



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Heathside
Address:	Honiton Way Penketh Warrington Cheshire WA5 2EY

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, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Paul Ramsden	1 9 0 2 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. 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.

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 Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Heathside
Address:	Honiton Way Penketh Warrington Cheshire WA5 2EY
Telephone number:	01925722109
Fax number:	01925721664
Email address:	
Provider web address:	

Name of registered provider(s):	Warrington Community Living
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	40

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	40	0
old age, not falling within any other category	0	40

Additional conditions:

The registered person may provide the following categories of service only: Care Home only - Code PC To people of either gender whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP Dementia - Code DE The maximum number of people who can be accommodated is 40.

Date of last inspection

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Brief description of the care home

Heathside is a two-storey care home standing in its own grounds; access between floors is via a shaft lift or the stairs. The home is owned and managed by Warrington Community Living, a registered charity and non-profit making organisation. It is located in the Warrington suburb of Penketh and is close to the Honiton Way shopping precinct and other local amenities including a health centre.

Brief description of the care home

Residents' accommodation consists of thirty-four single rooms and three double rooms [These are being used as single accommodation]. All of the bedrooms, with the exception of one single bedroom that has an en-suite are fitted with wash hand basins. There are six separate day lounges, four of which incorporate a dining area.

Heathside has an adequate number of toilets and a variety of bathrooms available. Aids to help independence are in evidence throughout the home; these include bath hoists, grab rails and an emergency call bell system.

The current fee range for the home is £347 - £376 per week.

A copy of the inspection report is available upon request from the home or via CSCI.

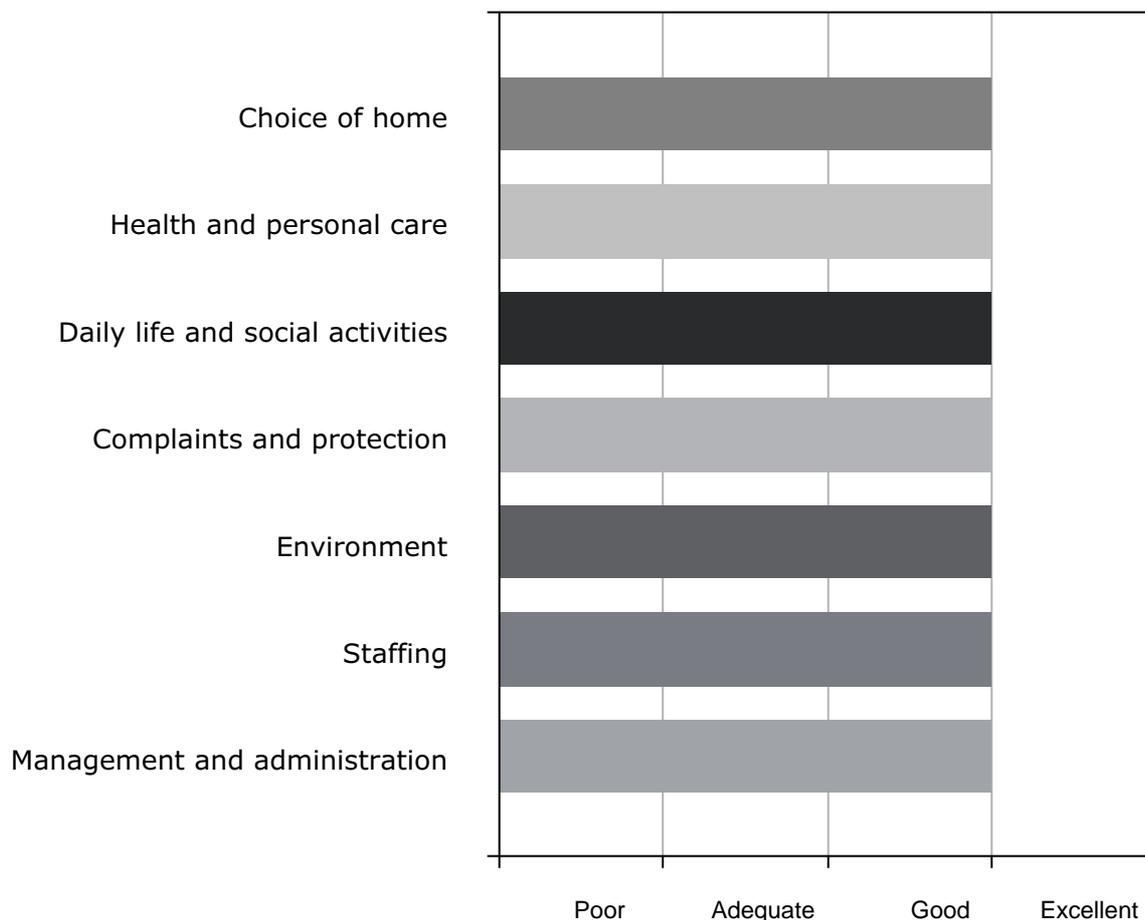
Summary

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:

This unannounced visit took place on the 19 February 2009 and lasted for a total of six hours and fifteen minutes. Paul Ramsden, Inspector, undertook the visit on behalf of the Commission for Social Care Inspection. Any references to "we" or "us" in the report refer to the Commission. All of the key standards for older people were looked at. Feedback on the findings of the inspection was given to the home manager as the inspection progressed.

This visit was just one part of the inspection. Prior to the visit the home manager was asked to complete an Annual Quality Assurance Assessment [AQAA] to provide up to date information about the service provided in the home. This is a very detailed questionnaire that provides us with a lot of information about the service before the

visit. We also send out a random sample of survey forms to residents and staff members, to date we have received five resident and one staff survey form. Some of the comments made in these have been included in the report.

We looked at the Annual Service Review [ASR] that was carried out 11 months ago [This is a review of good and excellent services that takes place between key inspections, good services only have an inspection every two years and excellent services every three years]. Following the completion of the review we found no evidence to suggest that our quality rating had changed or that we needed to bring the inspection forward.

During the visit various records and the premises were looked at. When looking at the documents relating to the type of care each person needs [assessments and care plans]we use a system called "case tracking". This is a method that allows us to follow or "track" a particular situation in order to ensure it was dealt with appropriately.

A number of residents, family members and staff were spoken with; they gave their views about the home and the service provided. Some of these comments have been quoted in the report.

Since the the previous inspection took place the home manager has retired. The new manager is currently undergoing registration with the Commission. She has been appointed by Warrington Community Living to be the registered manager for both Heathside Mews and Heathside; another care home on the same site but which operates completely separately to the Mews. Assistant managers assists her on a day to day basis.

What the care home does well:

There is a strong commitment from everyone working at the home that helps to ensure that the quality of care is provided to a good standard. Residents are treated with respect and dignity. We found that staff members were able to demonstrate an awareness of the diverse needs of the residents they were caring for.

Positive, relaxed and warm relationships were seen to exist between residents, relatives and staff members, those people that commented all said that the manager and staff members were very good. One resident said; "It's lovely". Comments on the survey forms returned are also generally positive and one person has written, "My relative is quite new to the home but has settled well, staff are helpful".

A new activities co-ordinator has been appointed and she organises a variety of activities and social events.

A wide choice of meals are offered and the standard of catering is very good.

What has improved since the last inspection?

A new manager has been appointed since the previous inspection visit [the previous manager retired]. Whilst we are not saying this is an improvement she is in the process of implementing some new systems and working practices. This includes the implementation of new care plans which would appear to be an improvement on those that will be replaced.

A new activities co-ordinator has been appointed and the variety and quality of social activities has improved.

Improvements to the facilities including a programme of redecoration and re-carpeting is underway.

There are more choices at mealtimes and there is a greater emphasis on using fresh fruit and vegetables.

What they could do better:

We consider that Heathside is a good service so rather than state what they could improve we would expect that the home continues to review its practice in order to ensure that the good standard of care provided to the residents at the present time is maintained and where possible improved upon.

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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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.

Information and opportunities to visit before moving in are available and residents are assessed before moving in to ensure their needs can be met at the home.

Evidence:

The home provides a range of information to prospective residents; these are presented in a combined brochure and statement of purpose. This contains all of the information required and states that people are encouraged to visit the home and that a six week trial period is always given before moving in permanently. This document should provide sufficient information for anybody who is thinking of moving into the home. A note on one of the survey forms states, "Family visited and were given lots of information about the home and it's facilities, bedrooms, lounges etc. Two separate visits made, staff very helpful".

Pre-admission assessments demonstrating that the residents individual needs had

Evidence:

been assessed in an accurate and consistent way had been carried out for the residents whose files were looked at. The manager usually carries out the assessments and will visit people in their own home, another care home or hospital to gather the necessary information before admitting someone. This provides an opportunity to make sure the home can accommodate the person and their individual needs. Where applicable copies of information provided by the Local Authority is also obtained prior to admission. A new care planning system has recently been introduced, this includes new assessment documentation.

Intermediate care is not provided at Heathside.

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.

The residents care plans seen were generally well maintained and provided all of the information needed for staff members to be able to take appropriate action to meet an individual's needs.

Evidence:

The assistant managers are responsible for drawing up a residents' plan of care. Since the previous inspection visit a new standardised system has been implemented and the changeover from the previous care plans is almost complete. The care plans seen provided staff members with the necessary information for them to look after a person's needs. The care plans were being reviewed monthly. There was no evidence during the visit to indicate that the care needs of residents had not been addressed appropriately.

Risk assessments are being completed and a physiotherapist paid for by Warrington Community Living visits the home every Monday ensures everyone's moving and handling needs are addressed and monitored. He also carries out the moving and

Evidence:

handling training for the staff members working in the home.

Staff members spoken with had a good understanding of the people they were supporting and they were able to meet their diverse needs.

Care staff work to a good standard in order to ensure that residents receive the care they need. They monitor a residents health and emotional needs daily and there was evidence to show that people were receiving the appropriate support from district nurses, GP's, optician's etc. A key worker system is in place [This is a system used in the majority of homes and involves particular staff members working more closely with certain residents].

The changing needs of individuals are discussed as and when required. We were able to see this in practice during the visit when information about individual residents was passed between staff members. During a conversation with one of the carers she said that the staff team worked well together and that the quality of care being provided was good. This was confirmed by residents and visitors spoken with during the inspection.

It was seen throughout the visit that residents were being treated with courtesy, respect and good humour by staff. They were seen to be interacting with individuals in an appropriate way, knocking on bedroom doors before entering and addressing people according to their wishes.

All personal care is carried out in the privacy of a resident's bedroom or one of the bathrooms.

Policies and procedures in relation to medication are in place. Medicines are administered using a blister pack system provided by a local pharmacist. The arrangements for the administration of medicines were looked at during this visit; they were considered to be good and the residents were being given their medication as prescribed. All senior staff members have received medication training.

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 using the service are able to maintain contact with family and friends and those spoken with were positive about the home and the support they received.

Evidence:

Residents were able to move freely around the home and a choice of sitting areas was available. It was seen that routines within the home were flexible and that residents were able to make choices in many areas of daily living; for example, times of rising and retiring, whether or not to join in with planned activities and where to spend time and with whom. We were encouraged to see that a new breakfast assistant has been appointed and this enables people to have a late breakfast if they choose to do so [breakfast is from 7.00am until 10.45am]. The residents and family members spoken with made a number of positive comments during the inspection. These included: "The staff are very good, it's kept spotless and the food is good, I am much better since I moved in".

The home employs an activities co-ordinator for twelve hours per week, her role is to work with individuals both on an individual basis or in groups. On the day of the visit she was encouraging people to join in with an indoor bowling session; everyone

Evidence:

involved seemed to be enjoying this. We spoke to the co-ordinator during the recent inspection at Heathside Mews she explained that everyone participated to some degree, this ranged from an activity like the quiz to a one to one chat in someone's bedroom.

Various religious denominations conduct services in the home and residents are free to attend if they wish to do so. A hairdresser visits the home on a regular basis and residents were seen to be using this service on the day of the visit.

Links with the local community are maintained and people are able to go out with their families whenever they like. Staff members also go across to the local shops with residents whenever possible.

Meals can be taken in the main dining room, one of the lounge/diners or in the privacy of a residents own room. The manager confirmed that a much greater emphasis on providing fresh veg and fruit had recently been introduced. The menu has the flexibility to meet individual needs and choices; during a discussion with the chef she was able to show that there was an even greater flexibility than the menu demonstrated and a variety of other choices available if requested. We think this is very good. A comment on a survey form states; "Variety and home made cooking is very good". Special diets can be provided if needed. The kitchen area was seen to be clean and well organised.

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 and relatives are able to complain/make suggestions and action would be taken to respond to their concerns.

Evidence:

There is a written complaints procedure for the home; this is on display in the entrance area [The manager has confirmed that this could be made available in a different format if needed]. Information about complaints is also included in the combined brochure/Statement of Purpose. Those residents and family members that commented said they would inform the manager or another senior staff member of any issues. The complaints record shows that one complaint has been made in the previous 12 months, this has been addressed. We have not received any complaints.

The home has an adult protection procedure that complies with all of the relevant legislation and good practice guidelines. This is designed to ensure that any possible problems that arise are dealt with openly and people are protected from possible harm. Staff members undertake training in this area. The new manager who is currently undergoing registration with the CSCI is in the process of undertaking an audit of all staff training and will address any shortfalls as soon as possible.

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.

The facilities and accommodation is of a very good standard; this means that residents live in a very comfortable and homely environment.

Evidence:

A tour of the premises was undertaken; this included communal [lounges/dining room] areas and a number of bedrooms. Heathside provides an environment that can fully meet the needs of the residents that live there. It is, both externally and internally being maintained to a good standard. The manager explained that as part of a general improvement plan to improve the facilities available to residents a number of bedrooms had been redecorated and re-carpeted. In addition the whole of the ground floor was due to be redecorated. A new conservatory carpet, chosen by a resident that spends a lot of her time there had chosen this. Standards of hygiene and cleanliness within the home was very good.

All bedrooms seen during the visit were personalised, comfortable, well furnished and contained items of furniture belonging to the resident.

Aids to help maintain independence, for example bathing aids have been provided.

There are fully accessible garden areas available for residents to use.

Evidence:

The laundry within the home is well equipped and good systems are in place for the care of people's clothes. the manager explained that quotes for a complete laundry re-fit are currently being obtained.

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.

Staff members work positively with residents and families to improve the quality of life of residents living in the home.

Evidence:

Care staff on duty and rotas seen demonstrated that staffing levels and the skill mix of staff was able to meet the needs of the residents within the home. The staff members were cheerful and friendly and the residents spoken with were complimentary about their attitude and competence.

The manager, administrator, activities co-ordinator and separate ancillary staff such as kitchen and laundry staff members are in addition to the care staff members on duty at any one time. This means that there is always plenty of staff on duty to meet the various needs of the people living in the home.

According to the manager 12 of the 23 care staff members are either qualified to National Vocational Qualification [NVQ] level 2 or 3 in care, a recognised qualification for people working in the care profession.

Although the two staff files seen generally contained all of the required information and a thorough recruitment procedure was in place for the protection of residents we

Evidence:

did find there was a missing reference on each of them. It is unclear if this had actually been received because the home's administrator who deals with this was off. The manager confirmed she would address this immediately and therefore a requirement has not been made. We discussed the current system whereby the new starters file is kept in the same cabinet as the existing staff; it was agreed that until everything required was received files for new staff members would be kept separately, they would only be filed with the existing staff when completed. This would effectively ensure nothing would be missed. The home's manager confirmed that all new staff are checked against the POVA list and that a satisfactory CRB disclosure must be obtained before employment commences. The management team at Heathside consider that the recruitment of good quality staff members is an integral component in delivering a high quality service. The result of this is that the current team have the skills, knowledge and experience to meet the diverse needs of the residents.

New staff members undertake an in-house induction followed by a thorough induction training programme, including adult protection which is run by Warrington Borough Council. This meets the Skills for Care Induction Standards. A new staff member confirmed this.

Although Heathside provides a range of training courses for staff members and this was confirmed by them the new manager was unable to confirm whether all of the required mandatory training was up to date. She has started to address this already and moving and handling updates are already planned for all staff members. It was agreed that she would undertake an audit of all training and address any shortfalls as quickly as possible. As she has already identified this problem and had started to address it a requirement has not been made.

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.

The home is being well run and managed on a day to day basis this helps to ensure that the needs of the residents are met and that there are appropriate procedures in place to maintain their safety.

Evidence:

Since the previous inspection visit the manager has retired. The new manager is currently undergoing registration with the Commission. She is very experienced and can show a clear sense of direction and "best practice". She regularly attends courses/training in order to keep her practice up to date and to fulfill her management responsibilities. She intends to complete her Registered Managers Award and can clearly demonstrate an awareness of the needs of the residents living in the home and how to manage the staff team. An administrator, assistant managers and senior staff members support the manager. The residents and family members that commented also said that the people running the home were approachable and supportive.

Evidence:

Warrington Community Living has a quality assurance system in place in order to ascertain whether residents and families are happy with the standards of care being provided. We have been given a copy of the questions that have recently been sent out to residents and their families.

The home keeps some personal allowances for the residents. There are efficient systems in place to ensure people are safeguarded and the management of people's monies, including record keeping is of a consistently high standard. A random sample of these monies were checked, each had a correct balance and were being well managed. All records seen were being kept securely.

All staff members are supervised on a continuous basis; they are not however currently receiving formal supervision. This will be looked at as part of the training audit that is being carried out.

Any accidents are recorded and the home manager regularly audits these in order to ensure that any trends, for example, a resident having a number of falls are identified and addressed.

The home has a comprehensive range of policies and procedures to promote and protect both residents and staff members health and safety. The maintenance records seen demonstrated that the appropriate service contracts were in place. These included, the bathing aids, the fire alarm system and the gas and electrical installations.

The fire safety log book showed that the tests on the system and emergency lighting were being carried out at the recommended intervals and that drills and training were also up to date.

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

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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