

Key inspection report

Care homes for adults (18-65 years)

Name:	Allen and Whitworth Homes
Address:	90 Perry Street Northampton Northants NN1 4HW

The quality rating for this care home is:	two star good service
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A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

Lead inspector:	Date:
Judith Roan	2 0 0 7 2 0 0 9

This report is a review of the quality of outcomes that people experience in this care home. We believe high quality care should:

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars – excellent
- 2 stars – good
- 1 star – adequate
- 0 star – poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area

Outcome area (for example: Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or bought 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

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the care home

Name of care home:	Allen and Whitworth Homes
Address:	90 Perry Street Northampton Northants NN1 4HW
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Allen & Whitworth UK Ltd
Name of registered manager (if applicable)	
Mr Joseph Esien	
Type of registration:	care home
Number of places registered:	3

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0
mental disorder, excluding learning disability or dementia	3	0
Additional conditions:		
The maximum number of service users who may be accommodated is: 3		
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, mental disorder excluding learning disability or dementia-code MD		

Date of last inspection	1	4	0	2	2	0	0	9
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A bit about the care home

Perry Street is a home registered to provide personal care to three people with learning disabilities and/or mental health needs.



The home is situated in a residential area close to the town centre of Northampton. The home is close to a local shopping area and its amenities. Public transport links are close by.



The premises consist of a terraced house, which blends in with others in the road, offering first floor single room accommodation to each resident.



Communal space includes a lounge, kitchen diner and conservatory. There is also small garden to the rear of the house. Perry Street is one of three homes owned by Allen and Whitworth Home limited.

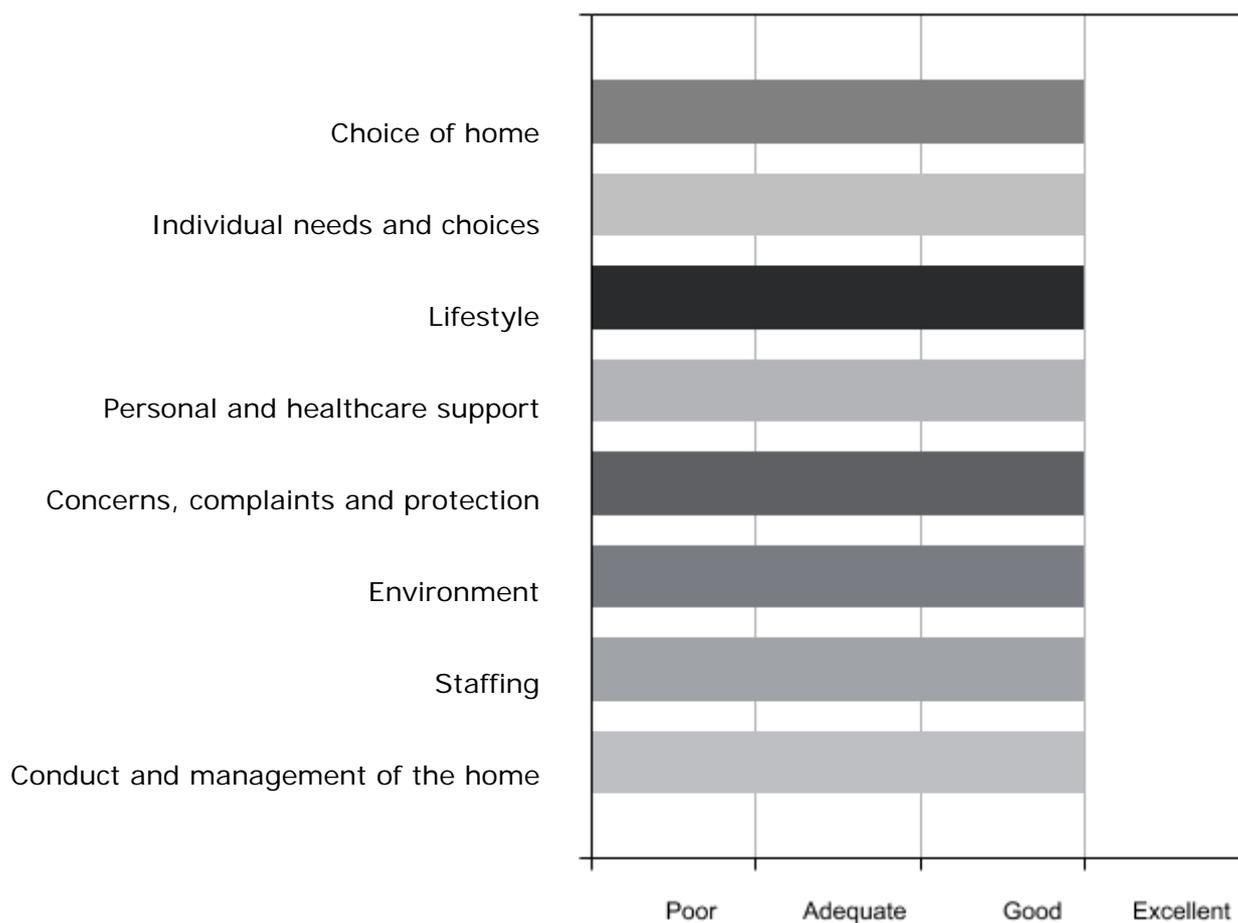
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:



This is what the inspector did when they were at the care home

We randomly selected one person who uses the service and tracked the care they receive through review of their records, discussion with them, the care staff and observation of care practices.

We also received information from support staff and a social care professional. The homes registered manager also completed an Annual Quality Assurance Assessment (AQAA) a document required by CQC.

The inspection was unannounced and was undertaken during the afternoon and evening and lasted 2.5 Hours.

People using the service said that: 'It's a nice house they look after you and we go out' 'I am really happy here' 'I like all the staff they are good to me' 'I like it because my family can come to visit'

People said that there is good information about the service.

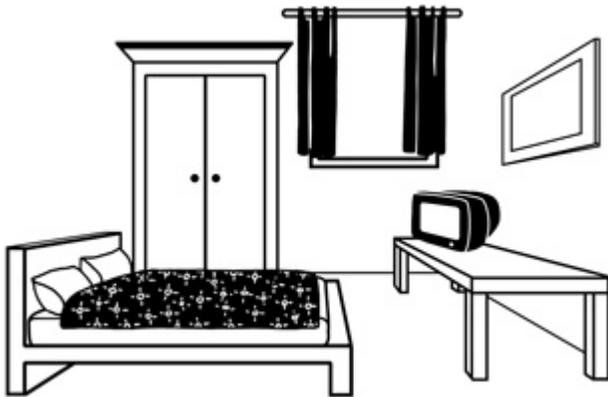


Fees are variable according to need and negotiated prior to admission.



What the care home does well

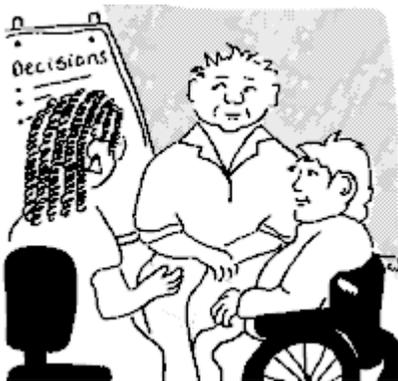
Perry Street is a warm and friendly home. You will be made welcome during your visit.



Bedrooms viewed were clean and pleasant and contained personal items.



Support plans that are person centred are developed with people who use the service.



People who use the service are involved with decisions, the running of the home and in developing their support plans



People using the service are supported to be as independent as possible.



Support workers will assist people in meeting their personal and healthcare needs if required.



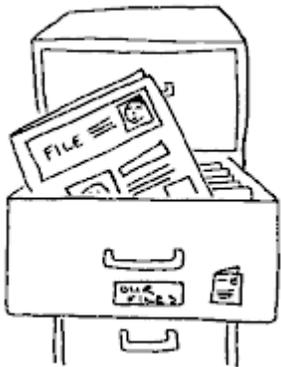
Your privacy will be respected.



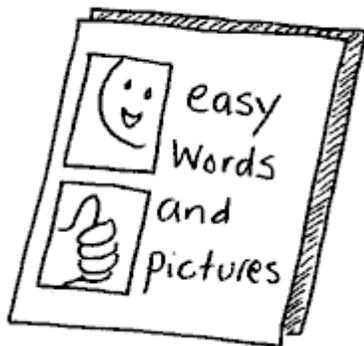
Support workers are well trained and have good support.



The service is well managed.



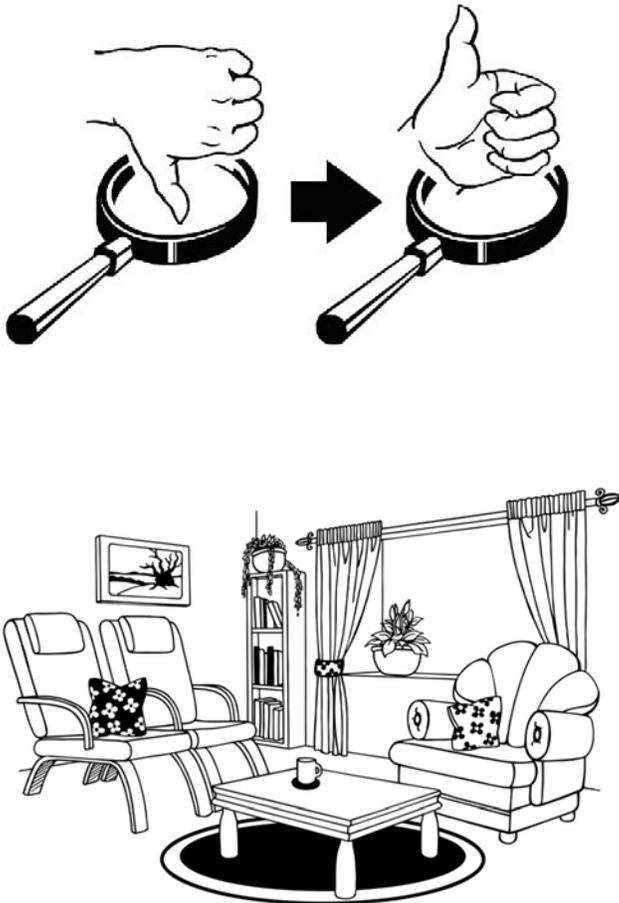
Records are well maintained and kept secure.



Information is available in easy read documents.



People using the service feel safe.

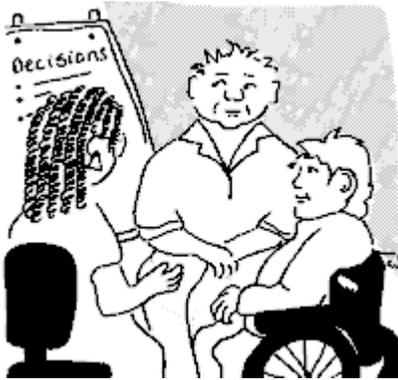


What has got better from the last inspection

The environment has been made safe by the installation of new fire safety measures.



Person centred plans have been introduced.

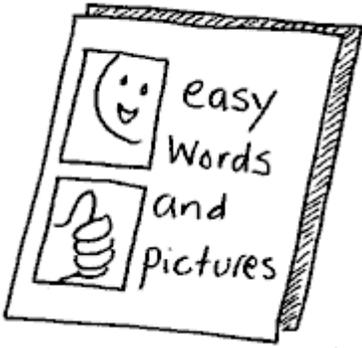


People within the service are more involved with the running of the home and decisions that affect them.

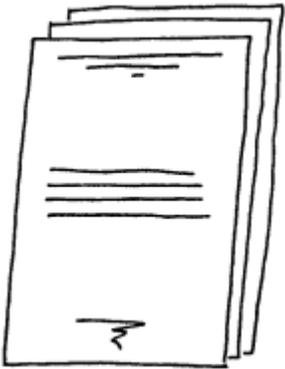


Staff have received person centred planning training

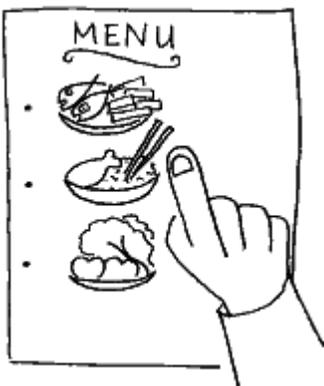
A central training record is available



Records are more accessible and information is being produced so they are easy read



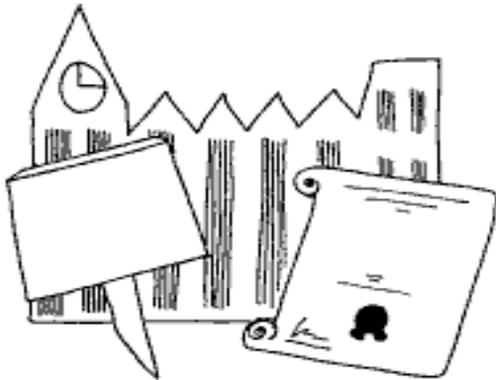
People living at the service have contracts



Peoples choices in food and availability is now met



Safeguarding training has been undertaken by all staff at the home



What the care home could do better

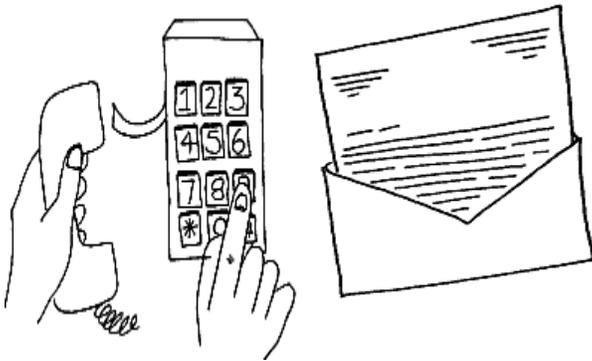
The provider must ensure that they inform CQC when they have complied with requirements.



The provider must review how controlled drugs can be safely stored to ensure that they meet the new regulations that came into force in 2007.



If you want to read the full report of our inspection please ask the person in charge of the care home



If you want to speak to the inspector please contact

Judith Roan
Care Quality Commission
East Midlands
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000616161

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 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line - 0870 240 7535.

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between the person and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People considering using the service will have their needs assessed to ensure that these could be met.

Evidence:

It is evident from case tracking the records that a through assessment of need was undertaken at the time of admission to ensure that individual needs could be met.

The assessments seen as part of the case tracking were detailed and gathered information from the individual person making the application, their family, previous placements and the funding authorities. People spoken with confirmed that they had visited the home prior to moving in. Pictorial information is available for prospective users of the service within a service users guide.

Individuals files held contracts made with the provider and the person receiving the service. An additional contract is made with the funding authority. The provider confirms within the AQAA that they intend to 'Incorporate pictorial guides into contract to make for easier understanding.'

Individual needs and choices

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Support plans are person centred and demonstrate full involvement of people using the service.

Evidence:

Support plans are in place for people who use the service and are reviewed on a regular basis or as required. Considerable work has been undertaken since the last inspection to work with people using the service and to develop person centred plans that are accessible. In discussion with people using the service they confirmed that they were now fully involved and welcomed the changes. They meet with staff on a regular basis to discuss future plans. The support needs of individuals are reviewed and ensure that there is continuous development.

Improved record keeping ensures that information is shared appropriately. Confidentiality is maintained with all support workers understanding the importance of keeping personal information in secure files. All people using the service have access to their files and confirmed that support plans had been developed with them. The outcomes for people

Evidence:

using the service support are positive. The needs are being met within the systems in place at the home. In discussion with support workers it was evident they are knowledgeable about the needs of the people they support.

In reviewing the files and in discussion with individuals using the service it was evident that they were being assisted to develop their skills and to participate in everyday activities that they previously were not able to achieve. Several people are independent within the community and are supported to maintain this skill. Risk assessments are now in place to support these activities. Learning is achieved by the consistent approaches used by support workers and people using the service having access to a broad spectrum of daily living activities.

Files contained risk assessments related to an individual's activities. The AQAA states that risk assessments are reviewed and kept up to date. In viewing files that are presently on the computer it was easy to identify the needs of individuals and to establish the priority.

People using the service are encouraged to be as independent as possible with appropriate support. People using the service told the inspector said that they were well looked after and no one now thought they were denied their choices.

We case tracked one care records, which again clearly demonstrated that the ongoing needs of people using the service needs are being monitored and supported whilst living at the home. In discussions with individuals, viewing case files and in observations throughout the inspection it was evident that people make informed choices about their lives and are supported to have independent life styles within their ability. Discussions with staff supported these facts and demonstrated that they were up to date with information about people who use the service. It was evident that people using the service are supported to make decisions about their own lives wherever possible e.g. daily routines, where they want to go on holiday and how their personal needs are met. Regular meetings held to discuss important issues regarding food, holidays, outings etc. are now being recorded. Staff said that encouraging people to make informed choices is an essential part of the values of the home.

Lifestyle

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They can take part in activities that are appropriate to their age and culture and are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

A good range of personal, educational and social options are available and promote individual development

Evidence:

Individuals have a weekly activities programme that is updated to take into account the various events and personal choices. New activities are being considered to extend the choices and experiences for each person.

Careful planning is undertaken for all activities to ensure that people who use the service and support workers are protected and enjoy the experience. Experiences are good and varied. It was noted that several people attend day services and that social histories are being developed as part of the person centred planning process.

People using the service are fully involved with day-to-day living tasks within the home. In observation support workers enable people to carry out tasks and help only when

Evidence:

necessary to demonstrate and develop a skill. It was clear that individuals were positive about their achievements. People using the service confirmed that they are now involved with menu planning and that meals are to their liking. Fresh Fruit is always available.

Throughout the inspection the inspector observed positive work with individuals using strategies noted within the support plans in supporting people with their identified needs.

The teatime meal was being freshly cooked and healthy. Individuals are supported to make healthy choices and have a balanced diet, with opportunities to have the occasional not so healthy treat. Support workers have a good understanding of the needs for people who use the service and use the meal times to develop communication skills with each other. Meals were seen to be a very social event at the home. There is much negotiation between individuals so that meal times can be arranged around activities. A food diary is kept to ensure that a balanced diet is provided.

Individuals are supported to maintain good communication with families. Records supported these activities.

People spoken to during the inspection said that 'we can do what they liked and enjoyed living at the home'. There was evidence of leisure activities going to local amenities.

Case records show details about activities undertaken and holidays taken. Residents Meeting are now recorded so that the decision process can be seen as ongoing. One support worker said that 'the service needs to offers a wider choice of social activities' and this is recognised within the AQAA. The home has an informal relaxed atmosphere with a choice of communal areas. The homes location means there is good access to local shops and community facilities.

Visitors are welcome at the home and there are no restrictions on visiting times. We received positive surveys from relatives and friends. One person said that people are treated as individuals and staff support enabled everyone to have freedom of choice. Individuals are supported to be involved in religious worship of their choice with this being noted within their support plans and surveys. Families are encouraged to complete regular questionnaires about their views on the service.

Personal and healthcare support

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it in a safe way.

If people are approaching the end of their life, the care home will respect their choices and help them to feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People using the service are positively supported to access local and specialist healthcare services.

Evidence:

The people living in this home are able to manage their own personal care with minimal assistance and are able to clearly voice their needs and preferences. We found evidence, in the files we examined, that people have access to medical practitioners as and when they need to, they also get support from specialists such as speech and language therapy, psychology, psychiatric support and opticians. People at the home do not like to go to the dentist but are encouraged to maintain a good mouthcare routine.

The AQAA confirms that people using the service 'All the service users are registered in the surgeries and other professionals. Medication managed and administered to service users by trained staff with service users consent. Our service promotes service users independence and self esteem, staff trainings and development. Key worker system to promote well being of the service users.' All people using the service at present are able to self medicate. Medication records are kept as required. Support workers receive training in the management of medication from a pharmacist. Training records supported this. The service does not have a controlled drugs cabinet and the provider is advised to

Evidence:

seek appropriate advice on the storage of controlled drugs since the change in the regulations in 2007 that requires all care homes to have facilities in place.

Support plans viewed indicate the health care needs of individuals and cover the management of personal care, and health care needs.

Personal support is provided in a discreet manner and with people using the service preferences being a top priority.

Any incidents would be recorded on file of individuals. We have received no notifications since the last key inspection.

Concerns, complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them, know how to complain. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Practices within the service fully protect people who use the service and ensure that they are listened to.

Evidence:

The service has comprehensive policies and procedures in relation to handling concerns and complaints. People who use the service were all clear about how to make a complaint saying they would speak with the manager or a member of their family. Support workers undertake safeguarding awareness training as part of their induction/ foundation training. Several have completed this as part of their National Vocational Qualification. The inspector checked out their understanding during the inspection.

The open approach of the registered manager enables people who use the service to feel comfortable if there was a need to make a complaint or express a concern. The AQAA confirms that there have been no complaints in the past 2 years. The AQAA also states that the service intends to 'Continue to support service users to gain confidence in themselves so that, they could raise any issue of concerns with staff or management.'

In discussions during the inspection it was concluded that people using the service felt safe and that support workers had a good understanding of their role and were aware of policies and procedures.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, comfortable, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it. People have enough privacy when using toilets and bathrooms.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home provides a warm family setting with individual space that is well maintained clean and hygienic.

Evidence:

The home has recently been refurbished and is decorated to a good standard. There are adequate rooms to enable everyone to have their own personal space. Several communal areas are used for joint activities and each bedroom has sufficient room for personal hobbies. Communal areas are comfortable and provide a range of areas where people can relax.

Individual bedrooms are personalised they are comfortable and well maintained. People using the service are supported in maintaining their rooms to a high standard of cleanliness and safety. There is regular maintenance with all rooms being redecorated since the last inspection. The AQAA identifies that since the last inspection in February 'Fire doors have been fitted in all the doors specified by the fire officer fire risk assessment done and approved by the fire officer. Interlink alarm has also been fitted in the entire house including the cellar. The front and back entrance have also been fitted with thumb operated locking device.'

The garden is where one of the people living at the home keeps their pet rabbit which she

Evidence:

takes good care of. The garden could be improved to enable outside space to be used in good weather. People spoken with during the inspection said that ' We like our own rooms and have chosen how it has been decorated'. Bedrooms seen showed individuality and contained items to suit their lifestyles.

Standards of cleanliness and odour control in all areas of the home were good.

We have received confirmation from both the fire and contracts monitoring officer that all of the requirements relating to health and safety have now been met.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent, qualified staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Staff skills and recruitment practices ensure that the needs of people who use the service are supported and that they are protected.

Evidence:

The service has a robust recruitment procedure and files seen confirmed that required employment checks are completed. An application form, two references, criminal records bureau disclosures and interviews that involve people who use the service had been undertaken.

Through observation during the inspection support workers showed that they had a range of skills to support individuals and were proactive in developing everyday living skills.

Support workers are offered a range of opportunities to train. Of the staff team sixty percent of the staff are trained to National Vocational Qualifications (NVQ) Care Level 3 and above.

Support workers spoken to had a good knowledge of the needs of people using the service and were committed to providing a good service. They have regular supervision and felt supported

Evidence:

Support workers undertake a full induction training programme on appointment and are encouraged to access training available. Staff have undertaken person centred planning training and have been working with the local Social Services facilitator to achieve development in this area. Mandatory training e.g. Fire safety, Food Hygiene, manual handling, health and safety, safeguarding and medication administration were evident on files A central record is also kept. New staff have to go through a detailed induction programme, based on the Skills for Care professional model.

Conduct and management of the home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately, with an open approach that makes them feel valued and respected. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The service is person centred and effectively managed in the best interest of people who use it.

Evidence:

The Registered Manager effectively manages the home in the best interests of people who use the service and the support workers. There was good feedback from people who use the service and support staff about the role of the manager.

There have been more internal meetings within the service that focus on person centred care and this has enabled people to voice their views and choices.

The registered manager reviews the service through meetings and questionnaires from people that use the service, relatives and others connected with the service. It is the intention of the registered provider to have records of all meetings held at the service and systems in place to monitor quality of the service.

The AQAA was reflective about the future development needs of the service and shows

Evidence:

that they have been proactive in improving the quality of the service. The registered providers states within the AQAA that they intend to 'Work with other providers to gain information about development or changes in the sector.'

The provider has undertaken all health and safety checks required. Clear records of all checks are now well maintained. The AQAA also confirms the checks undertaken. Health and Safety Policies and Procedures are in place and support workers are aware of these. Induction training ensures staffs knowledge and understanding of these.

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, Care Homes 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	Description	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set

No	Standard	Regulation	Description	Timescale for action
1	20	13	<p>A controlled drugs cabinet must be installed at the home.</p> <p>To ensure the safety of these drugs and to comply with the new regulations that came into force in 2007.</p>	31/12/2009

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

Helpline:

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