

Key inspection report

Care homes for adults (18-65 years)

Name:	Pathways North West Ltd
Address:	136 Whalley Road Accrington Lancashire BB5 1BS

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.

Lead inspector:	Date:							
Bernard Tracey	0	1	0	4	2	0	1	0

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

Document Purpose	Inspection report
Author	Care Quality Commission
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
Copyright	© Care Quality Commission 2010 This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.
Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Pathways North West Ltd
Address:	136 Whalley Road Accrington Lancashire BB5 1BS
Telephone number:	01254236411
Fax number:	
Email address:	stephen.dewsbury@btinternet.com
Provider web address:	

Name of registered provider(s):	Pathways North West Ltd
Name of registered manager (if applicable)	
Ms Yvonne Statham	
Type of registration:	care home
Number of places registered:	5

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	5	0

Additional conditions:
The registered person may provide the following category/ies 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 categories: Mental Disorder, excluding learning disability or dementia - Code MD The maximum number of service users who can be accomdated is: 5

Date of last inspection									
-------------------------	--	--	--	--	--	--	--	--	--

Brief description of the care home
Pathways Northwest Limited is registered with the Commission for Social Care Inspection to provide personal care and accommodation to 5 adults with a long-term mental health disorder.
The premises are a spacious mid-terraced garden fronted property that is situated in a residential area of Accrington. The home is within walking distance to the town centre of Accrington and is close to local amenities including a post office and bus stop.

Brief description of the care home

Accommodation is provided in 5 single bedrooms. Shared space is 2 lounges dining room, male and female bathrooms and a kitchen.

The home aims to provide structured rehabilitative support that responds to the needs of service users to help them achieve their maximum potential. There are a range of therapeutic activities i.e. stress management and problem solving available.

Fees for the cost of a weeks care at Whalley Road range from #793.50 to #1648.77. There was information available to potential service users and their families advising them of the home and giving them details about the type of service they could expect.

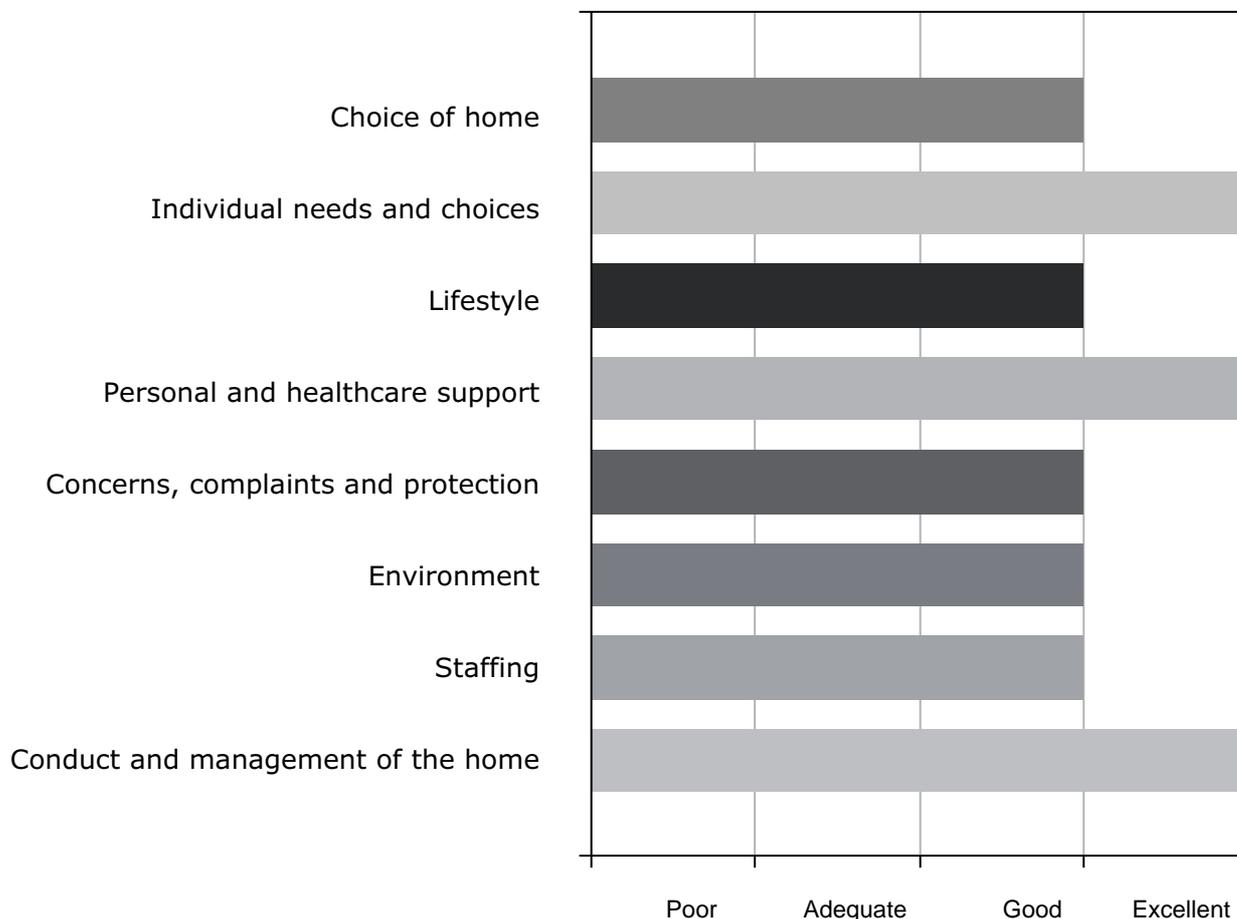
Summary

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 last key Inspection was undertaken on the 11th April 2007. In April 2008 we undertook an Annual Service Review. This is a report that we write for good or excellent services that have not had a key inspection in the last year. It does not routinely include a visit to the service. The review is an analysis of all the information that we have gathered about the service since the last main inspection.

We (the Care Quality Commission) undertook a key inspection, which included an unannounced visit to the home. The staff at the home did not know the visit was going to take place.

The manager was asked to fill in a questionnaire, called an Annual Quality Assurance Assessment (AQAA), telling us what they thought they did well, what they need to do better and what they have improved upon. Where appropriate, these comments have been included in the report.

We spent four and a half hours at the home over one day. During this time, we looked at care and medicine records to ensure that health and care needs were met and also studied how information was given to people before they decided to move into the home. A tour of the building was undertaken and time was spent looking at records regarding safety in the home.

We also examined files that contained information about how the staff were recruited for their jobs, as well as records about staff training.

We spent time speaking to five residents, as well as speaking to three staff, the manager and the owner.

We have not received any complaints about the service since our last Inspection.

What the care home does well:

Pathways NW presents as a very warm, caring and friendly care home and residents appeared relaxed and comfortable with the staff. It was evident through interviews, general observations and discussions that staff had a good knowledge of the residents' individual care needs and the level of support required.

During our visit staff were observed spending a great deal of time with residents, either on an individual basis or within a group. Care was seen to be given in a discrete, sensitive manner and staff were patient and gentle in their approach.

Feedback from residents was very good; comments regarding the service included: "Staff are excellent" and "The care is really good".

Prior to admission the manager assesses residents' health and social needs. Information collected is then used to form the basis for the plan of care. Assessment documentation seen had been completed to a very good standard and included key areas regarding the residents' health and general well being. Lots of different types of activities were arranged, both in the home and out in the community.

The physical accommodation is of a good standard, with appropriate aids and adaptations available for the residents.

The home has an experienced and enthusiastic team of staff who work well together and enjoy taking part in training and development sessions. The staff are motivated and keen to ensure that residents receive high standards of care.

The manager was experienced and ran the home well. She made sure she checked out staff before they started working at the home and gave them training and support to make sure they did the job to the best of their ability. The manager communicates a clear sense of direction, is able to evidence a sound understanding and application of 'good practice', particularly in relation to continuous improvement, staff training, resident satisfaction and quality assurance.

What has improved since the last inspection?

There were no requirements made at the last inspection but the manager and staff have paid particular attention to improving the decoration, furnishings and improvements to the personal living accommodation for the people who live in the home.

The staff development programme introduced by the manager has been greeted with enthusiasm by the staff and will further help to increase the knowledge and skills of the home's workers.

What they could do better:

The manager should continue to implement the planned training programme and should ensure that training is provided in safeguarding Adults in conjunction with the local authority.

There are no requirements made following this inspection.

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

Contents

Choice of home (standards 1 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and healthcare support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

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, 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.

Detailed assessments are undertaken before people come into to the home and sufficient information is provided so they can feel confident that their needs can be met.

Evidence:

Feedback from our discussion with residents indicated that they felt they had been given sufficient information about the home prior to moving in, including an opportunity to look round the home before making the decision. Comments received included: "It's brilliant here very good place to be" " When I first came here I fell in love with it"

In the completed Annual Quality Assurance Assessment the manager told us; each service user is provided with a statement of purpose and a service user guide, visits to the home were organised and transport provided if required, overnight stays were encouraged. Admissions are planned and range from short visits to trial placement depending on the needs and wishes of the person.

Evidence:

Each service user is issued with a contract, which covers the homes values, key principles and expectations of the service user including care and support.

Two residents said it was helpful to meet someone from the home before they moved in. Before any resident was admitted to the home an assessment of their needs was undertaken, by a senior member of the staff from the home and from the professional, i.e. care manager, requesting their admission. The assessments we examined supported this.

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 living at the home are provided with information and support to enable them to make decisions and choices about their lives.

Evidence:

The care plans are extremely informative to enable staff to identify with residents' specific care needs, together with their preferences, likes and dislikes. All health, social and emotional care needs are identified and individual care plans are prepared for each of the identified need. The care plans are signed by the resident to confirm agreement with them.

Residents spoken to on the day of the inspection confirmed that they had discussed the care plans with the manager or key worker and were able to identify their own preferences in relation to meals, times of going to bed and getting up and how the individual likes things done.

Risk assessments are undertaken on all residents in relation to daily living and

Evidence:

appropriate measures are put in place to reduce or remove any potential risk. These are recorded in the care files and the agreement of the resident is obtained.

All care plans and risk assessments are reviewed on a regular basis, or as changes in care needs are identified, and these are updated as appropriate. Staff actively promote the residents' right of access to the health and remedial services that they need, both within the home and in the community.

Regular appointments are seen as important and there are systems in place to make sure appointments are not missed. Records show that the home arranges for health professionals to visit residents in the home and provides facilities to carry out private interviews and reviews.

Records held in the home provide evidence of the input by other healthcare professionals and advice is sought from the Consultant Psychiatrist Community Psychiatric Nurse as well as the district nursing service and GP.

Residents have choice over their personal care and are encouraged to be independent as possible.

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.

Residents are able to enjoy a full and stimulating lifestyle with a variety of opportunities to choose from.

Evidence:

The staff have sought the views of residents and considered their varied interests and abilities when planning the routines of daily living and arranging activities. Routines are flexible and residents can make choices in major areas of their life. The routines, activities and plans are resident focused, regularly reviewed and can be quickly changed to meet individual residents' needs.

The range of leisure activities available in the home was varied, reflecting the diversity of residents and their social, intellectual and physical capacities. There is no dedicated activity co-ordinate, but all of the staff combine their efforts to organise events and activities within the home, as well as trips out to various places of interest.

Evidence:

Each resident has their own activities and interest assessment completed and their interests are recorded and a programme agreed to reflect their personal preferences.

Links with the community were good and the home valued the role which relatives and friends continued to play in the lives of residents. Residents benefited from being able to exercise choice and control over their lives.

The manager and staff are aware of promoting equality and diversity and this is reflected by residents having a lifestyle and interests that are individual to them. Some residents choose to take part in-group activities, such as going for bar meals, walks, going to church, or choose to go on holiday with other residents within the home. Staff spend time with individuals helping them to make these choices, and to have goals and aspirations for future personal development. Overall, residents considered they were encouraged to do what they could for themselves and make appropriate choices through the day. Information about advocacy services was available at the home.

Residents we spoke to said they enjoyed the food, that they receive enough to eat and drink. Staff carried out their care and support duties in a way that enables residents to maintain choice and control over their daily lives wherever possible.

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

Residents are supported by staff and relevant health care professionals to ensure that their emotional, physical and personal care needs are met. Staff ensure that care is person led, personal support is flexible, consistent, and is able to meet the changing needs of the residents.

Evidence:

Individual care plans are in place for each resident. The plan sets out how the current and anticipated needs are to be met. We looked at three care plans in detail. All care plans and risk assessments are reviewed on a regular basis, or as changes in care needs are identified, and these are updated as appropriate. Staff actively promote the residents' right of access to the health and remedial services that they need, both within the home and in the community. Regular appointments are seen as important and there are systems in place to make sure appointments are not missed. Records show that the home arranges for health professionals to visit residents in the home and provides facilities to carry out interviews. Records held in the home provide evidence of the input by other healthcare professionals and advice is sought from the Community Mental Health Team as necessary.

Evidence:

The manager was able to describe how residents and their relatives are involved in the drawing up of the care plan and understood the meaning of a care plan to describe the assessed needs of a resident and how the needs were to be met. The care plan would also include any changes in the resident's condition. Signatures in the care plans, indicating that the individual agreed with the plan and any alterations made to it after consultation with the individual, confirmed this involvement.

The care plan is generated from the single care management assessment and the assessment provided by the home. Any potential restrictions on choice, freedom, services or facilities that become part of the resident's daily life, had been discussed and agreed with the resident during assessment and recorded in the care plan.

Two residents spoken with confirmed that they had been given "all the information about how the home is run before coming in the place." One resident said he had "come on a trial basis and decided to stay".

The home has a robust medications policy and inspection of the medications records provide evidence that the staff follow the procedure. All records relating to medications were found to be well maintained and up to date. The medications room and medicine cupboards were seen to be clean and organised. Appropriate arrangements are in place for the disposal of unwanted medications through the supplying pharmacy. At the time of our visit no individual resident was managing their own medication.

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

Residents were confident that complaints would be listened to, taken seriously and acted upon. Appropriate systems were in place to protect residents from abuse.

Evidence:

A clear, detailed formal complaints procedure is displayed in the reception area of home and provided to each resident, supporting the home's open culture, where residents were encouraged to express their views informally and in the regular residents' meetings.

Residents felt staff listened to them and they knew who to talk to if they were unhappy or had any concerns. A resident stated "It would be hard to complain about anything here - the place is so good I've stayed for 5 years". The Care Quality Commission has not received any complaints about the home since the last inspection.

Abuse awareness training was provided to all new starters, with annual updates. Staff understood the importance of listening to residents' concerns and how to respond to any issues that were raised. However training in the Safeguarding of Vulnerable Adults in relation to the Lancashire County Council Vulnerable Adults Abuse Procedures has not been incorporated into the staff training plans and arrangements for this training should 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.

There is an ongoing maintenance and refurbishment programme in place making sure that the home continues to meet the needs of the people living there.

Evidence:

A tour of the home confirmed that it was well maintained, clean and free from any offensive odours. Everyone spoken with thought the home was a safe place to live and work in.

Four residents spoken to were very pleased with their individual rooms and said that they had "brought in a number of personal things along with pictures to make them feel more homely". All bedrooms were fitted with door locks and lockable storage space to ensure residents' valuables were kept safe. Staff have a master key, which could be used to gain access in an emergency.

Residents said staff kept the building clean and odour free; inspection of the premises supported this view. Discussion with staff indicated equipment were provided to ensure the home was maintained in a clean and hygienic condition. An infection control policy was in place and training was provided in this area. Staff spoken with described safe infection control practice. Disposable gloves and colour-coded aprons were provided for staff use and liquid soap was available throughout. Satisfactory

Evidence:

practice was in place with regard to disposal of any clinical waste.

The laundry was sited away from the food preparation area and was seen to be clean and orderly. Sufficient and suitable equipment was provided and laundry was attended to efficiently. Two residents said that they were satisfied with the laundry system

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.

The staff team had collective skills training and expertise to undertake their roles effectively and good recruitment and selection procedures were in place to ensure that the residents were protected.

Evidence:

Three staff files were viewed with regard to recruitment practices and these contained all of the necessary checks to protect the residents. Staff had completed a job application form and two references had been obtained. Staff files contained a POVA (Protection of Vulnerable Adult) check and CRB (Criminal Record Bureau) disclosure at enhanced level. The necessary checks are in place prior to staff commencing work and the interviewer completes an interview checklist.

Staff are given a health declaration form to complete and a contract of employment.

Individual staff training records provided a clear summary of both induction and ongoing training. This was extensive and wide ranging, with mandatory courses, i.e., moving and handling, medication, fire safety, and first aid. Specialist training included care planning, risk assessment, mental health, suicide and self-harm and challenging behaviour. This training package was confirmed by the manager and was identified in the written AQAA she had provided us with. Similarly, staff who were interviewed

Evidence:

confirmed that training was available, that they were encouraged to attend and that it gave them appropriate competencies to meet the needs of the residents. A staff member commented, "the training is excellent here".

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.

The home is well managed with an effective quality assurance and monitoring system in place.

Evidence:

The manager has the required qualifications and experience, and is competent to run the home. There is a strong emphasis of being open and transparent in all areas of running of the home. The manager and staff work hard to maintain a culture, where everyone feels they are included in decision-making and feel valued as an individual.

There is a good system in place to gather staff, residents and relatives' views through regular meetings and satisfaction questionnaires as part of the monitoring of quality. Staff spoken to had a clear understanding of their role and what was expected of them. Documentation was examined that confirmed that staff received regular supervision and annual appraisal.

Residents spoke well of the management team and the care and support that they give. We were able to witness their approach to the residents and staff and confirm

Evidence:

the comments made.

Information provided by the manager in the AQAA and examination of the records, confirmed that all safety equipment is regularly serviced. The policies and procedures in the home ensure that the health, safety and welfare of the residents and staff are promoted and protected

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
1	22	All staff should be aware and trained in Adult Protection in line with the Lancashire County Council Safeguarding Protocols.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.