

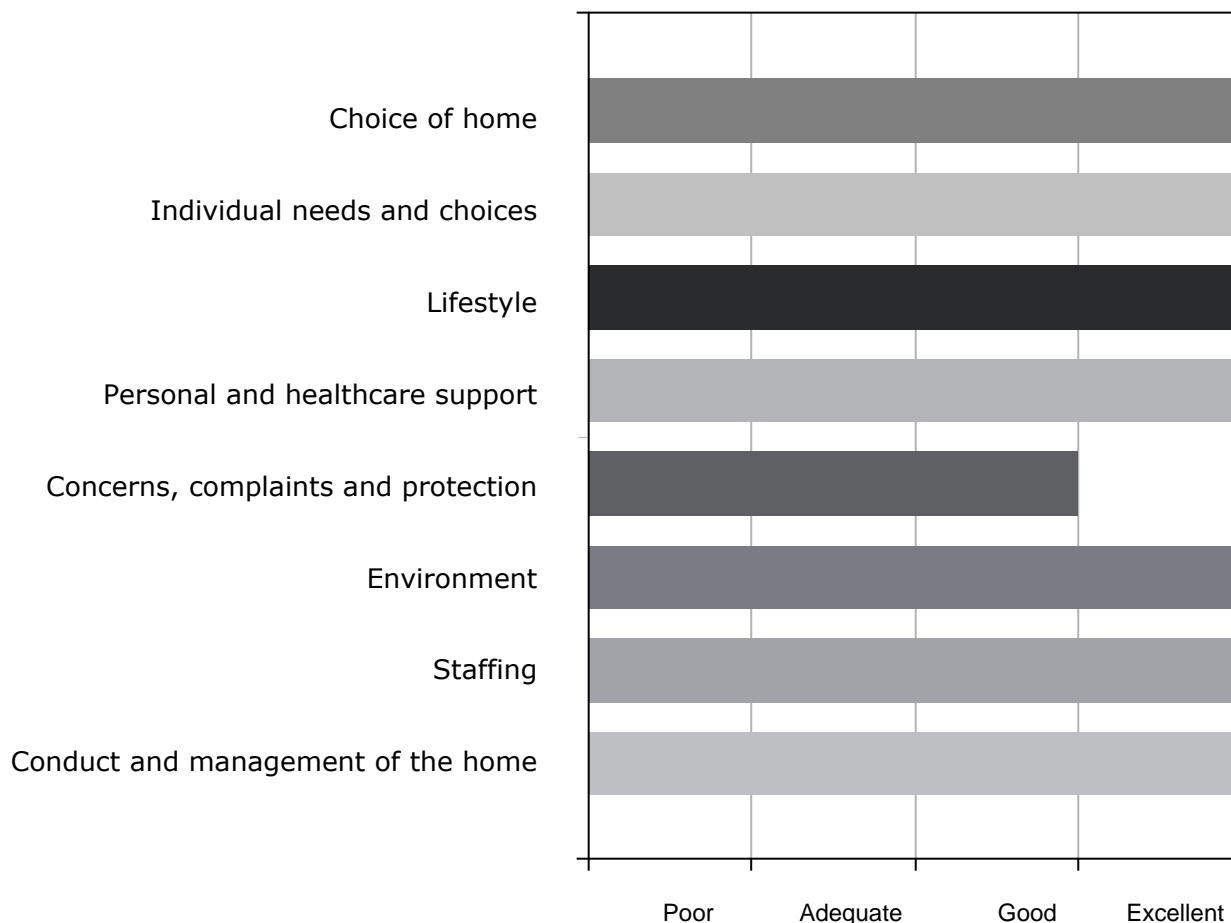
Summary

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

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The quality rating for this service is two star. This means the people who use this service experience good quality outcomes.

The focus of inspections undertaken by the Commission for Social Care Inspection (CSCI) is upon outcomes for people who live in the home and their views of the service provided. This process considers the care home's capacity to meet regulatory requirements, minimum standards of practice and focuses on aspects of the service provision that need further development.

The visit to the home was undertaken by one inspector over a period of three and a half hours and the registered manager was present to assist in the inspection process.

The home did not know that we were visiting on that day. There were two people living at the home on this day and both of them participated in this inspection.

Information was gathered from speaking to and observing people who lived at the home. Two people were 'case tracked' which involved discovering their experiences of living at the home by meeting or observing them, looking at medication, viewing personal care files and reviewing areas of the home used by those people so that we could focus on outcomes. Case tracking helps us to understand the experiences of people using the service.

In addition a range of documentation was viewed including staff files, rota, training records and discussion with two staff and the registered manager took place.

Prior to the inspection the registered manager had completed and returned an Annual Quality Assurance Assessment (AQAA). This tells us how well the home thinks they are performing and gives us information about their achievements through improvement and their plans for further development.

Surveys were sent to people living at the home and to staff working at the home so that we could consult those directly affected by the performance of the service.

The AQAA and surveys were taken into account as part of the inspection process.

There were no requirements or recommendations made as a result of this inspection.

What the care home does well:

Prior to people coming to live at the home they were supported and encouraged to make informed decisions and choices about the move. Pre admission assessments had been gained and completed so that the staff team and the person moving knew that they could meet their needs. The staff team gave time and attention to detail in getting to know each person. They accessed information from other professionals so that people moving to the home were given the maximum opportunity to move and settle in as smoothly as possible.

People living at the home have access to a range of health and social care professionals including Learning Disabilities Social Workers so that their health care needs are met.

The manager and the staff team are committed to person centred care and people living at the home benefit from being enabled to develop independence within a risk management plan. People living at the home had opportunities to participate in activities in the community safely.

This small, comfortable home offered a quiet and safe place for vulnerable people to live freely and as independently as possible. A small staff team working in this small setting meant that attention to detail benefitted people living at the home so that their overall needs could be met accurately and in a timely manner.

People told us:

'They cannot be faulted in any way' 'They are so good it would be difficult to improve'
'Current care appears to be excellent'

Staff told us:

'We get excellent training and we have an excellent staff team'
'The manager is available at all times when at work and we have regular supervision with her'
'We create a very homely environment'
'We have high standards of hygiene and cleanliness'

What has improved since the last inspection?

The home has worked towards providing a homely environment suitable for people with dementia care needs. New decoration and furniture has been provided. Improvements have been made to the kitchen and to the laundry.

The staff team have worked towards gaining a working knowledge of people with learning disabilities who have dementia care needs and have attended training so that people living at the home are understood and have their daily living needs met.

What they could do better:

The manager said they are always learning and constantly improving so that people living at the home have their needs met presently and in the future. Training in specific health care subjects is going to be provided so that people living at the home have

their best interests looked after in relation to pressure area care and nutritional care.

The manager is committed to promoting each person's rights and protection. The team will look further into how to risk manage giving medication hidden in foods and will consult the person's doctor and pharmacist so that this person receives medication effectively and safely. There is a protocol for covert medication and this also involves the advocate or representative of the persons concerned. The Nursing and Midwifery Council (NMC) along with the Royal Pharmaceutical Society (RPS) should only be considered if the medication is necessary to maintain life or well being and should not be given for other reasons.

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

The home provides an indepth assessment and comprehensive information about the service so that people considering living at Stratford Road can make clear and informed decisions about their lives.

Evidence:

The home has a written Statement of Purpose and Service Users' Guide available. The manager said the range of services offered to anyone considering living at Stratford Road are discussed prior to admission.

Evidence within individual files showed the home had completed an assessment prior to admission and had gained other assessment undertaken by outside professionals. Information had been given to people considering moving to Stratford Road verbally and dussions had taken place at different times to ensure people knew about the choices available to them..

The manager stated assessments are completed carefully and over a period of time.

Evidence:

During the assessment process relatives and advocates had been consulted and choices had been made based on the opinions of those consulted.

The manager stated that outside professionals, relatives and advocates had participated in monitoring the initial trial period which helped to confirm the levels of satisfaction experienced by the people living at Stratford Road.

Particular attention had been paid to replicating the environment in which people were living prior to admission. The manager stated each bedroom had been decorated and designed to reproduce existing bedrooms.

A person living at Stratford Road demonstrated how she organised her property in her private room and indicated she thought it was very nice.

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

Care plans contain information about each person's goals and demonstrate what actions are necessary for staff to take so that each person can have their short and long term needs met.

Evidence:

The home has a Statement of Purpose and Service Uses' Guide for anyone to view on visiting the home. People considering living at the home can visit and make choices about how they would like to arrange their property in bedrooms. Evidence found that people living at Stratford Road were assisted in making a decision to move to Stratford Road. There were a range of individuals including people working at Stratford Road , outside professionals, relatives and advocates who contributed to making a decision about moving home. People living at Straftord Road had care plans addressing their needs including their preferred methods of communication. Care plans were written in plain language and after consultation with each person plus any representatives.

Evidence:

Care plans were written showing a person centred care approach to providing care services. Each care plan showed the goals people had chosen, the care needs and the actions to take to meet those needs. Detailed descriptions included how to promote privacy and dignity at all times. Care plans included needs such as physical, psychological, social, religious, health, safety and welfare needs.

Care plans included risk assessments that promoted independence but maintained personal safety too.

Observation found that people living at Stratford Road had control of their environment and had specific preferences about their property.

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

The home provides opportunities and support for social and leisure activities so that people living at Stratford Road can fulfill their personal aspirations and can participate in meaningful and appropriate activities.

Evidence:

The information about the service states each person is assisted to access activities in the home and in the community. Evidence in care plans showed that people were encouraged to take part in activities and consideration was given to equality and diversity issues such as overcoming disabilities that might otherwise prevent meaningful daily living.

Care plans addressed individuals preferences and showed activities were being measured to see if they enriched lives. Risk assessments were completed and

Evidence:

reviewed for activities in the community. This practice promoted risk taking yet ensured the level of risk was acceptable. Observation found a person living at the home had been out for the day. The daily diary and communication record for staff confirmed that other day outings had happened.

The manager stated each person can access their monies whenever needed. Monies were stored securely and could only be accessed by the manager who also carried the keys. Records were maintained by the manager and witnessed by staff on duty. The manager said her line manager visited the home to spot check records and this included people's personal accounts. This takes place so that people living at Stratford Road can be protected from financial abuse.

The manager stated the home offers a varied and nutritional diet for each person. The staff team will be receiving specific training from a health professional or competent trainer in Nutrition Management.

A care plan showed that the home had provided foods to meet the specific health care needs of one person. Foods are prepared safely and freshly cooked.

People who have a special diet such as softened food can be catered for.

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

Each person has a suitable care plan which means that their needs are clear and staff know what is required. Medication management is good and this means that each person can be sure that they will receive their medication as prescribed by their doctor.

Evidence:

The information available about the home demonstrates there is a commitment from the organisation to privacy and dignity for each person living at Stratford Road. Observation found two members of staff communicated with each person very respectfully and appropriately. All written records recorded personal information with due care to protection of personal data and privacy was upheld with secure storage of personal information about people living at Stratford Road. Staff used short sentences, appropriate language and gave time when offering choices to people.

Each person had comprehensive care plan showing a person centred care approach to providing care. Consideration had been given to equality and diversity which resulted in gender preferences being reflected in the care plans and in the rota so that people

Evidence:

who wanted a male carer had access to a male worker.

Each care plan section began with an identified goal and followed with actions. Details for instructing staff in how to provide consistent care were precise and contained information about the person's individual choice. Communication needs and techniques were listed and daily notes indicated staff effectively listened and observed each person's needs and choices through statements or behaviours. Evidence showed information gathered by staff observation contributed to a monthly review and actions were taken if changes were necessary. Guidance was sought from professionals including Learning Disability Social Work Teams.

The team had gained health services for a person living at Stratford Road on identifying a change in health needs. The manager stated a health assessment was sought from District Health Nurses which resulted in gaining pressure relieving equipment including a profiling bed. The manager stated the team would receive Management of Pressure Areas and Nutritional Management training in the near future. After discussion the manager stated the home would approach the District Nurse team for a seating assessment and to request an on going assessment such as use of a Waterlow or Douglas measuring tool.

The medication policy and procedure was displayed in the main office for all staff to access at any time. The home used a Monitored Dosage System which involves blistering tablets into individual packs. A check was made of tablets supplied to people living at Stratford Road which showed medication was accurately stored and administered. The manager agreed that alterations should not be made to printed prescription details on record sheets when medication doses are changed. Evidence in the staff communication book showed the manager had addressed this issue.

A care plan showed a person had declined medication regularly so the doctor had been consulted who authorised giving medication hidden in foods such as porridge or yoghurt. The manager stated this practice had been appropriately assessed with consideration to rights of the individual and the Royal Pharmaceutical Society Guidelines.

The manager agreed to gain a risk assessment signed by a doctor and if possible an independent advocate to account for removing the choice from the person to take the medication and to confirm hiding medication is acting in their best interests.

The manager agreed to gain a risk assessment signed by the supplying pharmacist after consultation with the manufacturer about the effectiveness of medication on placing it in foods or in hot temperatures.

The manager agreed to review the care plan that stated to 'crush' tablets to reflect this does not currently happen.

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.

The home has a robust complaints process and ensures everyone working at the home is knowledgeable in the protection of vulnerable people so that people living at Stratford Road can be certain they will have their rights, health, safety and welfare promoted and upheld at all times.

Evidence:

The home has a complaints policy and procedure which is reflected in the Service Users' Guide and Statement of Purpose. The manager stated the home works hard to constantly improve and welcomes comments about the home. The home has a Whistleblowing policy and procedure for staff to access. Safeguarding guidelines were available and staff have received training in the protection of vulnerable adults. The manager said relatives and representatives know how to make a complaint.

Evidence was viewed in daily records and staff communication records of people living at Stratford Road expressing their views through verbal communication or through their actions or behaviours.

People living at Stratford Road were observed to move freely around the premises. They were very comfortable in approaching members of staff.

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

The home offers a safe and comfortable place to live that is clean and well maintained so that people living at Stratford Road can enjoy a safe and homely environment.

Evidence:

The manager stated the aim of the home was to provide a safe and homely environment appropriate to each person's physical and mental health needs. A tour of the home found all areas of the home were easily accessed. All areas were clean and tidy.

The manager stated the main bathroom will be receiving a shower curtain to promote privacy when a person uses the bath and the other section for the large bathroom is a toilet and can be needed at the same time. There is an alternate toilet available but a person living at Stratford Road chooses not to use it.

Observation found the individual bedrooms were personalised in decoration and furniture. Each person living at Stratford Road demonstrated how homely and comfortable it was in their rooms. Evidence was seen of their personal items and property on display in their rooms.

Evidence:

The home had a new laundry equipment fitted so that people living at Stratford Road can benefit from correct washing facilities preventing cross infection.

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

The home offers enough suitable and competent staff on duty at any time to ensure the people living at Stratford Road are safe and have their needs met at all times.

Evidence:

The home has a range of policies and procedures available to staff to ensure staff provide care consistently and safely. Staff files showed staff have the opportunity to complete professional training and refresher training courses. Records showed staff received training according to the needs of the people living at Stratford Road. The manager said further training in pressure area care and nutrition will be provided in the near future.

Staff were confident about their role. Discussion with two staff found that staff had a clear understanding about how the home is structured and organised. Staff understood the aims of the home including the business aim of providing a specialist care service to people with learning disabilities and dementia care needs. Staff said the manager was supportive and always available.

The rota showed staffing levels increased at times of peak activity and reflected gender preferences in line with promoting equality and diversity. A member of staff

Evidence:

explained the rota was planned in advance and did not follow a set pattern of shifts because the rota was designed to meet the lifestyles of the people living at Stratford Road.

Recruitment is completed with appropriate safety checks including two written references and a Criminal Records Bureau check. A personal file was viewed and it contained a CRB check and two written references.

The manager stated there is a programme of induction that includes working closely with an experienced member of staff. Most staff at Stratford Road have been working there for a number of years.

The manager said staff receive supervision over the year in a range of formats. This included one to one formal supervision, daily informal supervision and group supervision. Evidence of individual and group supervision showed staff received clear direction in how to meet each person's needs and what is best practice.

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

The home is well organised and leadership is provided by a professionally competent registered manager who is committed to continuous improvement so that people living at Stratford Road receive services designed around their best interests.

Evidence:

The manager has operated the home for over ten years and had a clear understanding of the needs of each person living at Stratford Road. The manager showed commitment to person centred care and had designed care plans to reflect personal needs and aspirations.

The manager said she was well supported by head office and received visits from her line managers. She was knowledgeable about the aims of the organisation and was aware of the aims and range of the service both in philosophy and financially.

The manager had established systems of risk assessment and recording to ensure the safety of people living at Stratford Road. Evidence showed each person had a range of

Evidence:

risk assessments that were precise and informative. Risk assessments included activities in the community and measures to ensure personal safety.

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
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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
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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
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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
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Helpline:

Telephone: 03000 616161 or

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Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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