

Random inspection report

Care homes for adults (18-65 years)

Name:	Kingsley Court
Address:	77 The Causeway Potters Bar Hertfordshire EN6 5HL

The quality rating for this care home is:	two star good service
The rating was made on:	25/02/2009

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:								
Sheila Knopp	0	1	0	3	2	0	1	0	

Information about the care home

Name of care home:	Kingsley Court
Address:	77 The Causeway Potters Bar Hertfordshire EN6 5HL
Telephone number:	01707662299
Fax number:	01707658249
Email address:	
Provider web address:	

Name of registered provider(s):	Arventa Care Ltd
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	15

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	15	0
mental disorder, excluding learning disability or dementia	15	0

Conditions of registration:									
The maximum number of service users who can be accommodated is 15									
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: Learning Disability - Code LD Mental Disorder, excluding learning disability and dementia - Code MD									
Date of last inspection	2	5	0	2	2	0	0	9	
Brief description of the care home									
Kingsley Court is a large detached house in a residential area of Potters Bar. The house has been converted into 2 separate living areas with their own kitchen, lounge and									

Brief description of the care home

dining area. Each person has their own room with an en-suite bathroom. There is a large communal lounge and conservatory on the ground floor with doors out into a mature garden. The garden not overlooked and provides a private space to spend time in. The house is decorated and furnished in a modern style. People living at Kingsley Court are able to walk to local shopping and recreational facilities such as parks, country walks, restaurants and pubs. Potters Bar has good transport links and is on the mainline into London, Kings Cross. There is also a house car. Details of the current fees and information about the service, including the latest inspection report, can be obtained on request from the manager of Kingsley Court.

What we found:

This unannounced inspection took place to review information we had received prior to our Annual Service Review dated 25th February 2010. That review identified some changes had taken place since our last key inspection on 25th February 2009, including a change of manager. We decided to carry out an unannounced visit because Annual Services Reviews do not include a visit to the service.

Our visit took place between 2.15 pm and 7.15 pm. People did not know we were coming. We were introduced to 7 of the people who live at Kingsley Court and 5 staff who support them. The acting manager and the company human resources manager were also present.

When we last visited on 25th February 2009 Kingsley Court had only just opened. It was good to meet people who had moved in at that time and are now settling down to their new life in Potters Bar. People have got to know each other and there was good humoured interaction indicating people are relaxed and involved in each other's lives.

We looked at the systems in place to make sure people have the medicines they need. The dispensing pharmacist had recently carried out an audit and provided the manager with a report. The report indicated good standards are being maintained. Staff regularly check the stock levels of medication. The medication storage room is very small and now that there is an increased number of residents facilities are becoming inadequate if they continue to be managed in the same way. Stocks of medicines, which are not in monitored dose systems, are stored in individual plastic boxes within the locked cupboard. These boxes are small and stocks for one resident can easily be dislodged into the box of another resident as they are stacked on top of each other. An open tube of cream for external use, currently being used for a resident, was being kept with medicines that are taken orally. This is an infection control issue. Stocks of liquid medicines and sachets, individually prescribed for bowel management, were stored on top of a cupboard. There is no work surface for staff to open the administration records on, or remove medication from its container. The wash hand basin is very low.

We spoke to staff about how they raised any concerns they had. They confirmed they received regular supervision and the manager has a timetable of planned supervision so that she can monitor that sessions are taking place. Staff reported that they had contact numbers for senior managers should they need to contact someone outside the home. Details of the Hertfordshire Safeguarding Vulnerable Adult procedure are on display together with contact numbers for reporting concerns.

We looked at the fire safety systems. Regular checks of equipment and systems are recorded. The people who live at Kingsley Court are involved in fire drills so they know what to do in the event of an emergency. A new fire panel was recently installed

What the care home does well:

People are being supported to increase their independence and develop their life skills within Kingsley Court and in the wider community.

The people who live at Kingsley Court have access to an independent advocate who makes regular visits. This enables people to get their views heard and be involved in decisions about their lives.

Each person has a key worker. The staff we spoke to were knowledgeable about the individuals they support.

Kingsley Court have a permanent staff team who work flexibly to meet the needs of service users.

Senior Managers within Arventa Care are providing the acting manager with support to maintain standards and ensure the home is managed in line with the organisation's policies and procedures.

What they could do better:

The acting manager reported that Arventa Care are currently reviewing it's medication training with a view to identifying accredited training for staff. We are told that staff will have their competency to administer medication reassessed annually or sooner if required.

Arventa Care need to review the facilities provided for storing medicines so that a suitable environment is provided to support safe medication procedures and staff health & safety. This is an area we expect the company to review and take action on.

Consider alternative systems to maintaining security and safety in key areas of the home, as a reliance on keys to lock and unlock doors has an institutional feel.

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 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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