

Random inspection report

Care homes for older people

Name:	Saxlingham Hall Nursing Home
Address:	The Green Saxlingham Nethergate Norfolk NR15 1TH

The quality rating for this care home is:	three star excellent service
The rating was made on:	16/10/2008

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:							
Marilyn Fellingham	2	6	0	4	2	0	0	9

Information about the care home

Name of care home:	Saxlingham Hall Nursing Home
Address:	The Green Saxlingham Nethergate Norfolk NR15 1TH
Telephone number:	01508499225
Fax number:	01508499612
Email address:	staff@saxlinghamhall.fsnet.co.uk
Provider web address:	

Name of registered provider(s):	Saxlingham Hall Nursing Home Limited
Type of registration:	care home
Number of places registered:	41

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	41

Conditions of registration:									
Date of last inspection	1	6	1	0	2	0	0	8	

Brief description of the care home
<p>Saxlingham Hall is a large detached house dating back to 1880, and is situated in about two and a half acres in a rural setting, about two miles from the centre of the village of Saxlingham Green. Accommodation is on two floors with both floors being accessible to wheelchair users. Service users accommodation is provided within thirty-one single bedrooms and four double rooms, with the majority having en-suite facilities. The bedrooms are situated on both floors with access by two shaft lifts. All rooms have a television and telephone point. On the ground floor is a large lounge and dining room, with a further two small sitting rooms, and a conservatory leading out to the patio area overlooking spacious garden and woodland areas. There are ample parking places.</p>

What we found:

A visit was made to this home on April 26th 2009. The reason for this inspection was to follow up a report from the service to inform us about a fire in the premises and as a result a resident had died. We found that the fire had been contained to one room and that the structure of the rest of the building was safe. The remaining residents were safe and well cared for both physically and psychologically. The fire officer we spoke with told us that the staff had done all they could under the circumstances. We arrived at the home at 12.15pm. everyone was very calm. We spoke with one of the providers Mrs Bird who said her husband was flying back from Scotland later that day. There were extra members of staff on duty as those who were due on later that day had arrived to support the rest of the staff and the residents. We ascertained from the manager of the home that the deceased persons son had visited and that they were in the process of informing all relatives of the tragedy. We asked the manager about the arrangements for the residents and just three residents had to be moved from their rooms and were placed in three vacant rooms, there were only 32 residents in residence at the time of the fire. The staff were alerted to the fire at 8am, the resident who is now deceased was checked and asleep at 7.30 am. We were told by the manager that one member of staff had attempted three times to enter the room to try and rescue the resident. The staff have told us that it seems as if the fire started under the bed, the resident was not a smoker. The manager told us that the electricians had just recently been checked and that the deceased resident RM had recently been given a new bed. The service had ensured that their main task was to ensure the safety of the residents and ensure that the staff were well supported. When we left the home all fire zones were in working order except the one area where the fire had been . The lifts were in working order and an emergency plumber had been organised to check the heating system and ensure it was working. Because of the upheaval the kitchen staff were providing hot soup and sandwiches for a delayed lunch and going to provide a hot supper.

What the care home does well:

Responds to an emergency situation to maintain the safety of the environment and the residents.
Keeps us informed of all incidents that occur in the home.

What they could do better:

At this point there is nothing further that the service could do.

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	38	It is recommended that the service continues to keep us up to date and also informs us of the outcome of the fire officers and police report.

Reader Information

Document Purpose:	Inspection Report
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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 Older People 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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