

Key inspection report

Care homes for adults (18-65 years)

Name:	17 Jervaulx Road
Address:	17 Jervaulx Road New Skelton Saltburn by the Sea Cleveland TS12 2NL

The quality rating for this care home is:	three star excellent service
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A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

Lead inspector:	Date:
Tanya Newton	2 2 0 9 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) 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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the care home

Name of care home:	17 Jervaulx Road
Address:	17 Jervaulx Road New Skelton Saltburn by the Sea Cleveland TS12 2NL
Telephone number:	01287653814
Fax number:	01287653817
Email address:	ann_bewick@redcar-cleveland.gov.uk
Provider web address:	

Name of registered provider(s):	Redcar and Cleveland Borough Council
Type of registration:	care home
Number of places registered:	18

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	18	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 18		
The registered person may provide the following category of service only: Care home only - Code PC To service users of the following gender: Either Whose primary care needs on admission to the home are within the following category: Learning disability - Code LD, maximum number of places: 18		

Date of last inspection								
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Brief description of the care home
Jervaulx Road is a modern, purpose built, two storey building, comprising of three separate units interlinked by internal corridors. Two units are for those residents requiring long term care and one unit provides respite care. An emergency bed is retained where possible on the respite unit in the event of a person requiring a bed in an emergency/crisis.
Accommodation is provided in eighteen single rooms. Eight bedrooms have en-suite facilities. Communal space in two of the units consists of a kitchen/dining room and a

Brief description of the care home

lounge. The third unit consists of a dining kitchen and two lounges and the respite unit has a small lounge/dining room. Kitchens are domestic in nature and accessible to residents. Externally there is a lawned garden with shrubs, rockery seating and patio area. The home is located near to the centre of Skelton and is close to local amenities and bus routes.

At the time of the inspection, the fees charged by the home ranged from £0 to £15 per night and £111.69 per week.

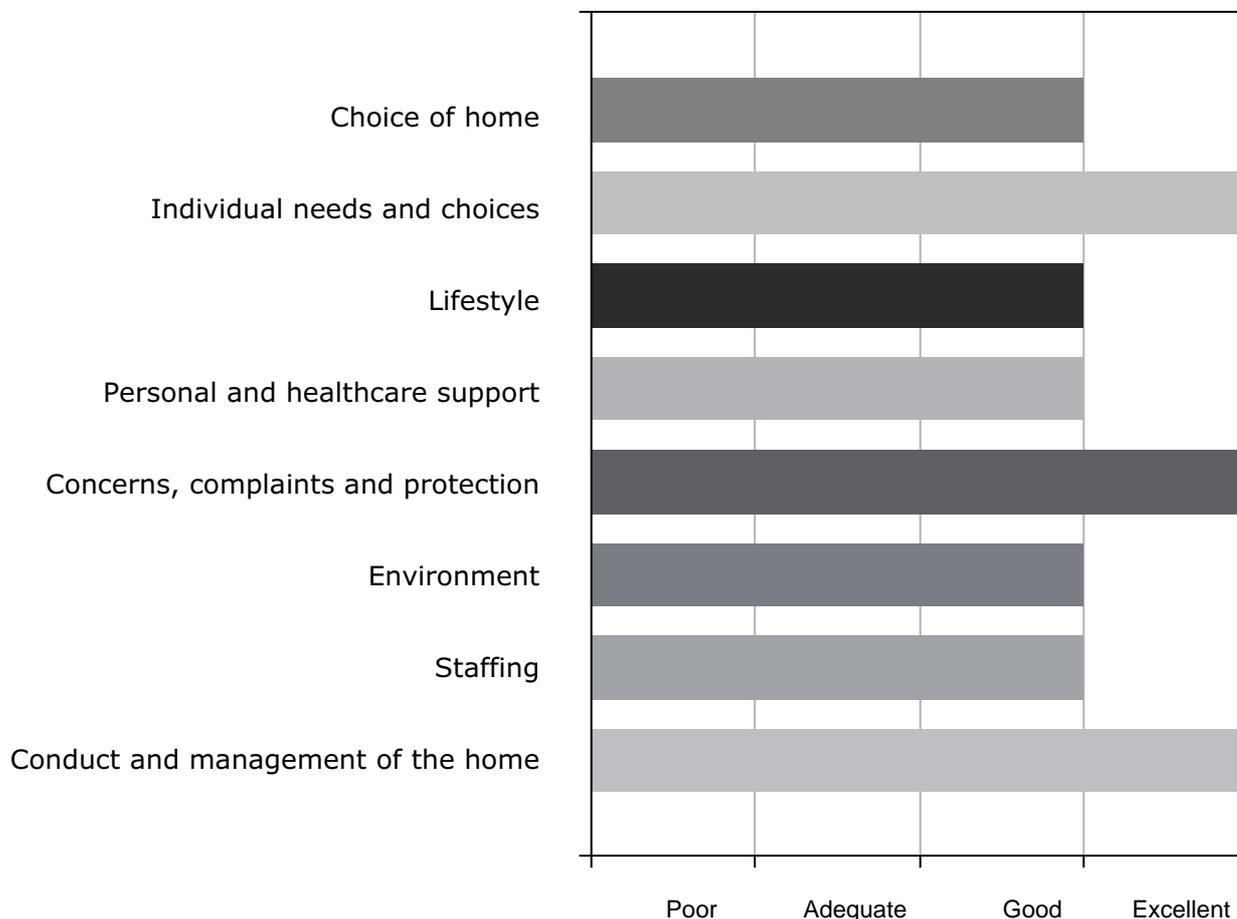
Summary

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 inspection was unannounced and carried out between the hours of 10am and 2pm. Prior to the inspection the home was asked to complete an annual quality assurance assessment (AQAA) which provides CQC with information about the service. During the site visit we looked at records, including individual care records, medication systems, records of complaints, staff training and recruitment files, quality assurance records, health and safety records and policies and procedures for the home. We also spoke to people staying at the home and to the manager and staff on duty. Comments received during the inspection have been included within the body of the report.

The quality rating for this service is 3 stars. This means that the people who use this service experience excellent quality outcomes.

What the care home does well:

17 Jervaulx Road continues to provide a very good standard of care to the people living or staying at the home. There were lots of positive comments made about the social and leisure opportunities available and many positive comments about the food. Medication was appropriately ordered, stored and administered. The home was said to be well managed and staff said that they were well supported. Comments about the staff were positive and made reference to how caring they were. There are good training opportunities for staff and the number of staff gaining NVQ's at level 2, 3 and 4 was almost 100% which is commendable.

What has improved since the last inspection?

Assessments and care plans had been updated and were being reviewed regularly. These documents provide information about how people's care needs should be met. A record of all food is now recorded which helps to monitor people's nutritional needs. The complaints procedure had been updated to reflect the role of the local authority in investigating any complaints and staff had received updated training in safeguarding. A programme of maintenance and refurbishment is taking place throughout the building, which has included additional en-suite facilities, new kitchens and redecoration to lounges and replacement of furniture. Staff files contained more concise information and supervisions are now being provided on a regular basis. The home has good systems in place to review the quality of care being provided.

What they could do better:

Some minor adjustments are needed where risk assessments have changed to update care plans.

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

People have their individual needs assessed before they are admitted to the home.

Evidence:

The home has a robust admission procedure which includes a phased introduction to the home (this includes those people accessing respite provision). Each person admitted into the home has an up to date assessment and care plan (including risk assessment) from a social worker. Assessments include details of the individuals' health and personal care needs. Each person receives a contract of residence and information on the terms and conditions. These are updated annually. There is an induction guide for new guests and people wanting to stay at the home are encouraged to visit the home prior to their admission.

One person living at the home said, "I visited previously on respite and liked it so decided to move in permanently" and "I use the respite facility every six or seven weeks, I was able to come and visit the service beforehand".

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.

People have their health and personal care needs recorded within their individual plan of care. They are supported and encouraged to make decisions and choices about their daily lives and to take risks within an assessed framework.

Evidence:

Three care plans were looked at during the inspection. Care plans contain written information about how each person's health and personal care needs should be met by the staff working at the home. They also include detail about the person's preferred lifestyle, choices, likes and dislikes. Care plans contain risk assessments which show how risks can be minimized to people living at the home. Any restrictions in risk are discussed with the individual to avoid limiting their preferred chosen activity. Some of the care plans required minor updates where there had been changes in risk assessments.

All of the care plans viewed were being reviewed regularly and there was clear evidence of input from those living at the home and their relatives where this was appropriate.

Evidence:

Comments from people include, "I know about my care plan, staff talk to me about it", "I choose what I want to do, things like what time I get up or go to bed" and "we are always asked what we want, we make our own choices".

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

People have appropriate social, leisure and occupational opportunities and are encouraged to exercise choice in all aspects of their lives. Mealtimes are relaxed and there is a varied diet available.

Evidence:

People living at the home are able to attend a range of educational, occupational and leisure activities. This may include attendance at day services, college placements or paid employment. Lots of different social events take place and people go on holidays and outings. Comments from people include, "I go out with my support worker, I like watching DVD's and I go into town. I like the cinema, its good people take me out", "I like the activities here and I go out to work, I am able to have visitors and there is plenty to do" and "I like watching TV and I am going to Whitby tomorrow, I go out alone to the shops and I have attended college. I am looking forward to my holiday in Blackpool in November". There are meetings for people to decide where they want to

Evidence:

go and what they want to do and a families/parents group to keep visitors involved in social events which are taking place. One person said, "my brother visits me and I can ring him up".

The home has a menu which includes a pictorial food guide. The home is trying to encourage more healthy eating. The menu on the day of the visit was fishcake with chips and peas or omlette with salad. The manager said that alternatives would be given if required. Comments about the food include, "the food is ok, I am on a diet and have managed to loose some weight", "I had a corned beef and ham sandwich for lunch, the food is good and you get a choice" and "the food is alright, plenty of choice".

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 **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 robust systems for supporting people's health and personal care needs and excellent systems for managing people's medication.

Evidence:

The care plans viewed during the inspection clearly reflected the way in which people wanted to receive support with their health and personal care needs. All of the people spoken to said that they were well cared for by staff. Comments include, "I get well looked after here by staff" and "the health care you get is good, nothing is too much trouble".

Medication administration records were looked at. The records all had signatures to show who had administered medication and there were clear records of all medication stored at the home. Risk assessments are carried out to determine whether or not people are able to look after their own medication. At present no-one self medicates but staff said support would be provided if someone chose to do this. One person said, "I am hoping to look after my medication in time, staff are going to help me to do this".

Any staff member who administers medication has attended training in the 'safe

Evidence:

handling of medicines' as well as in house pharmacy training and competency checks. Staff then complete a distance learning course on medication prior to them completing the NVQ unit HSC 375, which covers the medication knowledge requirements of the Health & Social Care NVQ. Training is regularly updated and 'A care of Medicines Annual Refresher Course' has been introduced.

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

The home has clear systems for managing any concerns, complaints or allegations. This helps to protect people living and working at the home.

Evidence:

The home has a complaints procedure, a copy of which is available in each persons care plan. The complaints procedure has been updated to reflect the role of the local authority in investigating complaints. Monthly meetings are also held with individuals to find out if they have any issues or concerns. In addition to this the home has a parents and carers group which meets monthly and gives parents or carers the opportunity to raise any issues, concerns or complaints. The home also has a 'Heartbeat Group', which is a forum for people that live and use the service at Jervaulx Road to meet and discuss any issues in relation to the running of the home. The complaints procedure is available in an easy read format and advocacy support is accessed where required for people who do not have capacity. There had been 3 complaints since the last inspection, all had clear records which showed any investigation or action taken as a result. All of the people spoken to during the visit said that they would have no hesitation in raising any concerns at the home.

The home had a copy of the local authority procedure for 'safeguarding adults'. Staff have recently received updated training in this area and were clear of what to do should an allegation be made.

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

The environment is homely, safe and well maintained.

Evidence:

The home is well maintained. People's bedrooms were individually furnished and decorated. One staff member said, "there have been big improvements to the environment over the last year, its much better". One person said, "I have a nice room and I have an en-suite shower". The home is split into four units. Since the last inspection, unit A has had the lounge redecorated and they were waiting for a new settee to be delivered. All bedrooms on this unit have en-suite facilities which include a shower. There is also a specialist Arjo bath to support people with bathing. Unit B has had a new carpet fitted in the lounge. They are awaiting a low level cooker and sink to make the kitchen accessible to people in wheelchairs. Unit C has a new kitchen with low level worktops fitted. It has a newly decorated lounge with new suite. Additional en-suite facilities have been added to bedrooms. All rooms seen were individually furnished and decorated and people hold a key to their own door.

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

Staff are appropriately recruited, inducted and trained to meet the needs of the people they support.

Evidence:

Staff numbers in the home are dependent on the needs of the people staying there. There can be anything between seven staff during busy periods to two staff during quiet periods. One staff member said, "the training is definitely good, lots of opportunities, we seem to have enough staff., it's a lovely environment to work in".

Staff files contained an application form, and records of training. Files did not contain references or a CRB as these are carried out centrally by the companies HR department.

There is a high commitment towards training staff in NVQ's at level 2 and 3 and 4. All but one of the staff have gained NVQ's many at level 3 and the remaining staff member has signed up to complete their award. This is commendable.

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.

People live in a well run home and are included with developments and changes which take place. The health, safety and well being of people living and working at the home is promoted.

Evidence:

The registered manager is experienced and qualified to run a care home. She has gained an NVQ in both care and management. Comments about the manager were positive and included, "things have improved amazingly over the last year, people are generally more settled. It's a happier place for everyone and that's down to the manager, she does a fantastic job".

Quality assurance records were looked at. These include regulation 26 visits from the provider, meetings for those living at the home, the staff and relatives. Surveys are sent out to both short stay and long stay clients. The results of surveys are used to inform the annual development plan of the home. The manager and co-ordinators carry out regular audits including medication, money, accidents, complaints and care plans.

Evidence:

Health and safety records were viewed, these included the electrical wiring certificate, gas safety certificate, portable appliance testing (PAT) and all fire records. All of the records seen were up to date. Regular health and safety checks are carried out at the home to ensure the health, safety and well being of people living and working at the home.

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

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, 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

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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