

Random inspection report

Care homes for older people

Name:	Wellcross Grange
Address:	Lyons Corner, Five Oaks Road Slinfold Horsham West Sussex RH13 0SY

The quality rating for this care home is:	three star excellent 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:							
Annie Taggart	0	7	0	6	2	0	1	0

Information about the care home

Name of care home:	Wellcross Grange
Address:	Lyons Corner, Five Oaks Road Slinfold Horsham West Sussex RH13 0SY
Telephone number:	01403790388
Fax number:	01403790140
Email address:	wellcross@balcombecarehomes.co.uk
Provider web address:	

Name of registered provider(s):	Balcombe Care Homes Ltd
Name of registered manager (if applicable)	
Ms Irene Gota	
Type of registration:	care home
Number of places registered:	45

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	45

Conditions of registration:								
The maximum number of service users to be accommodated is 45.								
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.								
Date of last inspection								
Brief description of the care home								
Wellcross Grange is a Care Home, which is registered to provide nursing and personal care to a maximum of forty-two residents users in the category old age, not falling within any other category. A condition of registration is that up to a maximum thirty-								

Brief description of the care home

eight residents who require nursing care may be accommodated at any one time.

The property is a detached house, originally built in the 1920s, which is set in its own extensive grounds and is located in the village of Slinfold, near Horsham. The property has been extensively improved and adapted to ensure it is suitable for its current use. The accommodation comprises single and double rooms, many having en-suite facilities. Communal areas comprising of a reception area, a dining room, three lounges and a conservatory, are located on the ground floor. A lift provides residents with access to each floor.

Balcombe Care Homes Ltd privately owns this service. The Responsible Person operating on behalf of the company is Mr David Williams; the manager is responsible for the day to day running of the care home.

The current fees can be obtained on application to the manager.

What we found:

The random inspection was arranged in order to assess compliance with a number of the key national minimum standards for care homes for older people.

We planned the visit by taking into account information provided in the previous inspection reports and in an annual service review carried out on 18/01/2010. We also used the annual quality assurance assessment (AQAA) that had been completed and returned to us by the manager of the home.

During the visit we were able to spend time with service users both in communal areas and in their private bedrooms and we spoke with eight members of staff. We sampled four care plans and supporting documentation such as risk assessments and daily records and we looked at the system for administering and recording medication. Records such as complaints and concerns, Regulation 26, registered provider's visits, staff recruitment and training records were also seen and during the visit we saw lunch, the main meal of the day being served.

The manager of the home was present and received feedback following the visit.

What the care home does well:

Wellcross Grange provides a comfortable, attractive and well maintained environment for the people who live there and service users told us that they were happy with their private space.

People have the equipment they need including specialist bathing facilities and specialist beds and there are a number of lounges and dining rooms available so that people can make a choice of where they sit or receive their visitors. The gardens are well maintained with seating and a gazebo and people told us that they like to sit out in the good weather.

For each service user there is a detailed plan of care in place that clearly guides the staff team on how each person needs and wishes to be supported. The care plans contained information on areas such as nutritional needs, personal care preferences and communication and we saw that people's physical, social and emotional needs were being addressed. Care plans also contained future wishes and personal goals and we saw that the plans were regularly reviewed and updated.

Guidance for staff in the care plans showed us that the home addresses people's choice and dignity and treats people with respect and examples we saw recorded of this were, 'always get consent to give personal care', 'keep the person informed of what is happening at all times' and 'watch and consider body language'.

Service users told us that their healthcare needs were being well met and that they had access to their doctor, to optician's services and a chiropodist. Medication is being well managed and is only administered by trained nurses. We also checked the records of two controlled medications and found them to be correct.

Comments from service users included, 'the staff are lovely and very kind' and 'nothing is too much trouble and I have everything here that I need'. Some people said that there were sometimes small niggles that they were not happy about but that these were soon put right if they were commented on to the staff team.

There is a programme of activities in place and the home employs an activities coordinator. From looking at records and observation during the visit we saw that people were given a choice of in-house activities and there were also outside entertainers provided. For people who were being cared for in bed, activities were carried out on a one to one basis in their rooms.

There was a choice of menu available at each meal and people were very complimentary about the meals on offer in the home. Specialist diets are catered for and we saw that people had the support they needed from staff at the mealtime.

Staffing rotas showed us that there are sufficient staff on duty to meet people's individual needs and service users described the staff team as 'kind, caring and friendly'. We saw the recruitment file for one member of staff who had started work on the day of the visit and this contained all of the required documentation. Staff training records showed us that the staff team are well trained and as well as mandatory training we saw certificates for courses such as equality and diversity, palliative care and dementia awareness.

There is a process in place for recording and addressing complaints and concerns and we saw that even small areas of concerns are recorded and dealt with as soon as possible. The staff team receive training in safeguarding people from risk of abuse or harm and all of the eight staff we spoke to said that they would report any suspected abuse straight away.

The manager of the home is a registered nurse and has worked in the home for six years both as a nurse and as deputy manager. The manager told us that she was to be interviewed by the Commission on 16/5/2010 to be registered as manager of the home.

There are systems in place to monitor the running of the home by regular audits, Regulation 26, provider's visits and from feedback from quality assurance audits. Regular staff meetings and service user meeting are also held and recorded and there is an action plan for future development and ongoing refurbishment in place.

What they could do better:

The home should continue to carry out it's process of audit and continuous appraisal and continue with the excellent standard of service being provided.

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

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

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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

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