

Random inspection report

Care homes for adults (18-65 years)

Name:	Hillside House
Address:	31 Albany Street Ilkeston Derbyshire DE7 5AD

The quality rating for this care home is:	two star good 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:							
Anthony Barker	0	8	0	6	2	0	1	0

Information about the care home

Name of care home:	Hillside House
Address:	31 Albany Street Ilkeston Derbyshire DE7 5AD
Telephone number:	(01159)300171
Fax number:	01159300171
Email address:	hillside@unitedhealth.co.uk
Provider web address:	www.unitedhealth.co.uk

Name of registered provider(s):	United Health Limited
Name of registered manager (if applicable)	
Miss Jayne Dempsey	
Type of registration:	care home
Number of places registered:	2

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	2	0

Conditions of registration:								
Hillside House Care Home is registered to care for younger adults between the ages of 18 and 65 years whose primary need is that of a learning disability								
The maximum number of service users to be accommodated at Hillside House Care Home is 2								
Date of last inspection								
Brief description of the care home								
Hillside House offers care to two adults who have a learning disability and who may also have a physical disability. It is situated in a residential area near the town centre of Ilkeston. The Home is spacious, with a pleasant garden and patio area leading from the lounge. There is a spacious bathroom with an additional shower room. The staffing levels at the Service have been set to provide a minimum of one to one support for the								

Brief description of the care home

people living here. Hillside House is situated adjacent to another Service in the Company, with which it is able to share some facilities such as the sensory room and fax machine.

What we found:

The time spent on this inspection was 2.5 hours and was a random unannounced inspection. The Registered Manager, one support worker and one relative were spoken to, the latter by telephone. Records were inspected and there was a tour of the premises. This inspection was to assess the Service's progress in addressing the two recommendations made at the last key inspection on 18th September 2007 and to identify other areas of improvement. The pre-inspection Self Assessment Form was reviewed prior to this inspection. The Manager informed us that the Service's fees range from £1342 to £1593 per week. The outcome of this inspection is as follows:

Standard 6: We examined each person's Support Plans, Care Plans and Risk Assessments and found them to be person centred, holistic and very comprehensive. They were all up to date, signed and dated, so meeting a recommendation made at the last inspection. Life Story Books had photographs and text that would give a good insight to staff. We noted reference to very successful 'intensive interaction' with one person, enabling that person to interact much more positively with staff over recent years.

Standard 12/13: We saw photographs in the entrance hall of activities undertaken by both people as well as the Week's Activities Board. The staff member we spoke with told us that both people are well known in the local community. The Manager said that both people go out every day on a one to one basis with staff. When trips are further afield two staff will accompany them both. She also said that the Service, "takes advantage of the Company's (recently appointed) Activities Co-ordinator. One person's relative told us on the telephone that the person, "is out a lot...loves going to the theatre". The other person's relative told us, in their completed pre-inspection questionnaire, that the person has a, "great social life, always out and about". The Manager told us that she felt that the increase in single sex activities, within the last 12 months, had had the most positive impact on the two people living at the Service. Each person spends time with people of their own gender who live at the adjoining care home. We observed good interaction between staff and the people living here. A CD of one person's favourite singer was playing in their room while staff sat with the person who was playing with their chosen toys. One person's close relative visits weekly.

Standard 20: We noted that medication was being stored in a locked filing cabinet. This is considered to be unsafe and the Manager was informed of this. The Manager told us that 1 Tamazepam tablet had been administered to one person prior to a hospital dental appointment in May. There was no dedicated cabinet in which to safely store a controlled drug - though there was a suitably completed Register in which the administration of this drug had been entered. We noted that written protocols were in place for the safe administration of medication taken 'prn' (as and when required).

Standard 24: We found good standards of decoration and furnishings everywhere and bedrooms were attractive and well personalised. The Manager told us that each bedroom had had, "fitted wardrobes and drawers and the hallway had been redecorated. There was an attractively laid out garden to the rear.

Standard 33: The Manager told us that two staff are on duty from 8am to 8pm each day and one waking staff at night between 8pm and 8am. She said that the Service has

benefitted from a stable staff group, with only two staff, from a staff group of nine, having left in the past 12 months. She also told us that one male staff member had been appointed in May which was beneficial to the male resident. Both the staff member and the close relative we spoke with confirmed that staffing levels are sufficient.

Standard 38/39:

The Manager told us there was no longer need for easy access to the adjoining care home, as recommended at the last inspection, as there was not a shared manager between the two homes anymore. Also the need for steps, in such a plan, would not benefit the two people living here because of their limited mobility. We spoke on the telephone to one person's relative after this inspection. They commented that Hillside House is, "A wonderful home...unique". The other person's relative told us, in their completed pre-inspection questionnaire, that the person, "has a good quality of life at Hillside House".

What the care home does well:

One of the recommendations made at the last inspection had been met: we saw evidence of improved care planning documents. The other recommendation was no longer applicable.

What they could do better:

Medicines must be stored securely, including controlled drugs.

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
1	20	13	13(2) Medicines, including controlled drugs, must be stored in a secure and appropriately designed place. This will ensure that these medicines are not stolen.	01/08/2010

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

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 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

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.