

Random inspection report

Care homes for adults (18-65 years)

Name:	Church Walk Health Care Ltd
Address:	Church Walk Cavendish Road Kirkholt Rochdale OL11 2QX

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:							
Lucy Burgess	1	7	0	2	2	0	1	0

Information about the care home

Name of care home:	Church Walk Health Care Ltd
Address:	Church Walk Cavendish Road Kirkholt Rochdale OL11 2QX
Telephone number:	01706717400
Fax number:	01706837958
Email address:	
Provider web address:	

Name of registered provider(s):	Church Walk Health Care Ltd
Type of registration:	care home
Number of places registered:	18

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	18	0

Conditions of registration:								
The registered person may provide the following categories of service only. Care home with Nursing - code N, to people 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 people who can be accommodated is: 18								
Date of last inspection								
Brief description of the care home								
The company, Exemplar, owns Church Walk Care Home. The home is a purpose built two-storey building that offers nursing care and support for up to 18 adults, who have been diagnosed with a mental disorder.								
The accommodation provides 18 single rooms, communal lounges, dining rooms, toilets and bathing facilities. There is a passenger lift to the first floor and is accessible								

Brief description of the care home

for wheelchairs throughout. There is a private garden at the rear of the home.

Church Walk is set in its own grounds in a residential area of Kirkholt with local shops, as well as the town centre, which is easily accessible by public transport. There is limited car parking to the front of the home.

The current scale for charging for care is determined through a Social Services financial assessment for each individual and therefore varies according to personal circumstances. The average fee per week is approximately 1,500.00 pounds.

What we found:

We conducted this Random Inspection as a result of concerns which had been raised with us. These were in relation to the care and support provided, staffing levels and training, the condition of the environment and significant incidents involving individuals within the home. Specific issues regarding individuals within the home were referred to the Local Authority in line with their safeguarding procedure.

To complete this inspection we carried out a site visit on the 17 February 2010. We had been advised that the registered manager was currently on maternity leave. However management cover had been arranged with support being provided from another registered manager within the group.

Time was spent with the manager and unit managers discussing staffing levels and support within the home. We also spent time looking round the environment to see what facilities are provided as well as the standard of furnishing.

The home is split into 2 units, ground and first floor, each having a unit manager and separate staff team. Staffing is made up of mental health nurses, registered nurses and care staff. There is also a team of ancillary staff including domestic and laundry staff, cooks and a handyman. Shifts provided by nursing and care staff are from 8am to 8pm and 8pm to 8am.

We looked at the hours provided by registered mental health nurses (RMN). We were told that there is currently an RMN provided each day and most nights. The manager advised us that further recruitment was taking place, which would include the appointment of a RMN to work nights. This would ensure that RMN cover is provided throughout the day and night. The manager also explained that there has been some turnover in care staff, therefore approximately 6 support worker vacancies were also being recruited for. At present the home is not using agency staff to cover shifts. These are being carried out by existing staff.

At present there are 17 people living at the home. Seven people on the ground floor and 10 people on the first floor, although 2 were in hospital. Staffing levels comprise of a nurse and 3 care staff throughout the day and night on the ground floor with a nurse and 3 carers during the day on the 1st floor, reducing to 1 nurse and 2 carers at night. Ratios were based on the specific needs of people living at the home.

We also discussed what arrangements are in place with regards to people receiving 1-2-1 support. At present only a small number of people are funded for additional support. Arrangements are in place with regards to when this is received.

There was further discussion about incidents which have occurred in the home. Some issues have been in relation to the consumption of alcohol. The manager advised us that due to this a new policy has now been implemented, which details what action should be taken where necessary. Where restrictions are in place these were said to have been formally agreed and are detailed within individual care plans.

The manager was advised that some of the incidents discussed had not been notified to

us in line with regulation 37. These are to be followed up and relevant information is to be sent to us so that we are kept informed of events within the home.

We discussed with the manager and a unit manager the arrangements in relation to staff training. Following induction all staff receive NAPPI training, Non Abusive Physical and Psychological Intervention, which is a nationally recognised course. This is to assist staff in de-escalation techniques. Two staff have also completed level 2 of the course, which includes physical restraint, however we were told that this has not been used.

The manager has also identified that further training in mental health awareness is also needed as some of the team have little knowledge and experience in this area. This will ensure that staff working at the home have the knowledge and skills needed to support people living at the home.

Time was also spent looking round the home. Church Walk is a purpose built property with 18 single en suite bedrooms. The home is a relatively new building and provides a good standard of accommodation for those who live there. The general decor was in good order. Those people who had wanted to decorate and personalise their own rooms had been supported in doing so.

One of the issues raised with us was in relation to legs being removed from furniture items which had broken. This was found to have happened however the manager advised that a refurbishment plan, which had been started by the registered manager prior to her going on leave was being addressed. Quotes were being sought for replacement furniture items and a meeting was also planned with the Director, the week following our visit, to agree funding so that items could be purchased.

What the care home does well:

Church Walk provides a good standard of accommodation for people living at the home.

Staff ratios reflect the level of support required by people so that they receive the support that they need.

What they could do better:

A copy of the home refurbishment plan is to be forwarded to us once agreed, detailing what work has been agreed and timescales for completion, so that people are provided with comfortable, well maintained accommodation.

A copy of the homes policy in relation to alcohol is also to be forwarded to us. This is to show how they manage issues in relation to alcohol considering the individual needs and wishes of people with the home ensuring they are kept safe.

Training needs to be provided to members of the team in relation to mental health. This should enable staff to develop the knowledge, skills and competences needed so that they are have an understanding of the specific health needs of the people they support and can support them safely.

The provision of a registered mental health nurse throughout the day and night will

ensure that there is someone on duty at all times with the knowledge and skills need to support and direct the staff team, so that people are kept safe.

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
1	30	18	<p>Training must be provided to members of the team in relation to mental health.</p> <p>This is to enable staff to develop the knowledge, skills and competences needed so that they are able to support the specific health needs of people living at the home.</p>	30/05/2010
2	42	37	<p>All significant incidents involving people living at the home must be notified to us</p> <p>so that we are aware of events, which have occurred and how these are being addressed by the home ensuring people are kept safe.</p>	30/03/2010

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	23	A copy of the homes policy in relation to alcohol should be forwarded to us so that we can see how the home is

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
		managing issues ensuring people are kept safe.
2	24	A copy of the home refurbishment plan is to be forwarded to us once agreed, detailing what work has been agreed and timescales for completion, so that people are provided with comfortable, well maintained accommodation.
3	27	The provision of a registered mental health nurse throughout the day and night will ensure that there is someone on duty at all times with the knowledge and skills need to support and direct the staff team, so that the specific needs of people are met.

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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