

Random inspection report

Care homes for older people

Name:	Majestic Care Home
Address:	192 Queens Promenade Bispham Blackpool Lancashire FY2 9JS

The quality rating for this care home is:	two star good 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 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:								
Wesley Cornwell	1	1	0	5	2	0	1	0	

Information about the care home

Name of care home:	Majestic Care Home
Address:	192 Queens Promenade Bispham Blackpool Lancashire FY2 9JS
Telephone number:	01253351612
Fax number:	01253351633
Email address:	
Provider web address:	

Name of registered provider(s):	Sunshine Care Homes Ltd
Name of registered manager (if applicable)	
Lynne Susan Barlow	
Type of registration:	care home
Number of places registered:	19

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	19

Conditions of registration:								
The registered person may provide the following categories 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: - Old age not falling within any other category - Code OP The maximum number of service users who can be accommodated is: 19								
Date of last inspection								
Brief description of the care home								
The Majestic is registered to provide personal care for a maximum of 19 people of either sex whose primary care needs are those of old age. The home is an adapted property, which is situated on the promenade at Bispham and is close to local shops								

Brief description of the care home

and amenities. The accommodation comprises of 19 single bedrooms, of which 14 have en-suite facilities. There is a large lounge and dining area and also a small sun lounge in which people and their relatives can sit if they wish more privacy. There are sufficient bathing and toilet facilities to meet the needs of the people accommodated. A stair lift enables people to gain access between the ground and first floor. Various aids are available to assist people in their daily lives.

The home has a Statement of Purpose and Service User Guide providing information about the care provided, the qualifications and experience of the owners and staff and the service that residents can expect if they choose to live at the home. A copy of the Service User Guide and most recent inspection report is available from the manager to help people make an informed choice whether to move into the home.

The range of fees at the home are three hundred and sixty pounds to three hundred and ninety pounds covering all aspects of care, food and accommodation. Additional charges are made for chiropody and hairdressing. The owner provided this information on 11th May 2010.

What we found:

This unannounced random inspection was carried out to assess how the home was meeting the health and personal care needs of the people in their care and how complaints are handled. During the inspection we looked at care plan records and the homes complaints procedure. We also spoke to the manager, two staff members, four people who live at the home and one visitor.

We looked at the care plan records of two people and found they had full assessment information in place including their religious/cultural and relationship needs. The assessment had identified the nutritional needs of the people and risk assessment information advising staff members of the action to be taken to minimise identified risks and hazards.

The two care plans we looked at had been structured to ensure the health and personal care needs of people were being met. They were well maintained, kept under review and daily entries were being made documenting the care and support being provided. Daily entries had been documenting where health problems had been identified and the action taken by the home. GP visits had been documented and the outcome recorded. The care plans confirmed the weight of both people were being monitored each month. One care plan had clearly documented the action the home had taken where the health of one person was causing concern. The information recorded was detailed and confirmed appropriate action had be taken to address the persons health problems.

The relative of one person told us he had looked around four homes for his father before choosing the Majestic and said he was very happy with his choice. The person said, "I visit every day and I am always made welcome. The staff are very kind and friendly. I am happy that my father is being well looked after".

We spoke to the two care workers on duty and they confirmed they always have access to care plan information and they told us these were easy to follow. Practice observed during our visit confirmed the staff on duty had a good understanding of the needs of people they were supporting. They were observed making entries on care plans recording the care and support they had provided ensuring the information recorded was upto date.

The people we spoke to told us routines were relaxed and the staff were easy going. They told us the staff were very polite and respectful. They said they were very happy with the care being provided and didn't feel they could be looked after better anywhere. They told us they had the freedom of the home and could choose to spend time in their room if that was their wish and their privacy was respected by the staff. One person we spoke to said, "I have the freedom of the home and can come and go as I please. You can spend time in your room or the lounge, it's your choice. I prefer to be in the lounge as I enjoy being with my friend".

We looked at the procedures the home has in place for the administration of peoples medicines and found these were safe. The staff members responsible for the administration of medicines had received training to ensure they had basic knowledge of how medicines are used and how to recognise and deal with problems in use. Medication practices observed during the visit were safe and good records had been maintained

confirming people received their medicines as prescribed by their doctor.

We looked at the homes complaints procedure which explained to people very clearly how to make a complaint if they are unhappy with their care or have any concerns about the home. The people we spoke to told us they knew how to make a complaint. All said they were happy and had no reason to make a complaint. One complaint which had been referred to the home to investigate by the Care Quality Commission had been investigated thoroughly and appropriately.

The staff members we spoke to had received training about the protection of vulnerable adults and had a clear understanding of the procedures to be followed in the event of any allegations or suspicion of abuse or neglect. This should ensure the people living in the home are protected and safe. At the time of this visit the Care Quality Commission had not received any safeguarding referrals about staff working at the home.

What the care home does well:

We found the homes care plans were well maintained and the health and personal care needs of people were being met. The people we spoke to told us they were happy and wouldn't wish to live anywhere else. One person said, "I am well looked after and I get on very well with the staff. I have retained my independence and go out most days. I like going for walks along the sea front and Red Bank Road to the local shops where I am well known by the staff. I am very happy living here".

The people we spoke to told us they like living at the home and they were being well cared for. One person said, "I like the home and the carers who are very good to me". The relative of one person who had recently been admitted into the home told us he was very happy with his father's care and had seen an improvement in his health since he had moved into the home. The relative said, "I am very happy with the care my father is receiving. He has settled into the home very well since his admission and is treated with dignity and respect".

Medication practices observed during the visit were safe and good records had been maintained confirming people received their medicines as prescribed by their doctor.

What they could do better:

There has been no requirements or recommendations made of the home during this inspection. The manager and her staff continue to provide a service, which people are happy with and feedback throughout the inspection process was positive about the home and the staff who work for them. However, the manager of the home understands there is always room for improvement and they must continue to work hard to ensure the standards presently being provided continue to be met. During completion of the Annual Quality Assurance Assessment form the manager has identified some areas where she thinks the service being provided can be improved. These include providing staff training and development on appropriate courses relevant to their care setting. They also recognise the need to continue with the homes refurbishment programme to ensure the building is well maintained throughout.

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

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 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

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