

Random inspection report

Care homes for older people

Name:	Longfield
Address:	Preston New Road Billinge End Blackburn Lancs BB2 6PS

The quality rating for this care home is:	two star good service
The rating was made on:	24/06/2009

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.

Lead inspector:	Date:							
Graham Oldham	0	8	0	2	2	0	1	0

Information about the care home

Name of care home:	Longfield
Address:	Preston New Road Billinge End Blackburn Lancs BB2 6PS
Telephone number:	01254675532
Fax number:	
Email address:	longfieldcare@btconnect.com
Provider web address:	

Name of registered provider(s):	Longfield (Care Homes) Ltd
Type of registration:	care home
Number of places registered:	24

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	24	0
mental disorder, excluding learning disability or dementia	24	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: Dementia - Code DE Mental disorder, excluding learning disability or dementia - Code MD The maximum number of service users who can be accommodated is: 24									
Date of last inspection	2	4	0	6	2	0	0	9	
Brief description of the care home									
Longfield Care Home provides 24 hour long term personal care for up to 24 older people who have a mental disorder or dementia.									
The property is a detached, converted house in its own grounds. The enclosed garden									

Brief description of the care home

area is accessible to all residents. Parking for staff and visitors is available to the side of the property.

Accommodation is offered in single and twin-bedded rooms. Communal rooms are spacious.

The home is situated on a main road leading into Blackburn, approximately one and a half miles from the town centre and easily accessible by public transport.

The current fees charged at Longfield range from £417 to £439 per week. Additional charges are payable for hairdressing and newspapers.

A copy of the statement of purpose and service user guide is available to prospective service users and their relatives on request.

What we found:

This random unannounced inspection was generated by concerns raised by social services and not in response to the last Key Unannounced Inspection when the service was judged to be a two star good service. The requirements and recommendations made at that inspection will remain in force.

The registered person said the plans of care were being redeveloped because it was recognised they did not fully meet the requirements of the CQC in the past. Care plans and risk assessments need to be developed to be accurate and up to date to inform staff of the care needs of each person who uses the service.

The system for reviewing care plans by a member of staff writing the review on a piece of paper is unsafe because the information could go missing. Reviews should be made directly into the care plan.

There were several single rooms empty whilst the double rooms were occupied. The registered person said most of the people who used the service had been in the home for some time and were settled in their rooms. They had tried moving a person into a single room and this had caused much distress. When they moved the person back she was much happier. It is considered good practice in a home for dementia to cause as little disturbance to their lives as possible and the explanation given for the high occupancy of double rooms was acceptable. No complaints have been made to the Care Quality Commission regarding the occupancy of double rooms from family members.

On the tour of the building it was noted windows were open in bedrooms. The registered person said this was the usual practice in a home where many people suffered from dementia to eliminate odours. There was a system to close windows prior to people who used the service going to bed or sooner if required to ensure their rooms were warm.

On the tour of the building a type of lock that could mean people who used the service could be locked in had been installed on all bedroom doors. The registered person explained that they had been installed to stop people entering rooms and disrupting them. She said this did not stop people from going back to bed because staff would take them. The registered person was genuinely concerned when told of the possible abuse threat and that she may be infringing people's rights to move freely. Before the end of the inspection the handyman was removing the locks.

On the tour of the building no laundry tasks were being undertaken in people's bedrooms to ensure the privacy of the person was maintained.

The records for staff supervision were retained at the office and upon examination showed staff received supervision on a regular basis to aid their development.

What the care home does well:

One of the concerns raised reported double rooms did not have privacy screens. Every double room visited had privacy screens which were stored at the side of the wardrobes ready to be pulled out and used. There was a spare screen in the office. The privacy and

dignity of people who used the service was protected.

A concern raised was the patio door restrictors in the downstairs rooms were broken and people who used the service were at risk of absconding. On this inspection the restrictors were intact and protected people who used the service from possible abuse.

The supervision records were examined and demonstrated supervision was ongoing to help staff and the service develop.

What they could do better:

Plans of care should be developed to fully record the health, welfare and risks to people who reside at the service to give staff all the information they need to provide good care.

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	31	8	<p>The registered person must employ a suitably qualified and experienced manager to meet the requirements of the Care Quality Commission.</p> <p>There was not, at the time of inspection, any application to register a person. However, there was plans for an application to be submitted in the near future.</p>	24/09/2009

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	7	15	<p>The registered person must ensure a plan of care is fully developed in respect of a persons health and welfare needs.</p> <p>The plan of care did not fully inform staff of the needs of people who used the service.</p>	11/05/2010
2	25	13	<p>The registered person must ensure each person who uses the service is as far as practicable protected from abuse.</p> <p>The type of lock fitted had the potential to have people who used the service locked within their rooms.</p>	25/02/2010

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	7	<p>The registered person should ensure the reviews of people who use the service are conducted in a safe manner.</p> <p>Recorded entries on loose paper sheets can get lost. Each</p>

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
		separate care plan section should show signs of review.
2	25	The registered person should look at types of locking devices that are safe for people who use the service.

Reader Information

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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 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

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