

Key inspection report

Care homes for older people

Name:	Evergreens Care Home
Address:	Evergreens Care Home 2 Berkeley Road Talbot Woods Bournemouth Dorset BH3 7JJ

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:
Martin Bayne	2 8 0 4 2 0 1 0

This is a review of 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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Older People 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Evergreens Care Home
Address:	Evergreens Care Home 2 Berkeley Road Talbot Woods Bournemouth Dorset BH3 7JJ
Telephone number:	01202526925
Fax number:	01202526203
Email address:	Info@evergreenscarehome.co.uk
Provider web address:	

Name of registered provider(s):	Frank Care Ltd
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	22

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	22
Additional conditions:		
The maximum number of service users who can be accommodated is 22.		
The registered person may provide the following category of service only Code PC to service users whose primary needs on admission to the home are within the following category: Old age, not falling within any other category - Code OP.		
Date of last inspection		
Brief description of the care home		
Evergreens is registered to provide personal care and accommodation to 22 older persons. The premises were built as residential accommodation in 1900 and converted into a care home. Evergreens is located in a quiet residential area of Bournemouth and provides communal facilities and private bedrooms for it's residents.		

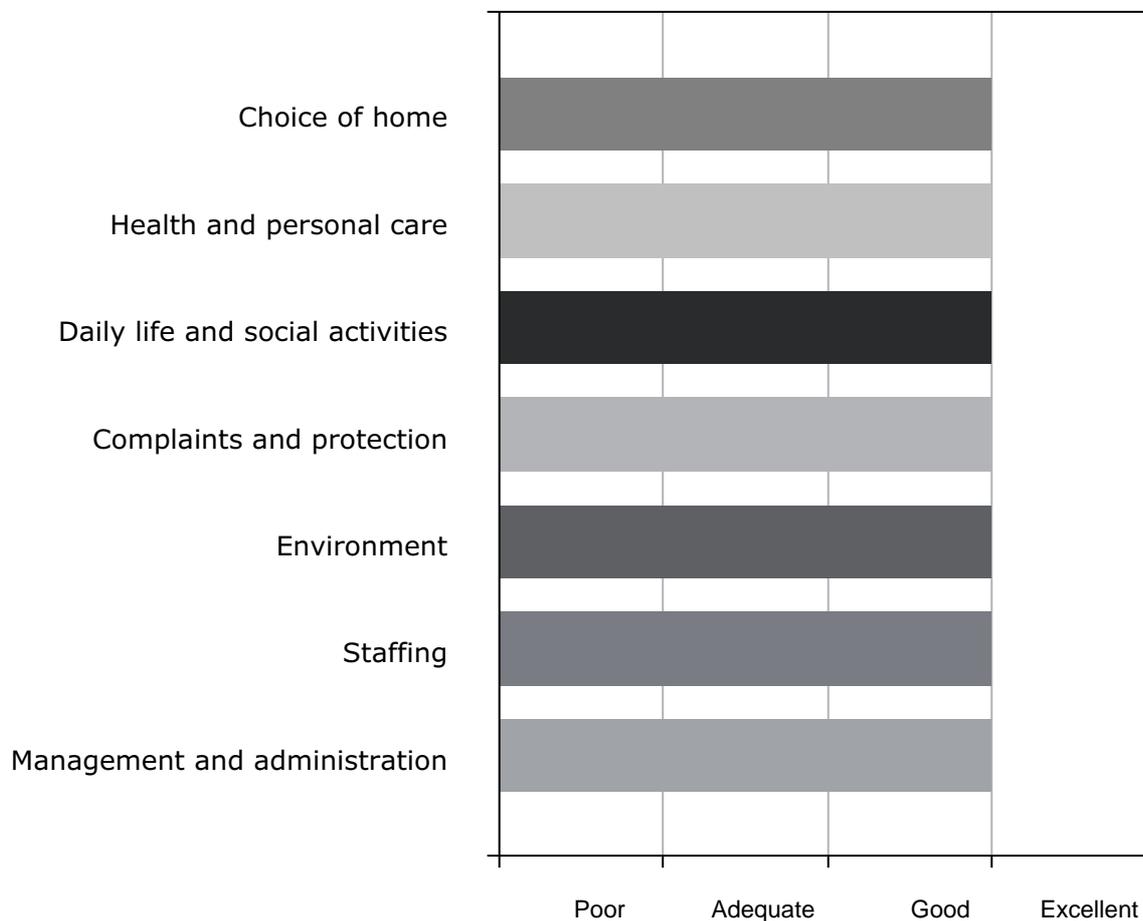
Summary

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:

We, the Commission, carried out a key inspection of Evergreens Care Home between 9:15am and 4:30pm on 28th April 2010. The inspection was carried out by one inspector, but throughout the report the term 'we' is used, to show that the report is the view of the Care Quality Commission. At the time of our inspection there were 20 residents accommodated at the home.

This was the first key inspection since the home was registered in September 2009, when Frank Care Ltd took over management of the home. In January 2010 the Registered Provider's informed us under Regulation 37 of the long-term absence of the Registered Manager, Mr Dubois who was also one of the directors of Frank Care Ltd. We were also informed of the management arrangements that had been put in place. Mrs Harper, one of the other two directors of Frank care took over the role of overseeing how health care was managed and delivered in the home, whilst Mr Pountain, the other director, continued to support the business in an administrative

and financial management role, as well as taking on the role of responsible individual for the company. In April 2010 a new manager was appointed to assist in the running of the home.

On the day of our inspection we were assisted by the new manager and also by Mrs Harper and Mr Pountain. Throughout the inspection we used a sample of three residents personal files to look at how care was managed and recorded. We spoke with one relative visiting the home that day, three members of staff and with several of the residents. Additional information was also gathered from the returned AQAA that the home had completed.

What the care home does well:

The home has procedures for assessing prospective resident's needs before they are offered a formal placement at the home, making sure that the home only admits people whose needs can be met at Evergreens.

Residents' health needs are met through the homes care planning and risk assessment systems.

Residents are treated with respect and dignity.

Medication is administered safely by trained staff.

Individual activities and some group activities are arranged with residents.

Relatives and friends are able to visit the home with no restrictions.

Spiritual needs of residents are assessed and met.

The home provides a good standard of food.

There is a well-publicised complaints procedure.

Staff have been trained in adult protection.

The home provides a well-maintained clean environment for residents.

The home recruits new members of staff in accordance with Regulations.

Staffing levels meet the assessed needs of residents.

Staff receive mandatory training and there is a level above 50% of staff trained to NVQ level 2.

The home is well managed and run in the interests of the residents.

What has improved since the last inspection?

This was the first key inspection of the home under the new Registration.

What they could do better:

Care plans should inform staff of how to meet any medical conditions from which a resident suffers.

Where bed rails are used, risk assessments should be carried out that assess the degree to which the person's freedom is restricted whilst ensuring that rails are fitted safely.

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 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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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.

The home has procedures for assessing the needs of people wishing to move to the home. This procedure makes sure that the home only admits people whose needs can be met at Evergreens.

Evidence:

Two of the residents we tracked through the inspection had been admitted since the home's new registration in September 2009. We saw within their personal files that a preadmission assessment of their needs had been carried out and recorded prior to the person being offered a placement at Evergreens. The assessment had been recorded on a template that covered all of the topics detailed within the National Minimum Standards for older persons. We saw that a letter formally offering a placement at the home had been sent out by the provider's following the assessment. We were told that prospective residents or their relatives are invited to visit the home as part of the assessment procedure and they are also provided with information about the services and facilities of Evergreens by means of the home's Service User

Evidence:

Guide.

The above procedures ensure that prospective residents and their relatives are fully informed about the services provided at the home and that only people whose social and health care needs can be met are admitted.

The home does not provide an intermediate care service.

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them 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.

Residents benefit from their health care needs being met through the home systems of care planning and risk assessment. They also benefit by having medication administered safely by trained staff and by being treated with respect and dignity.

Evidence:

We looked at the personal care files for the three residents we tracked through the inspection. We saw that once a person had been admitted to the home, further assessments, such as nutritional and moving and handling assessments were carried out. The new manager informed us that the home was currently revising the care planning system to make care plans more concise in informing staff of how to meet the needs of residents. We saw that generally, a photograph of the resident concerned was placed at the front of their care plan and the plans were sufficiently detailed to inform a new member of staff how to meet the needs of each resident. We recommend that care plans have a section referring to health care needs as one person we tracked, their assessment identified that they suffered from epilepsy, for which they were prescribed medication and also another health-care condition for which there was no reference within their care plan.

Evidence:

We saw at this inspection that once a person had been admitted to the home, further in-depth assessments were carried out, and these had then been used to develop care plans with the person concerned. The assessments covered personal care needs, preferences, nutritional needs, skin-care and moving and handling needs, linked to risk assessments. At the time of the inspection there was one person who had bed rails fitted to their bed, however there was no risk assessment in place for their use. We recommend that where bed rails are used, a risk assessment is undertaken that assesses the potential to restrict the freedom of that person whilst ensuring that the rails are fitted safely. Care plans were in place for the residents we tracked through the inspection. We saw that care plans had been updated when needs of residents changed and reviews of care plans were taking place each month as required. There was evidence that residents or their representatives had been involved in developing care plans by their signing these documents.

During the inspection we spoke with the three residents we tracked through the inspection, all of whom told us that their health care needs were met through support from the staff. They also told us that the staff were very kind, courteous and respectful of their privacy and dignity. Other residents we spoke with also told us the same. The relative with whom we spoke told us that they were kept informed and that they were pleased with the care and support provided at the home.

We looked at how medication was administered and managed within the home. We saw that the home had suitable storage facilities of a medication trolley and a controlled drugs cabinet that meets new regulatory requirements. We also saw that there were suitable facilities for storing medications that require refrigeration. Accountability for medication is maintained by there being one member of staff accountable for medication each shift, with them holding the keys to medication cabinets. We were also told that there was a system for weekly auditing of medication held within the home.

We looked at the medication administration records for all of the residents. We found good standards of record keeping with no gaps in the recording, photographs of residents at the front of their medication administration records, details recorded of any allergies from which they suffered, and a sample signature of those staff trained to administer medication.

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

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.

Residents benefit from activities being provided to meet their recreational and leisure needs, through being able to maintain contact with friends and family, and through being provided with a good standard of food.

Evidence:

We saw that as part of the assessment process carried out when a person moves to the home, information is sought regarding about their life history, so that meaningful activities can be arranged. We were told that one of the staff has taken on the role of providing activities with residents. We spoke with this member of staff who told us of the activities and how these were arranged with residents. We also saw an activities book that recorded all of the activities carried out with residents. The person who spent much of their time in bed told us that they were not left of their own and that staff spent time with them to ensure that their social needs were met.

We saw that residents' spiritual needs are assessed when they are admitted to the home. The home keeps a register of services attended by residents to evidence that spiritual needs of residents are met.

The residents and relatives we spoke with told us that there were no restrictions on

Evidence:

visiting arrangements to the home.

We saw that when residents were admitted to the home, they were consulted as to their likes and dislikes in respect of food and diet. Individual records are maintained of food provided to residents. On the day of our inspection we saw that a wholesome and nutritious meal was provided with portions being of ample size. All of the residents we spoke with told us that the meals were of a good standard, that their likes and dislikes were known with alternative meals provided appropriately. We saw that residents were regularly weighed and should concerns be identified, the MUST tool (malnutrition universal screening tool), was used to meet their nutritional needs.

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

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.

Residents benefit from a well-publicised complaints procedure and through the staff being trained in adult protection.

Evidence:

The complaints procedure for the home is detailed within the Terms and Conditions of Residence, within the Service User Guide. It was agreed at this inspection that a copy of the complaints procedure would also be displayed in the home, to make sure residents and relatives are fully informed of how to make a complaint. The home has a complaints log where complaints are recorded, and we saw that no formal complaints had been made to the management of the home.

The home has copies of all relevant policies and procedures relating to safeguarding of vulnerable adults and we saw that the staff had been trained in the protection of vulnerable adults.

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, 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.

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.

Residents benefit from a well maintained, 'homely' environment.

Evidence:

The home is located in a quiet residential area of Bournemouth. On this visit, we found the home was clean, odour free, well-decorated with furniture and fittings in good repair. Residents have access to a well-maintained garden as well as ample communal areas within the home.

We looked around the premises and saw that residents' rooms were comfortably furnished and residents were able to bring their own furniture and possessions to personalise their rooms. We saw within some residents' rooms that some free standing wardrobes were not fixed to the wall and we recommend that their potential of being toppled over be risk assessed. We found that windows above ground level had window restrictors fitted to make sure that there is no risk of a resident falling from a window. We saw that some of the radiators in communal area were not covered radiators. This was discussed with the providers and it was agreed that a programme of work would be carried out to cover all radiators in the home to protect residents from hot surfaces. Thermostatic mixer valves have been fitted to the hot water outlets of baths and the shower, to protect residents from scalding water. At this inspection we tested the hot water in one of the bathrooms and found the temperature to be within a safe range.

Evidence:

Communal bathrooms were clean and provided liquid soap, paper towels and bins, to minimise the risk of cross infection within the home. We saw that staff were provided with gloves and protective clothing to promote good infection control measures.

The home has a laundry room fitted with machines and equipment to meet the laundry needs of the home.

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

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.

Residents benefit from staffing levels that meet their needs, the staff being recruited in line with the Regulations and the staff being trained appropriately.

Evidence:

During this inspection we spoke with three members of staff who told us that staffing levels met the needs of the residents. This view was also shared by the residents and relatives we spoke with during the inspection. We were provided with staff duty rosters that reflected the following staffing levels: between 8am to 2pm, 3 carers, a senior, 2 kitchen staff and 2 cleaners, and between 2pm and 8pm 2 carers and a senior. During the night-time period there are 2 awake members of staff with access to on call duty staff. In addition the manager works office hours with assistance from the registered providers.

The returned AQAA informed us that since the home was taken over under the current management, not all staff had been recruited in line with the Regulations. We were told that two bank members of staff had been recruited by the Registered Manager, prior to their absence, when references were not taken up. The registered providers on discovering this, had rectified this omission and we saw that references were now in place. We also looked at the recruitment records for the new manager and found that all the recruitment checks had been carried out and records in place. We recommend that the staff application form is amended to seek references from the

Evidence:

applicant's last place of employment where they worked with vulnerable adults for not less than 3 months, and not their last employer.

We were provided with training analysis sheets for a sample of staff members and we saw that core mandatory training had been provided to all the staff and that there were systems in place to identify staff who needed refresher training. The staff members we spoke with during the inspection informed us that staff meetings were held and that they received regular supervision.

The home has achieved a level of above 50% of the staff team trained to NVQ level 2 or above.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

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.

Residents benefit by the home being well managed and run in the interests of the residents.

Evidence:

The new manager has had previous management experience and we were told they would be submitting an application to become Registered Manager of the home with the Commission, as the current Registered Manager would not be returning to work at the home. The new manager is being supported by the directors of Frank Care Ltd. We saw that the directors of the home were active in their leadership and were completing monthly unannounced visits to the home making subsequent reports on the conduct of the home. We saw that they had taken appropriate action, as in the case of ensuring that all recruitment checks of staff being carried out, where problems were identified.

We were satisfied at this inspection that the home was being well-managed and run in the interests of the residents.

Evidence:

We were told that the home looks after small sums of money on behalf of residents. We checked that balances and records of money being held on behalf of two residents and found that the records tallied with the balance of money held.

The saw that the home has a fire work place risk assessment in place. We looked at the fire log book and found that all tests and inspections of the fire safety system were taking place to the required timescales.

We saw a current certificate for Employer's Liability Insurance was displayed. The returned AQAA informed us that all health and safety checks and servicing of equipment was being carried out as required.

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	Requirement	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	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
1	7	We recommend that a section is added to the care planning format that records how any ongoing health care needs of residents are to be supported and met.
2	7	We recommend that where bed rails are used, a risk assessment assesses the degree to which the person's freedom is restricted and ensures that rails are fitted safely.
3	19	We recommend that the free standing wardrobes be risk assessed for their potential of being toppled over.
4	29	We recommend that the staff application form is amended to seek references from the applicant's last place of employment where they worked with vulnerable adults for not less than 3 months and not their last employer.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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