

Random inspection report

Care homes for adults (18-65 years)

Name:	Giles Shirley Hall
Address:	York Street Bromborough Pool Wirral CH62 4TZ

The quality rating for this care home is:	two star good 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:
Diane Sharrock	1 3 0 7 2 0 0 9

Information about the care home

Name of care home:	Giles Shirley Hall
Address:	York Street Bromborough Pool Wirral CH62 4TZ
Telephone number:	01516435563
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Wirral Autistic Society
Name of registered manager (if applicable)	
Ms Jane Roberts	
Type of registration:	care home
Number of places registered:	11

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	11	0

Conditions of registration:	
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: Learning disability - Code LD The maximum number of service users who can be accommodated is: 11	

Date of last inspection								
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Brief description of the care home
Giles Shirley Hall provides personal care for eleven adults with autism. The service is enclosed within a converted village hall. The Wirral Autistic Society has a conference hall and technology suite also housed within this building. These facilities are infrequently open to the general public. They are used by the societies day services Monday to Friday from 9am to 4pm. There is a separate point of access to the building for the general public/day services. The service consists of four flats, which are

Brief description of the care home

accessible to one another and share the same main entrances. All bedrooms are single and have en-suite facilities. Each flat has a communal area comprising of a domestic style kitchen and dining/lounge area. There are gardens to the front and side of the service. Giles Shirley Hall is reasonably close to local shops and to public transport services. Parking is available on the main road. The service is run by Wirral Autistic Society who have several care homes for adults with autism in the area. Wirral Autistic Society provides a range of day services and facilities. Fees are negotiated at the time of placement and are dependent upon a number of factors including the amount of staff cover required. The weekly cost for the service ranges from 906.00 pounds to 1450.00 pounds. A copy of the statement of purpose, which describes the services offered at Giles Shirley Hall, is made available to relatives and social workers and potential person wanting to live at Giles Shirley Hall. The inspection report is available at the service for anyone to read.

What we found:

We carried out a random visit to Giles Shirley Hall on 13 July 2009 due to an anonymous concern being sent to the commission. The complainant alleged that the service had admitted an extra person to live there which meant they had 12 people living at the home instead of the 11 they are registered for and they were using the staff sleep in room for the extra person's bedroom.

Before our unannounced visit to Giles Shirley Hall, we discussed this information with the manager on 22 June 2009 who admitted that this had occurred on 19 June 2009. We have also spoken to the client services manager on 24 June 2009 regarding the situation. Wirral Autistic Society has also written to the commission on 25 June 2009, received to our offices on 29 June 2009. This letter gives a detailed report of the serious circumstances leading to the service admitting a 12th person to Giles Shirley Hall.

During our visit we acknowledged the number of issues that led up to this situation and we were shown various care records, incident reports and reviews describing why the decisions were made by the company representatives. The service currently has extra staffing levels in the day and staff are using either a sofa or mattress for their sleeping in duties at night.

We were met at the service by the Chief Executive of Wirral Autistic Society, Dr Asher, Jane Carolan the Director of client services, Phil Hatton a registered manager within the company and the services manager Annette Keating. They explained that they had experienced various problems in being able to have access to acute facilities and support from the placement local authority. The provider and manager acknowledged that in admitting an extra person to the service this meant they had breached their conditions of registration. This breach of registration meant that we had to copy various records using Code B of the Police and Criminal Evidence Act.

Staff acknowledged that a number of serious incidents listed in their report and letter to us dated 25/6/09 had not been reported to our department due to misinterpretation of the regulations and guidance. These reports are required to ensure the commission is kept up to date with issues and concerns that may arise within services and helps to show how each service are managing issues. The guidance available on our website tells care services providers what they need to notify the commission about and when this must be done.

We have advised the provider and the manager that a report including the records of evidence copied at our visit would be submitted to the regional director of the commission and our legal department. They would consider all of the information before they make a decision about any potential regulatory actions based on the facts and mitigating circumstances.

What the care home does well:

The provider and manager were fully co operative throughout our visit.

What they could do better:

The provider has explained that hopefully within the next 2 weeks, due to various changes, they will be back to having 11 people living at Giles Shirley Hall. If the 2 week timescale lapses then the provider has agreed to keep the commission informed and up to date and would consider an application to temporarily register Giles Shirley Hall for 12 beds.

Before a 12th person was admitted to Giles Shirley Hall an application to vary the conditions of the registration of the home should have been submitted to the commission so the service could have lawfully admitted a 12th person into the service, which is currently registered for only 11 people.

The provider has agreed to review and update their present guidance within the services in how they complete and submit notifications to the commission so that they comply with the law. This will ensure that any adverse incident is fully disclosed and submitted to our department at the time of the incident.

The provider has agreed to contact the appropriate authorities to identify the criteria and support necessary for any future treatment or acute admission needed for people living at the service. This will help to reassure people that they will always have equal access to the right level of care and treatment within their local acute services when necessary.

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
1	42	37	<p>To complete and submit notifications about incidents at the home as required by Regulation 37 of the Care Homes Regulations and make sure they are submitted to the Care Quality Commission without delay.</p> <p>This will ensure that any adverse incident is fully disclosed and submitted to the Care Quality Commission at the time of the incident to show how each incident is being appropriately managed.</p>	28/08/2009

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	42	The organisation's guidance about how staff should complete and submit notifications required under Regulation 37 of the Care Homes Regulations should be reviewed to make sure that it is clear that these

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
		notifications must be submitted to the Care Quality Commission without delay.
2	42	The appropriate authorities should be contacted to identify the criteria and support necessary for any future treatment or acute admission needed for people living at the service. (We have subsequently received a copy letter from the provider to confirm that this has already been carried out.) This will help to reassure people that they will always have equal access to the right level of care and treatment within their local acute services when necessary.
3	42	The Care Quality Commission should be kept informed and up to date regarding the management of the numbers of people living in the service especially after the two week period identified in this report if there are still 12 people living at Giles Shirley Hall.

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

Web: www.cqc.org.uk

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