

## Key inspection report

### Care homes for older people

<b>Name:</b>	Luke Senior
<b>Address:</b>	Park Lane Guisborough TS14 6ER

**The quality rating for this care home is:** three star excellent service

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.

<b>Lead inspector:</b>	<b>Date:</b>
Susan Lowther	1 1 0 3 2 0 0 9

This report is a review of the 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 older people* can be found at [www.dh.gov.uk](http://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](http://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

Document Purpose	Inspection report
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## Information about the care home

Name of care home:	Luke Senior
Address:	Park Lane Guisborough TS14 6ER
Telephone number:	01287632378
Fax number:	F/P01287632378
Email address:	geraldine-handley@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:	41

Conditions of registration		
Category(ies):	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	10
old age, not falling within any other category	0	31
Additional conditions:		

Date of last inspection:	D	D	M	M	Y	Y	Y	Y
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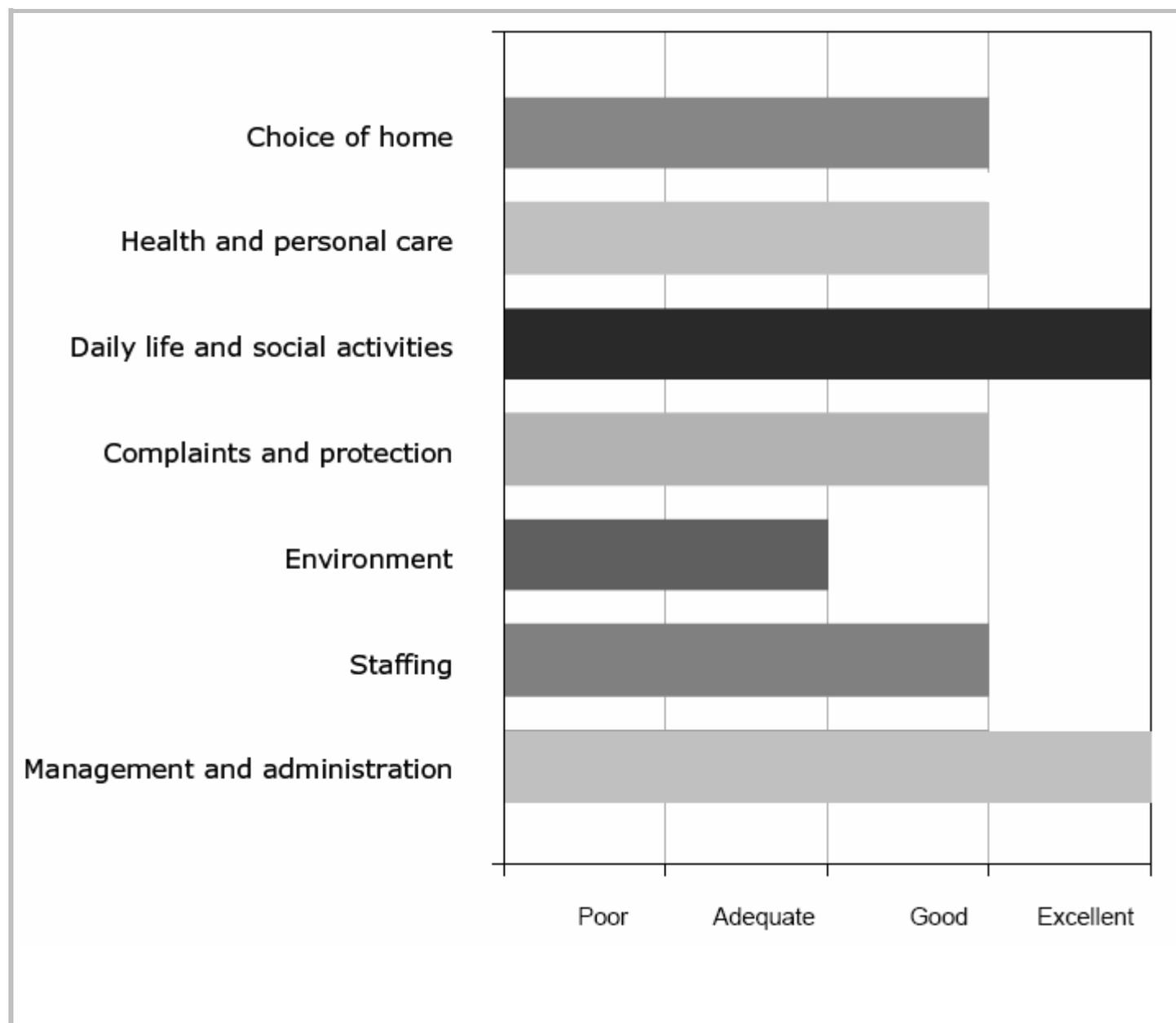
Brief description of the care home:
<p>Luke Senior is registered to provide care to thirty-one older people and ten older people with dementia. The home is owned by Redcar and Cleveland Borough Council. Luke Senior is situated in Park Lane, Guisborough and is close to local shops and amenities. It is a two storey, purpose built facility offering single room accommodation to residents. Bedrooms in the home environment contain a hand washbasin, however not all meet with space requirements of national minimum standards. The dementia unit is situated on the ground floor of the home; this unit has separate lounge, dining room toilet and bathing facilities. Facilities for the older persons unit are situated on the ground and first floor of the home. There are a number of lounge/dining areas and a large communal dining area situated on the ground floor of the home. There is a passenger lift giving access to the upper floor. The home continues to provide day care for a small number of additional older people.</p>

## 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 3 star. This means the people who use this service experience excellent quality outcomes.

This unannounced inspection took place on 11th March 2009. Time was spent reviewing records, speaking to members of staff, the people who live in the home, visitors to the home and to the manager.

The company supplied some information prior to the inspection on a form called an AQAA. This is an annual quality assurance assessment for the agency to provide information about their service. Information was also received from people who use the service and their relatives.

The inspection focused on key standard outcomes for people using the service and to check whether the requirements and recommendations from the previous inspection had been met.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

The fees charged at the time of this inspection were 835 pounds per week. This does not include hairdressing, chiropody, newspapers and personal toiletries.

### **What the care home does well:**

The people who live in the home and their visitors confirmed that they are happy with the level of care provided in the home. They said that in the main staff are kind and helpful and listen to what they say.

People said that the activities have improved. They also said that the food is acceptable and that they get a choice.

The home have demonstrated that they respond promptly and appropriately when issues are raised.

The environment is clean and tidy and people are encouraged to make their rooms as homely as possible.

### **What has improved since the last inspection?**

People now have up to date contracts in place so that they know the current level of fees and the service that they can expect to receive.

Plans have improved and now give better information about how needs will be met. They are also reviewed on a regular basis.

Staff now receive regular competency checks in relation to the administration of medication. This is to make sure that people are safe.

Some refurbishment has taken place and some carpets have been replaced and several areas have been redecorated.

Staff records now contain evidence that gaps in employment have been explored.

Staff supervision has been implemented on a regular basis.

### **What they could do better:**

It is recommended that care plan evaluations are expanded further to demonstrate that these are considered in a person centred way. It is also recommended that they include a formal nutritional screening tool and tissue viability assessment tool. This would alert staff at an early stage as to whether people are at risk of malnutrition or developing a pressure sore.

At the time of the inspection visit the Council were consulting with people that use the service, staff and relatives in making a decision of either closing the home or refurbishing it. Following the consultation process and in the event that the home continues to operate the Registered Person should develop a programme of refurbishment.

Currently staff receive moving and handling every two years. It is recommended that this is done every year.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto: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 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 the service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. Sufficient information is available for people to decide whether they would like to live in the home. Assessment procedures are in place to ensure that the home can meet all of the needs of the people who go to live there.

Evidence:

People are only admitted after a full assessment of need is carried out by an appropriately trained person. This is usually the manager. This is to make sure that the home can meet the care needs of the people who go to live there. The family of one person confirmed that they had looked around the home and had been supplied with all of the information they needed to make a decision about whether or not their relative would like to live there. One person said, 'I came to look around before my relative came in. Staff were very helpful and were lovely with the people who live in the home'.

The contracts seen were up to date and contained the relevant information so that people are aware of the service that they can expect to receive. This was a requirement in the last inspection report. All of the people spoken with confirmed that they have a contract.

The home does not admit people for intermediate care therefore assessment of standard 6 is not required.

## 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.

**This is what people staying in this care home experience:**

Judgement:

People using the service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. Good systems are in place to ensure that health care needs of the people who live in the home are met.

Evidence:

The manager said that all of the people who live in the home have care plans so that staff know how to look after people on an individual basis. Three were examined during the inspection. These were comprehensive and contained individual plans of care. However they would be further enhanced by the addition of formal nutritional and tissue viability assessments. This would alert staff at an early stage that people are at risk of malnutrition or developing a pressure sore. People spoken to during the inspection said that they are happy with the care received and the level of information given. One relative said, 'I cannot fault the care my relative gets at this home. I would recommend it to anyone. The carers are always there when needed'.

Records examined showed that people receive visits from other healthcare professionals. These include district nurses, doctors, and care managers. One person wrote on a survey, 'If my relative is ill they get the doctor out and let me know what he has said. No problem that way'.

Medication is administered by people who have received the appropriate training. The home has a comprehensive medication policy. Accurate records of all medicines received, administered and those leaving the home are maintained.

People spoken with said that staff always treat them with dignity and respect.

## 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.

**This is what people staying in this care home experience:**

Judgement:

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

The activities are varied and provide recreation for some of the people living in the home. Family and friends can visit the home at any time and are made to feel welcome. The meals are of a good standard. Menus are varied and people are given a choice.

Evidence:

Most of the people said that activities are suitable. The activities organiser spends time with people on an individual basis to find out what activities they would like to do. Regular activities include card and board games, bingo and arts and crafts. Outside entertainers visit on a regular basis and a church service is held once per month. People are also taken out. One person said, 'If my relative is taken out I can go with her. They also take her into town if it is fine. They are very good'.

Relatives said that they could visit at any time and that they are always made welcome. People said that they have a choice about how they like to spend their day. They can also choose what time to get up and go to bed and when they would like to have a shower or bath.

The lunch looked nice. Staff who were helping people were doing this in a discreet and Most of the people said that activities are suitable. The activities organiser spends time with people on an individual basis to find out what activities they would like to do. Regular activities include card and board games, bingo and arts and crafts. Outside entertainers visit on a regular basis and a church service is held once per

month. People are also taken out. One person said, 'If my relative is taken out I can go with her. They also take her into town if it is fine. They are very good'.

Relatives said that they could visit at any time and that they are always made welcome. People said that they have a choice about how they like to spend their day. They can also choose what time to get up and go to bed and when they would like to have a shower or bath.

The lunch looked nice. Staff who were helping people were doing this in a discreet and dignified manner. People confirmed that there is always a choice available and that the cook does her best to give people whatever they want. One person said, 'There is always a good menu. The food is always very nice and there is plenty to eat and it is always nicely presented'.

## 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.

**This is what people staying in this care home experience:**

Judgement:

People using the 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 can be confident that their concerns and complaints are dealt with appropriately and that safeguards are in place to protect them from abuse.

Evidence:

Information about complaints, how and who to make them to, is made available to the people who live in the home and their families through information displayed in the entrance to the home and in the Service Users Guide. There have been two complaints recorded since the last inspection. Both of these were investigated by the home. People confirmed that they would know how to make a complaint. One person said, 'I would know to speak to staff if I had a complaint. However I have never been unhappy about anything'.

The home had a comprehensive adult protection procedure. This gives staff the support they need to make a referral should this be required. The staff spoken to during the inspection were asked about abuse and what they would do if they saw or heard anything inappropriate. All said that they would tell someone, for example the manager, or make a referral themselves if this was more appropriate. Training is provided for all staff in adult protection.

## 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.

**This is what people staying in this care home experience:**

Judgement:

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

The home is clean and in the main well maintained. It is decorated and furnished to an adequate standard and provides a homely environment for the people who live there.

Evidence:

During a tour of the building the inspector saw that many of the rooms are decorated to the persons own taste and there was evidence to confirm that people can take in some personal items when they go to live there. This includes pieces of furniture as well as photographs and ornaments. An adequate standard of decor and furniture is provided throughout the home. Some of the recommendations from the last report have been met. The carpet has been replaced and some of the corridors decorated. However if a decision is made to keep the home open after the consultation period, then a programme of refurbishment needs to be put in place.

The inspector found the building to be clean, tidy and free from offensive odours. One person said, 'The lady is always going round with the Hoover and mop. She is always dusting the rooms keeping the home very clean'.

## 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.

**This is what people staying in this care home experience:**

Judgement:

People using the 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, trained and in sufficient numbers to meet the needs of the people who live in the home.

Evidence:

From the rota supplied at the inspection there was sufficient care staff on duty to meet the assessed care needs of the people who were using the service. People said that staff were usually around and answered the call bells quickly. One person said, 'The staff come quickly when I need them'.

The home had evidence in place, to confirm that the appointment of a new staff member is in the main made through proper recruitment processes. This includes the vetting of staff through the use of references, POVA first checks and Criminal Record Bureau (CRB) checks.

There is a commitment at the home to having a trained workforce with most of the staff having an NVQ at level 2 or above. Recent training has taken place in food hygiene, tissue viability, safeguarding adults, medication competency, first aid, equality and diversity and fire safety. However it was noted that moving and handling training takes place every two years. It is recommended that this takes place on an annual basis. Staff said that they are also supported with regard to personal training needs. Staff comments in this area were positive. Comments included 'There is always plenty of training going on and you can ask for additional training if you want to'. Another said, 'I have regular supervision with the manager where personal training needs are discussed'.

## 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.

**This is what people staying in this care home experience:**

Judgement:

People using the 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 can be assured that the home is well managed and they are given the opportunity to comment on how the home is run. Policies and procedures are in place to safeguard their health, safety and wellbeing.

Evidence:

The manager is qualified and competent to run the home. There was an open and friendly culture between the management team and staff working at the home.

There was evidence in staff files to show that supervision was taking place and that the staff were being appraised. This was a recommendation in the last inspection report. Staff confirmed that supervision takes place on a regular basis and that they are well supported.

People living at the home and visitors who were spoken to during the inspection confirmed that the manager is approachable and that they would go to her if they had any concerns. Staff also confirmed this to be the case.

Regular meetings are held and there are a number of systems in place to consult with people living at the home. Relatives and the people who live in the home can approach the staff at any time. Regulation 26 visit reports were available. This is an audit covering all environmental and care aspects which may result in improvements being made. A recent health and safety audit has been carried out. The manager said that all of the issues identified had been addressed. A recent fire audit has resulted in the replacement of one fire door.

Personal finances are kept in the home for people who request this. Signatures are obtained and receipts are kept to ensure people's financial interests are safeguarded.

The manager confirmed that all equipment in the home is regularly checked. The maintenance certificates that were seen at this inspection were found to be in order.

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
1	7	It is recommended that care plans include a formal tissue viability assessment tool. This would alert staff at an early stage as to whether people are at risk of developing a pressure sore.
2	7	It is recommended that evaluations are expanded further to demonstrate that these are considered in a person centred way.
3	7	It is recommended that care plans include a formal nutritional screening tool. This would alert staff at an early stage as to whether people are at risk of malnutrition.
4	19	Following the consultation process and in the event that the home continues to operate the Registered Person should develop a programme of refurbishment.
5	30	It is recommended that staff receive moving and handling training on an annual basis.

**Helpline:****Telephone:** 03000 616161**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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