

Random inspection report

Care homes for adults (18-65 years)

Name:	The Heathers
Address:	1 St Pauls Road Manningham Bradford West Yorkshire BD8 7LU

The quality rating for this care home is:	zero star poor service
The rating was made on:	08/12/2009

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

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:								
Stephen Marsh	1	0	0	3	2	0	1	0	

Information about the care home

Name of care home:	The Heathers
Address:	1 St Pauls Road Manningham Bradford West Yorkshire BD8 7LU
Telephone number:	01274541040
Fax number:	P/F01274541040
Email address:	
Provider web address:	

Name of registered provider(s):	Yorkshire Regency Health Care Ltd
Name of registered manager (if applicable)	
Maraj Bibi	
Type of registration:	care home
Number of places registered:	29

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
past or present alcohol dependence	29	0

Conditions of registration:									
The maximum number of service users who can be accommodated is: 29									
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: Past or present alcohol dependence - Code A									
Date of last inspection	1	1	1	2	2	0	0	8	
Brief description of the care home									
The Heathers Residential Care Home is privately owned by Yorkshire Regency Health Care Limited, which also owns other care homes in the area.									

Brief description of the care home

The home is a detached adapted property located close to Bradford City centre and within walking distances of Lister Park, local shops and other amenities. It is on a main bus route and there is a car park to the front of the property.

Bedrooms accommodation is provided on the ground, first and second floors of the building. A passenger lift provides access to all floors to assist people with mobility problems.

In 2008 the home changed the category of people it is registered to care for and now only provides care and support to people who have past or present alcohol dependency.

The fees for the service currently range from 441:00 pounds and 595:00 pounds per week depending on need.

What we found:

We carried out a key inspection of this service on 8 December 2009. At that time we found that one of the requirements made at the previous inspection had not been dealt with. New timescales were set for this requirement and one new requirement was made. The purpose of this visit was to check if the home had taken action to make the required improvements.

Since the last inspection the manager has left the home to manage another service run by the same owners. Until a new manager is appointed the operations manager is running the home and providing support and guidance to the care staff team.

During the visits we looked at various records including care records and daily reports, we also talked to the management team. At the end of the visits feedback was given to the management team and the owners.

Two of the requirements made at the last inspection related to pre-admission assessments and care planning. At previous inspections we identified concerns about people's needs not being fully assessed before admission and about care plans not providing clear guidance to staff on how to meet people's needs.

We therefore looked in depth at the pre-admission assessments carried out for two people recently admitted to the home and found that although the assessment reports had been completed to a satisfactory standard they could both have been more detailed. For example the reports did not clearly indicate who had been involved in the assessment process and the format could be improved so that it is more specific to the client group the home is registered to care for. This matter was discussed with the management team who confirmed that they would in future make sure that all relevant information is obtained before admission and look at ways of improving the assessment report format.

We looked at the care plans for the same two people and found that overall the care plans were completed to a good standard and provided staff with clear guidance on how to meet their personal and health care needs. However, although it is evident that a lot of work is being done to improve the care plans and supporting documentation it is still very much work in progress. For example we found very little information in the records we looked at relating to people's alcohol dependency or any agreements in place about their alcohol consumption while living at the home. In one instance the owners told us that a person recently admitted was not drinking alcohol in the home. However, the daily reports completed by staff clearly showed that they were, although they had complied with their request to only drink in their bedroom. Given that the home is only registered to care for people with past or present alcohol dependency this information needs to be accurately recorded so that the health and safety of both the people living at the home and staff is not compromised.

Risk assessments are in place where areas of potential risks are identified including anti social behaviour and falls but we could find no nutritional risk assessments in either of the two care plans we looked at. This matter was discussed with the operations manager who confirmed that the home is currently is arranging for district nurses to provide training on the malnutrition universal screening tool (MUST) as staff are not very

confident about using it.

At the last inspection we talked to the management team about the importance of having effective quality assurance systems in place so that they can identify any shortfalls in the service and take action to deal with them promptly. Once a new manager has been appointed the operations manager will carry out monthly visits to the home and she is currently working with an external consultant to make sure that all aspects of the service are looked at. We have asked the operations manager to provide us with copies of her monthly reports so that we can be confident that the home is continuing to make improvements to the service.

In view of the progress the home has made we consider that all three outstanding requirements have been met. However, the home must continue to develop and maintain the policies and procedures put in place, therefore we have changed the requirements to good practice recommendations. During the next inspection visit we will again review the progress made.

What the care home does well:

The staff are approachable, have a caring attitude and try hard to create a homely atmosphere.

At the last key inspection people were very complimentary about the standard of meals served at the home.

What they could do better:

The pre-admission assessment format should be improved to make sure that it is relevant to the needs of people with past or present alcohol dependency problems. It should also clearly indicate who was involved in the assessment process.

There should be more information in the care plans about people's alcohol dependency problems and agreements should be put in place as soon after admission as possible about their alcohol consumption while living at the home. This will make sure that the health and safety of people living at the home and staff is not compromised.

Nutritional risk assessments should be routinely completed for all new admissions to the home so that staff are able to make sure that people are not nutritionally at risk.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

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	2	The pre-admission assessment form should be reviewed to make sure that it is relevant to the client group the home is registered to care for. This will make sure that people are only admitted to the home if staff have the the skills, experience and training to meet their needs.
2	6	Care plans and supporting documentation should give clear guidance to staff on how to meet people's needs. This will make sure that people receive the care and support they require and enable staff to use the the care plans as working documents.
3	39	Effective quality assurance monitoring systems should be put in place. This will make sure that any shortfalls in the service are identified sooner and people can be confident that the home is run in their best interest.

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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