

Random inspection report

Care homes for older people

Name:	Montrose
Address:	40 Prince Of Wales Road Dorchester Dorset DT1 1PW

The quality rating for this care home is:	one star adequate 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:							
John Clarke	2	3	0	6	2	0	1	0

Information about the care home

Name of care home:	Montrose
Address:	40 Prince Of Wales Road Dorchester Dorset DT1 1PW
Telephone number:	01305262274
Fax number:	01305261330
Email address:	montrosecare@aol.com
Provider web address:	

Name of registered provider(s):	Maricare Ltd
Name of registered manager (if applicable)	
Mrs Christina Anne Grinrod	
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

Conditions of registration:								
The maximum number of service users who can be accommodated is 22.								
The registered person may provide the following category of service only: Care home only - Code PC to service users of either gender whose primary care 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								
Montrose is an established, well maintained care home which provides a friendly atmosphere for older people who need the support of residential care. Montrose is registered to accommodate up to a maximum of 22 older people age 65 and over, both male and female, and is located within a short walking distance of Dorchester town								

Brief description of the care home

centre. The proprietor is Miss Whitehead who took over the home in February 2008. There is currently a manager designate in post who is responsible for the day-to-day running of the home. Montrose is a large detached building with Victorian frontage that has been extended and is arranged over three floors. The top floor is not a part of the registered premises and is given over to the use of management office space. The registered accommodation is spread over two floors and contains 22 rooms for single room occupancy. A passenger lift gives level access from the ground floor to all rooms on the first floor. Montrose has two lounges and a dining room for communal use. The lounge at the rear of the property which has patio doors leading out onto the back garden has a six seater dining table for use as an extra dining facility. The garden has accessible patio and lawned areas. No smoking inside the building is allowed. The current fees range from GBP510 to GBP675 per week. Fees include all care and accommodation costs, including meals, laundry and activities. Additional charges are made for hairdressing and chiropody. People are expected to pay for their own personal items such as private telephone, toiletries and newspapers. Readers of this report may find it helpful if they have any queries about fees to contact the Office of Fair Trading www.offt.gov.uk. The report of this inspection is available from enquiries at csci.gsi.gov.uk.

What we found:

This was an unannounced visit to the service as part of a "random" inspection. This was a limited inspection to examine care plans and pre-admission assessments, staff recruitment and training records and controlled drugs administering records. We also had an opportunity to talk with individuals who live in the home about their view of the quality of the care they receive. We also spoke with staff and the manager about developments in the home and specifically how they responded to the requirements we made at our last inspection. Because this is a "random" inspection it has not changed the quality rating however this system of quality rating is no longer in place and CQC is currently consulting with providers and other interested parties about a future system to illustrate quality of the services we regulate.

We looked at pre-admission assessments and found they contained good information about care needs of individuals and where they are known to the local authority a copy of their assessment of health and social care needs is obtained by the home.

Two care plans were examined and there was generally good information about care and associated tasks. Risk assessments had been completed as had Moving and Handling assessments. reviews had been held on a regular basis. For one individual where there was evidence of weight loss MUST had been completed (this is a nutritional risk assessment). My Life Story was included in care plans and some though limited information about the individuals life experience, relationships. Pressure area risk assessments had been completed.

Recruitment records for two members of staff were examined. Application forms had been completed though for one individual there was no dates of employment. For this individuals there was also no previous employer reference which had been a care home. CRB and ISA (Safeguarding) checks had been received before commencement of employment. training records showed these two staff members had completed Moving and handling, SOVA, Food Hygiene, Health & Safety and in one instance where the individual had responsibilities around administering and managing medication training had been completed in this area of practice.

What the care home does well:

In talking with individuals who live in the home they spoke positively of staff and the care they receive: "didn't expect it to be quite this nice" "staff all very good" "glad to be here" "staff very caring". There were positive comments about the meals and food provided in the home and certainly on the day of our visit the meal was well presented and appetising. Individuals again said the food "was good" "variety of meals" (menus we looked at confirmed this variety).

Care planning has improved with generally good and clear information about the needs of individuals however there could be more information about the personal life of the individual, likes and dislikes, important relationships.

The home has responded to the requirements made at the last inspection which has resulted in improved care planning, accident recording (records we looked at confirmed this), advising ourselves through REG 37 of incidents relating to health and welfare of individuals living in the home such as hospital admissions and deaths.

There have been improvements in the homes environment since our last inspection with improved access to the garden and re-designing of the garden, re-decorating of a lounge not previously used by all individuals and now a "garden" room with access to the

garden. Improvements have also been made in the laundry with better infection control measures in place. A number of individual accommodation have been re-decorated and plans are in place to install a shower room and re-placements of carpets in areas of the home.

We are satisfied all of the requirement made have been met and from this limited inspection of the service we would not continue to consider it as Adequate in terms of quality Rating. However it must be noted this was not a full or key inspection of the service.

What they could do better:

We identified from this inspection that the area of recruitment must be improved in terms of making sure that full employment details including dates of employment are obtained. In addition a reference must be obtained from the perspective employee previous employer particularly if this was employment with vulnerable adults or in a care home setting. We have requirement relating to these matters.

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
1	8	13 (4)(c)	<p>The registered person shall ensure that unnecessary risks to the health or safety of service users are identified and so far as possible eliminated. Information must be obtained about bed rails from the appropriate agency.</p> <p>This refers to the use of bed rails and how to use them safely to reduce the risk of entrapment.</p> <p>An immediate requirement was given on the day of the inspection.</p> <p>This requirement has not been assessed at this inspection. The original timescale for action was 10/08/09</p>	07/10/2009
2	16	22(3)(4)	<p>The registered person must ensure that all complaints are fully investigated and the complainant informed of any action that has been taken.</p> <p>This requirement has not been assessed at this inspection.</p>	30/11/2009

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
3	38	13(b)	<p>The registered person must ensure that when residents sustain an injury appropriate medical advice is sought.</p> <p>Previous timescale of 30/11/08 not met.</p> <p>This requirement has not been assessed at this inspection.</p>	30/10/2009
4	38	37	<p>The registered person must give notice to the commission without delay of any circumstances detailed in this regulation.</p> <p>Previous timescale of 30/11/08 not met.</p> <p>This requirement has not been assessed at this inspection. The original timescale for action was 30/09/09</p>	07/10/2009

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	29	19	<p>The registered manager shall not employ a person to work at the care home unless the employer has obtained in respect of that person the information and documents specified in Schedule 2.</p> <p>This relates to the obtained of previous employer reference and where this is care setting written verification of the reason why the individual ceased to work in such a position with vulnerable adults unless not reasonably practicable. This is to as far as possible make sure that individuals health and welfare is protected and there is no substantiated evidence of poor practice on the part of the perspective employee which might cause concern as to their suitability to work in a care home setting.</p>	29/06/2010

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
1	29	Employment application forms to include full details of previous employment including dates of employment and where there are gaps these are explored and reasons given by the perspective employee.

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 Older People 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

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