

# Random inspection report

## Care homes for adults (18-65 years)

Name:	McGowan Court
Address:	Commercial Road Byker Newcastle Upon Tyne Tyne & Wear NE6 2EH

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.

<b>Lead inspector:</b>	<b>Date:</b>
Suzanne McKean	1 8 0 8 2 0 0 9

## Information about the care home

Name of care home:	McGowan Court
Address:	Commercial Road Byker Newcastle Upon Tyne Tyne & Wear NE6 2EH
Telephone number:	01912765557
Fax number:	01912245985
Email address:	roblambert@mentalhealthconcern.org
Provider web address:	www.mentalhealthconcern.org

Name of registered provider(s):	Mental Health Concern
Type of registration:	care home
Number of places registered:	12

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	5	7

Conditions of registration:								
Date of last inspection								
Brief description of the care home								
<p>McGowan Court is a 12 place care home with nursing. Providing care for adults with enduring mental health problems. Care in the home is provided by Registered Mental Nurses supported by care staff. The home is situated in Byker in the city of Newcastle upon Tyne close to local shops and good public transport links. The building is comprised of two six bedded houses over two floors which are linked by single storey central communal facilities. The philosophy of care in the home is to support the residents in their activities of daily living and to provide for their physical and mental health needs. On the day of the inspection there was 12 residents in occupation 6 male and 6 female. Fees in the home are £817 this does not include toiletries or hairdressing.</p>								



## What we found:

The inspection visit was carried out over three hours and was unannounced. It involved discussion with the people living in the home, interviewing and speaking less formally to the staff and discussion with the manager. There was also a tour of the premises accompanied by the manager.

During the visit the residents were observed participating in a number of activities of their choice and were going out for visits to the local shops or for social activities. They were complementary about the way they are supported to live their lives. They described a number of ways that they were encouraged to have active and fulfilled lives including going away for holidays. One resident is going to Spain for his annual holiday in October.

The age range of the people living in the home is between 43 and 84 this presents a challenge to the staff to make sure that they are all supported in individual ways. However the way that the home offers person centered care addresses this.

Since the last key inspection there has been significant of redecoration and refurbishment carried out. The kitchen areas are well decorated, equipped and well organised, they were clean and tidy during the visit. A number of bedrooms have been decorated and the residents were involved in choosing the colours, they are also consulted when choosing furnishings.

The requirements that were made at the last key inspection on 18th June 2007 have been addressed.

## What the care home does well:

The manager Mr Lambert was on duty during the visit. He continues to show good leadership and is aware of the quality assurance systems necessary to ensure that the standards are maintained in the home. The residents were complimentary about the manager and felt that they knew him well and were confident about the way he managed the home.

## What they could do better:

No requirements or recommendations were made at this random inspection.

The service has a good quality assurance system in place which ensures that they continuously review their policies, procedure and practices making improvements as 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

### 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

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](http://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](http://www.tso.co.uk/bookshop)

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