



Making Social Care
Better for People

Inspecting for better lives

Random inspection report

Care homes for adults (18-65 years)

Name:	Middleton Lodge
Address:	Mount Pleasant Station Road Middleton St George Darlington, County D DL2 1JA

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

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.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed inspection. 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:
Tanya Newton	1 2 0 2 2 0 0 9

Information about the care home

Name of care home:	Middleton Lodge
Address:	Mount Pleasant Station Road Middleton St George Darlington, County D DL2 1JA
Telephone number:	01325333993
Fax number:	
Email address:	middleton.lodge@googlemail.com
Provider web address:	

Name of registered provider(s):	Potensial Limited
Type of registration:	care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0

Conditions of registration:							
The maximum number of service users who can be accommodated is: 10							
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: Learning disability - Code LD, maximum number of places: 10							
Date of last inspection							
Brief description of the care home							
Middleton Lodge is a single storey building that has been refurbished to provide a modern living environment for ten people with a learning disability. The home is set in it's own grounds and provides single room en-suite accommodation. Inside the building there are two dining rooms, two lounge areas, an activities room, kitchen and laundry. Outside there are garden areas and parking areas for visitors and staff. The home is in the village of Middleton St George and can be reached by both public and private transport. Local shops are nearby. Fees for this home were £735.00 per week.							

Brief description of the care home

Individual agreements are in place for one to one support. We know that the fees do not cover all items and that personal items such as clothing, hairdressing etc has to be paid for in addition to the fees.

What we found:

The random inspection of Middleton Lodge was unannounced and carried out to see what progress had been made against the fifteen requirements made in the last key inspection report dated 21/11/2008. Time was spent discussing the home's improvement plan, looking at records and talking to the manager of the home.

What the care home does well:

The service has started to address the issues raised in the last report. Assessments, care plans and documentation generally has started to improve. The adult protection policy has been updated, so that staff know who to report any concerns too, which may arise within the service. Staff numbers have increased and there are now four staff on duty at all times during the day. One new staff member has been employed. Training has been provided in a number of areas which include, care planning, risk assessment, health and safety, challenging behavior as well as mandatory training. Further training has been identified and will take place throughout the year. The manager has also been given supernumerary hours so that management tasks can be completed.

Regulation 26 visits are now taking place and issues that need to be reported to CSCI under Regulation 37 are now reported.

What they could do better:

The home need to continue to update the information held within assessments and care plans. Particular attention needs to be given to risk assessments, so that people living at the home are safeguarded as far as possible. The home still has 200 staff hours vacant it would be beneficial if these were filled so that the home had to rely less on agency hours.

The home must provide fire drills for staff so that people know what action to take in the event of a fire.

Although the majority of requirements made in the last report have not been actioned fully yet, it is positive to see that the home are taking the appropriate action to address them.

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
1	2	14	<p>Assessments must be carried out to ensure that people's needs can be met by the home.</p> <p>Assessments are required to ensure that the home can meet people's assessed needs.</p>	15/01/2009
2	5	5	<p>A contract must be given to each person living at the home which details the terms and conditions of residence and information relating to fees.</p> <p>Contracts must be available to all people living at the home.</p>	15/01/2009
3	6	15	<p>A care plan must be available which demonstrates how the home will meet people's needs.</p> <p>Care plans are required to ensure that all aspects of people's needs can be met by the home.</p>	15/01/2009
4	9	13	<p>The registered person must ensure that unnecessary risks to people are identified and as far as possible eliminated.</p>	15/01/2009

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
			Risk assessments are required to ensure the health, safety and well being of people living at the home.	
5	18	12	<p>The way in which people's health and personal care needs are to be met need to be documented within their plan of care. Records of any input from other professionals must also be maintained.</p> <p>People's health and personal care needs must be recorded so that they can be monitored.</p>	15/01/2009
6	23	13	<p>The registered person must ensure that all concerns or allegations of abuse are reported to the local authority under their safeguarding procedures. This includes reporting any alleged physical violence. Accurate records must be kept to safeguard people living and working at the home.</p> <p>Issues were not being reported under safeguarding procedures or under Regulation 37.</p>	15/01/2009
7	32	18	The registered person must ensure that at all times suitably qualified, competent and experienced people are working at the care home in such numbers as are appropriate for the health and welfare of service users.	15/01/2009

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
			Staff numbers must be appropriate to meet the assessed needs of the people living at the home.	
8	35	18	<p>Staff must receive training appropriate to the work they are to perform. This must include training relevant to the people placed and include de-escalation and breakaway techniques. Mandatory training for staff must also be kept up to date.</p> <p>Staff training is required so that staff have the skills and qualifications to care for people.</p>	15/01/2009
9	37	12	<p>The registered person must ensure that the home is conducted in a way which promotes and makes proper provision for the health and welfare of service users.</p> <p>Management practices do not promote or make proper provision for the welfare of service users.</p>	15/01/2009
10	38	12	<p>The registered person must make proper provision and where appropriate, treatment, education and supervision of service users.</p> <p>Management arrangements must take into account the needs of service users.</p>	15/01/2009
11	39	26	The registered person must ensure that visits are carried	15/01/2009

Outstanding statutory requirements

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>out to the home under Regulation 26 and that a written report is prepared regarding the conduct of the home.</p> <p>Reg 26 visits need to be carried out on a monthly basis and a copy of the report held on the premises.</p>	
12	39	24	<p>The registered person must establish and maintain a system for reviewing and improving the quality of care provided at the home.</p> <p>The registered person must ensure that management arrangements improve the quality of care being provided at the home.</p>	15/01/2009
13	41	17	<p>Records specified in Schedules 3 and 4 of the care homes regulations must be maintained and kept up to date.</p> <p>Records within the home must be held and kept up to date.</p>	15/01/2009
14	42	13	<p>The registered person must ensure that unnecessary risks to the health and safety of service users are identified and as far as possible eliminated.</p> <p>Health and safety systems must be kept up to date to safeguard people living and working at the home.</p>	15/01/2009

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
15	42	23	<p>The registered person must ensure that adequate arrangements are made for the maintenance and testing of all fire equipment and the training of staff in fire prevention. Fire drills must also be carried out so that people working at the care home are aware of the procedure to be followed in the event of a fire.</p> <p>Regular fire maintenance checks, staff training in fire and fire drills must be provided to safeguard people living and working at the home.</p>	15/01/2009

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
1	2	14	<p>Assessments must be carried out to ensure that people's needs can be met by the home.</p> <p>Assessments are required to ensure that the home can meet people's assessed needs.</p>	31/03/2009
2	5	5	<p>A contract must be given to each person living at the home which details the terms and conditions of residence and information relating to fees.</p> <p>Contracts must be available to all people living at the home.</p>	31/03/2009
3	6	15	<p>A care plan must be available which demonstrates how the home will meet people's needs.</p> <p>Care plans are required to ensure that all aspects of people's needs can be met by the home.</p>	31/03/2009
4	9	13	The registered person must	31/03/2009

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
			<p>ensure that unnecessary risks to people are identified and as far as possible eliminated.</p> <p>Risk assessments are required to ensure the health, safety and well being of people living at the home.</p>	
5	18	12	<p>The way in which people's health and personal care needs are to be met need to be documented within their plan of care. Records of any input from other professionals must also be maintained.</p> <p>People's health and personal care needs must be recorded so they can be monitored.</p>	31/03/2009
6	32	18	<p>The registered person must ensure that at all times suitably qualified, competent and experienced people are working in such numbers as are appropriate for the health and welfare of service users.</p> <p>Staff numbers must be appropriate to meet the assessed needs of the people living at the home.</p>	31/03/2009
7	35	18	<p>Mandatory training for staff must be kept up to date.</p> <p>Staff training is required so that staff have the skills and qualifications to care for people.</p>	31/03/2009

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
8	37	12	<p>The registered person must ensure that the home is conducted in a way which promotes and makes proper provision for the health and welfare of service users.</p> <p>Management practices must ensure the welfare of service users.</p>	31/03/2009
9	39	24	<p>The registered person must continue to establish and maintain systems for reviewing and improving the quality of care provided at the home.</p> <p>The registered person must ensure that management arrangements continue to improve the quality of care being provided at the home.</p>	31/03/2009
10	41	17	<p>Records specified in Schedules 3 and 4 of the Care Home's regulations must be maintained and kept up to date.</p> <p>Records within the home must be held and kept up to date.</p>	31/03/2009
11	42	13	<p>The registered person must ensure that unnecessary risks to the health and safety of service users are identified and as far as possible eliminated.</p> <p>Health and safety systems must be kept up to date and safeguard people living and</p>	31/03/2009

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
			working at the home.	
12	42	23	The registered person must ensure that fire drills are carried out. Fire drills must be provided to safeguard people living and working at the home,	31/03/2009

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

Reader Information

Document Purpose:	Inspection Report
Author:	CSCI
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 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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