Key inspection report

Care homes for older people

<table>
<thead>
<tr>
<th>Name:</th>
<th>Leawood Manor Residential Home</th>
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<tbody>
<tr>
<td>Address:</td>
<td>Hilton Crescent</td>
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<td></td>
<td>West Bridgford</td>
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<tr>
<td></td>
<td>Nottingham</td>
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<td>NG2 6HY</td>
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The quality rating for this care home is: two star good service

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.

<table>
<thead>
<tr>
<th>Lead Inspector:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Rehana Rashid</td>
<td>2 4 0 3 2 0 0 9</td>
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</table>
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.

<table>
<thead>
<tr>
<th>Outcome area (for example Choice of home)</th>
</tr>
</thead>
<tbody>
<tr>
<td>These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:</td>
</tr>
</tbody>
</table>

- 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.

<table>
<thead>
<tr>
<th>This is what people staying in this care home experience:</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Document Purpose</th>
<th>Inspection report</th>
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<tbody>
<tr>
<td>Author</td>
<td>CSCI</td>
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<td>Audience</td>
<td>General public</td>
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<td>Further copies from</td>
<td>0870 240 7535 (telephone order line)</td>
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</tr>
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<td>Internet address</td>
<td><a href="http://www.cqc.org.uk">www.cqc.org.uk</a></td>
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</table>
## Information about the care home

<table>
<thead>
<tr>
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<td>NG2 6HY</td>
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<tr>
<td>Telephone number:</td>
<td>01159234985</td>
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<tr>
<td>Fax number:</td>
<td></td>
</tr>
<tr>
<td>Email address:</td>
<td><a href="mailto:jeremy.dignum@nottscc.gov.uk">jeremy.dignum@nottscc.gov.uk</a></td>
</tr>
<tr>
<td>Provider web address:</td>
<td></td>
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<table>
<thead>
<tr>
<th>Name of registered provider(s):</th>
<th>Nottinghamshire County Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of registration:</td>
<td>care home</td>
</tr>
<tr>
<td>Number of places registered:</td>
<td>32</td>
</tr>
</tbody>
</table>

### Conditions of registration:

<table>
<thead>
<tr>
<th>Category(ies)</th>
<th>Number of places (if applicable):</th>
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<tbody>
<tr>
<td></td>
<td>Under 65</td>
</tr>
<tr>
<td>dementia</td>
<td>5</td>
</tr>
<tr>
<td>old age, not falling within any other category</td>
<td>0</td>
</tr>
<tr>
<td>physical disability</td>
<td>5</td>
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</table>

**Registration Numbers and Categories**

The home is registered to provide personal care for residents of both genders whose primary needs fall within the following categories: Dementia (DE) - 5, Dementia over 65 Years of Age (DE(E)) - 16, Old Age (Not falling in any other category) (OP) - 32, Physical Disability (PD) - 5, Physical Disability Over 65 Years of Age (PD(E)) - 16

**Total Number**

The maximum number of residents to be accommodated at Leawood Manor is 32.

**Date of last inspection**

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Care Homes for Older People
Leawood Manor Care Home is owned and managed by Nottinghamshire County Council Social Services. It is a new purpose built care home for up to 32 older people. The home is divided into four units each with a lounge, dinning room and kitchen area as well as assisted bathing facilities. All bedrooms are for single occupancy they are spacious, with ensuite toilet and shower facilities. The accommodation is provided over two floors with two passenger lifts to assist independent access. There is a parade of shops offering a range of facilities, approximately 150 yards from the home. The weekly accommodation charges start from £377. A copy of the Commissions inspection report is available from the home.
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:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Poor</th>
<th>Adequate</th>
<th>Good</th>
<th>Excellent</th>
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<tbody>
<tr>
<td>Choice of home</td>
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<td>Daily life and social activities</td>
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How we did our inspection:
This was an unannounced inspection carried out by one inspector on 24 March 2009, which took place over five hours. The previous key inspection took place 15 February 2007.

The main method of inspection was case tracking, which involved sampling two people and examine their care records. Case tracking is used to establish if the needs of the people living at the home are being appropriately assessed and their needs are being catered for.

Discussions were held with two staff members and two people living at Leawood Manor. Three staff files were examined.

A partial tour of the building was carried out which included viewing communal areas.
Before the visit the acting manager submitted an Annual Quality Assurance Assessment (AQAA), which is a self assessment detailing what the home was doing well, what has improved since the last inspection and any plans for improving the service over the next twelve months. Information from the AQAA was used within this inspection report.

Prior to the inspection to assist with planning the AQAA, notifications and any other information received about the service were examined.

Surveys were sent out to people who live at Leawood Manor no surveys were returned from them. Nine completed staff surveys were returned to the commission.
What the care home does well:

Care plans were detailed and had been reviewed monthly.

People told us they continue to be cared for in a respectful and dignified manner.

Comments about the service and care received included:

'The home is lovely and comfortable.' 'Life is good in the home and we are well looked after.'

'The staff are very good, personally I never have to wait for staff and there are enough staff on duty'.

'The routines are relaxed here, and we have plenty to do'.

'The food is good and we always have choices, the menu includes variety'.

The staff team reported that they work well together and feel supported by the acting manager.

What has improved since the last inspection?

Our last visit highlighted a couple areas for improvement. This visit confirmed that improvements have been made in these area's.

Staff recruitment files now contained all the relevant information as specified in Schedule 2 of the Care Homes Regulations 2001 which included written references, application forms and details of criminal records bureau (CRB) clearance.

Since the last inspection there is now information provided regarding access to written records for people using the service and their representatives.

What they could do better:

Following this inspection visit one requirement was made. The registered person must ensure that the Commission is notified of any notifiable event's at the home without delay.

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.
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Health and personal care (standards 7 - 11)
Daily life and social activities (standards 12 - 15)
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Environment (standards 19 - 26)
Staffing (standards 27 - 30)
Management and administration (standards 31 - 38)
Outstanding statutory requirements
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.

Assessments are carried out prior to admission which gives confidence that the service can meet peoples needs prior to moving in.

**Evidence:**

People told us they have access to information about the service, and they confirmed they have received the welcome pack when they moved to the home. The Service User Guide contained all the information as required by the regulation.

At this inspection a prospective resident's family were being shown round the service.

We examined care files for two people who live at Leawood Manor. Both contained detailed assessments completed by the placing local authority. Pre-admissions assessments were on file which had been undertaken by the service. These provided detailed information about the individual needs of each person including personal care...
Evidence:

and social care needs.

Leawood Manor does not provide intermediate care.
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.

Each person has a plan of support which covers their personal, health and social care needs, this ensures that support is provided based on their preferences.

Evidence:

We looked at two care files, both of these contained care plans which contained information about the persons care needs. Care plans reflected people's personal preferences, ensuring that they receive individualized care.

Each care plan that we sampled contained risk assessments that should be undertaken to monitor people's needs such as moving and handling.

There was evidence on the two files to support that the plan of care are reviewed on a monthly basis. Details of formal reviews by the placing authority were also documented.

There is evidence that the people we sampled have access to external health care. Care plans viewed, contained records of visits by district nurses, General Practitioners
Evidence:

and other professionals. People told us that they have access to doctors and other health care professionals.

Medication was observed to be stored securely. The controlled drugs cabinet complied with the relevant legislation. The medicine fridge was locked and the temperature was recorded daily.

Two peoples medication administration records viewed showed that they were fully completed. One member of staff spoken with stated that they had undertaken training in medication administration.

People living at Leawood Manor are treated with respect, staff were observed to treat people in a respectful and professional manner. People spoken to told us they continue to receive support which is provided in a respectful and dignified manner.

Two people spoken with told us that staff always maintained there right to privacy. for instance one person stated 'staff knock on the bathroom and bedroom door requesting permission before they enter' and 'staff are very friendly and caring.' Whilst another commented that visitors can been seen in private.
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.

People find the lifestyle experienced at Leawood Manor meets their expectations and preferences.

Evidence:

Leawood Manor has a welcoming and friendly atmosphere, which was observed at the inspection. People told us that routines at the home are flexible. They said if they wished they can have a nap in the day.

During our visit one person told us that they were getting ready to go out. We also observed people visiting the chiropodist, watching television, and talking to other people and staff at Leawood Manor. People also told us that staff are welcoming of visitors and visiting times were also flexible.

Information on activities was clearly displayed in the foyer of the home. Activities provided at the home included bingo night and a fish and chips night. People spoken with stated that they recently enjoyed the activities organised for Red Nose Day.

Future activities have been arranged outside the home to include a visit to a shopping
Evidence:

centre and Twycross Zoo. There was evidence showing that people at the home decided that they wished to visit these places.

People told us they had enough to do in the service. Comments included:

'there is plenty to do at the home'

'the routines are very flexible'

'staff are very welcoming of visitors'

People told us they liked the food provided and described it as 'very nice.' They also told us they have choices, at each mealtime and observations supported this. The menu viewed showed that there is a variety in the meal selection people receive at the home.
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.

Systems in place ensure people have confidence to raise their concerns and they are safeguarded from harm.

Evidence:

During our discussions with two people they told us they knew how to complain and they said they would not hesitate to raise any issues with the staff team or acting manager.

A complaints book is in place, and the procedure is displayed throughout the home.

The acting manager told us that the service has received four concerns since our last visit. We were not able to see the nature or the outcomes of these concerns. The acting manager told us that the concerns had been sent to County Hall to be entered on to a data base and no copies had been kept at the service.

The copy of the Multi-agency Safeguarding adult’s procedure was available at the service for staff so that they are aware of the local safeguarding protocols.

There was evidence to support that staff have completed safeguarding adults training. Two staff members spoken with had a good knowledge on what action they should take if they had any suspicions or witnessed any practices of abuse.
Evidence:

Since the last inspection the Commission has not received any safeguarding issues about the service.
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 environment was well maintained, and met peoples needs.

Evidence:

A partial tour of the building was carried out which included communal areas, one bathroom and two bedrooms were viewed. These areas were found to be clean and tidy. The home is well maintained and comfortable.

Two peoples bedrooms were viewed both were personalized, with en suite facilities.

During discussions with two people living at the home they told us that the home was clean and free from odours.

They also told us they continue to enjoy living at Leawood Manor. Comments included 'it's very comfortable and homely here.' Another comment was 'My bedroom is nice.'
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.

People are supported by a competent staff team, who has been recruited professionally ensuring people are protected from harm.

Evidence:

During our visit we observed that there were sufficient members of staff on duty to meet people’s needs. We were told by two members of staff that staffing levels had improved recently.

Staff members told us they were able to provide a good standard of care. Comments from them included ‘with a recent recruitment drive staffing levels have improved,’ ‘there are enough staff on duty’ and ‘as the staffing levels are better I feel there are enough staff on duty to meet the needs of people.’

People living at Leawood Manor told us that staff are available at all times. They also told us that staff are helpful and caring.

In the staff surveys returned to the commission when asked are there enough staff to meet the individual needs of all people who use the service four staff members responded by saying always and five said usually.
Evidence:

Three staff recruitment files were viewed, these demonstrated that the service has good recruitment practices. All three files included proof of identification, application forms, two written references and Criminal Records Bureau Checks (CRB).

Two staff members spoken with confirmed that they had an induction when they started employment. Information on the Annual Quality Assurance Assessment (AQAA) stated that all staff have completed the induction training as recommended by Skills for Care.

Nine completed staff surveys were returned to the Commission. All nine members of staff said that training given is relevant to their role. Comments on the survey included 'all training is relevant,' 'it is good to have training so you know what you are doing,' and 'I have completed training in several areas including infection control and medication.'

Two members of staff told us that they had received training, one told us 'the acting manager supports us to complete training.' Training folders viewed showed that these member's of staff had received training in areas such as moving and handling and fire. Information on the AQAA showed that 23 members of staff have completed National Vocational Qualification (NVQ) level 2 or above in care or health and social care.
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 Health, safety and welfare of people and staff is promoted and protected at the service.

Evidence:

At the time of this inspection the acting manager stated that he had submitted an application for registration to the Commission but was still waiting for the process to be completed.

People living at Leawood Manor and staff spoken to told us that the acting manager was experienced, supportive and approachable.

People completed a quality assurance survey during 2008 this is to seek their views about the service. Monthly visits are completed by a Service Manager which are to monitor the standards in the service and to ensure it is meeting people's needs. Reports are completed each month following the visit. Meetings are held monthly at
Evidence:

the service for people living there.

Financial records were examined for two people and found to be satisfactory. Individual records together with receipts are held for each person providing detail's of expenditure and the balance remaining.

During the inspection it came to light that there had been an allegation about an incident at the home, which the Commission had not received an notification about. The Commission should be notified of any notifiable event at the home.

A small sample of health and safety records were viewed at the inspection. These included fire records, fire testing has been taking place at weekly intervals. The AQAA submitted to the Commission shows that lift and gas appliances have been serviced.
**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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
</tr>
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</table>

Are there any outstanding requirements from the last inspection?  
Yes [ ]  No [ ]
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.

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<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
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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.

<table>
<thead>
<tr>
<th>No.</th>
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<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>37</td>
<td>37</td>
<td>The registered person must ensure that any significant incidents, which have a negative effect on the health or welfare of any individual resident, or all residents are reported to CQC. The registered person must notify the Commission by means of a Regulation 37 notification without delay.</td>
<td>28/08/2009</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>No</th>
<th>Refer to Standard</th>
<th>Good Practice Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16</td>
<td>The registered person to ensure a record is kept of all complaints made and includes details of investigations and any action taken. This information must be made available at inspections.</td>
</tr>
</tbody>
</table>
Helpline:

Telephone: 03000 616161 or
Textphone: or
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

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