns and complaints information, the Annual Quality Assurance Assessment (AQAA) and surveys.

This was an unannounced visit on a Tuesday morning at 8.30. Service users were seen getting up and taking breakfast, and getting ready for the day.

Documentary evidence showed:

Written information- Statement of Purpose and Service User Guide is made available around the home. They include the aims and objectives of the service and a complaints procedure.

Staff have regular staff meetings and staff supervision. They are well supported by a trained and experienced manager.

Quality assurance systems include, satisfaction questionnaires, calling cards left in bedrooms for testing out cleanliness, quarterly newsletters and meetings for service users relatives and supporters. Managers demonstrated a clear commitment to running the home in the best interests of service users.

Staff deployment was good with sufficient staff in duty to meet service users needs. Staff training plans are still being developed. Staff training plans were agreed to be a priority to ensure staff have the most current training (as required at our last visit).

Surveys from relatives of service users told us; 'Most elderly people I've seen in the home are suffering from dementia. I feel that the staff although very caring do not have enough knowledge or expertise on how to cope with this condition.'

The Inspector noted an area for cleaning. This was actioned immediately. An additional housekeeper is joining the staff team and will help ensure cleanliness is maintained in the home. The home was found in need of redecoration. Managers confirmed funds have now been made available to do this.

The home provides a wide ranging activities and pursuits for service users. This benefits service users and ensure they are have regular leisure pursuits and stimulating activities made available.

The acting manger is aware of the requirements of a Registered Manager being in place to run the home. She will be meeting with the Registered Provider after our visit to discuss this further.

Regulation 26 visits records completed by the Registered Provider lacked detail and scrutiny and should be reviewed.

## What the care home does well:

The Inspector observed warm, friendly and light hearted interactions between service users and staff. During breakfast time the cook offered each service user a range of food to choose from for their breakfast. Meals appeared healthy, varied and nutritious.

Care plans were clear and easy for staff to follow, to ensure the care is delivered to meet the individual service users care needs and wishes.

Quality assurance systems are in place and building upon providing a service that is run in the best interests of service users.

A member of the team has responsibilities for organising activities and these are carefully planning and arranged with service users to meet their preferences and capacities. For example, valentine flower arranging, an appearance by a country and western singer, and local children singing and playing recorders.

A relatives survey told us:

'I would like to add that the care and kindness my mother has been given since being in Highbury Residential Home has been first rate. The staff have always been caring and willing to talk. The atmosphere and welcoming environment are always comforting.'

### **What they could do better:**

Staff training plan to be revisited to ensure they have received current training that reflects the needs of the service users in particular around dementia care, mental capacity act, deprivation of liberties and safeguarding adults. Service users would benefit from better trained staff supporting them

A Registered Manager is required to manage the home. Service users would live in a home run and managed by a person fit to be in charge.

Regulation 26 visits records completed by the Registered Provider should be reviewed to ensure they contain sufficient detail and scrutiny to ensure he can review the quality of the service.

Surveys and satisfaction questionnaire should be sent out at regular intervals, dated and the results analysed and published. This would ensure the quality of care can be properly reviewed.

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	30	18	<p>The registered person to review the training provided to staff, and establish a training plan which enables staff to meet the needs of people living at the home, and enables staff to understand and promote the rights of people. Training to include:- 1)safeguarding adults from abuse 2) dementia awareness. 3) mental capacity act training to include deprivation of liberty safeguards.</p> <p>To ensure that the needs and rights of people are being met and supported by staff who are trained and are competent to do so.</p> <p>By failing to do so you are in breach of regulation 18(1), which is an offence under the Care Homes Regulations 2001.</p>	01/09/2009

## 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
1	31	8	The registered person shall appoint an individual to manage the care home.  This will ensure service users live in a home which is run and managed by a person who is fit to be in charge.	18/06/2010

### 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
1	33	Service users will benefit from continuous self monitoring of quality assurance systems. Feed back through questionnaire / surveys should be analysed and inform all planning and reviews.
2	33	The visits by the Registered Provider (Regulation 26 visits) format, should be reviewed and improved. This would ensure the Registered Provider can obtain an opinion of the standard of care upon each visit.

## Reader Information

Document Purpose:	Inspection Report
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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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