



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Cedar Grange
Address:	Whitehill Road Holmfield Halifax West Yorkshire HX2 9EU

The quality rating for this care home is:

two star good service

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.

Lead inspector:	Date:
Liz Cuddington	1 8 0 3 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Care Homes for Older People can be found at www.dh.gov.uk or bought 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

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- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Cedar Grange
Address:	Whitehill Road Holmfield Halifax West Yorkshire HX2 9EU
Telephone number:	01422242368
Fax number:	01422242368
Email address:	
Provider web address:	

Name of registered provider(s):	Mr Stewart Leonard Crabtree, Mrs Susan Linda Crabtree
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Type of registration:	care home
Number of places registered:	15

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	15
Additional conditions:		

Date of last inspection									
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Brief description of the care home
<p>Cedar Grange is a care home providing personal care for 15 older people. The home is in the Holmfield area of Halifax and can be reached by bus from the town centre. There are shops a short walk away. Prior to the home being converted it was a Vicarage. The home is on two floors. There are eleven single and two double bedrooms. There is a lift to the first floor. There are steps and a ramp to some rooms on the first floor therefore residents who use these rooms need to be fully mobile. Some of the bedrooms have en suite toilets and there are communal toilets within easy reach of all areas of the house. The home has two bathrooms but as only one of these has assisted bathing equipment it is the only one used. The house is</p>

Brief description of the care home

surrounded by large gardens which are accessible to residents. There is car parking to the front.

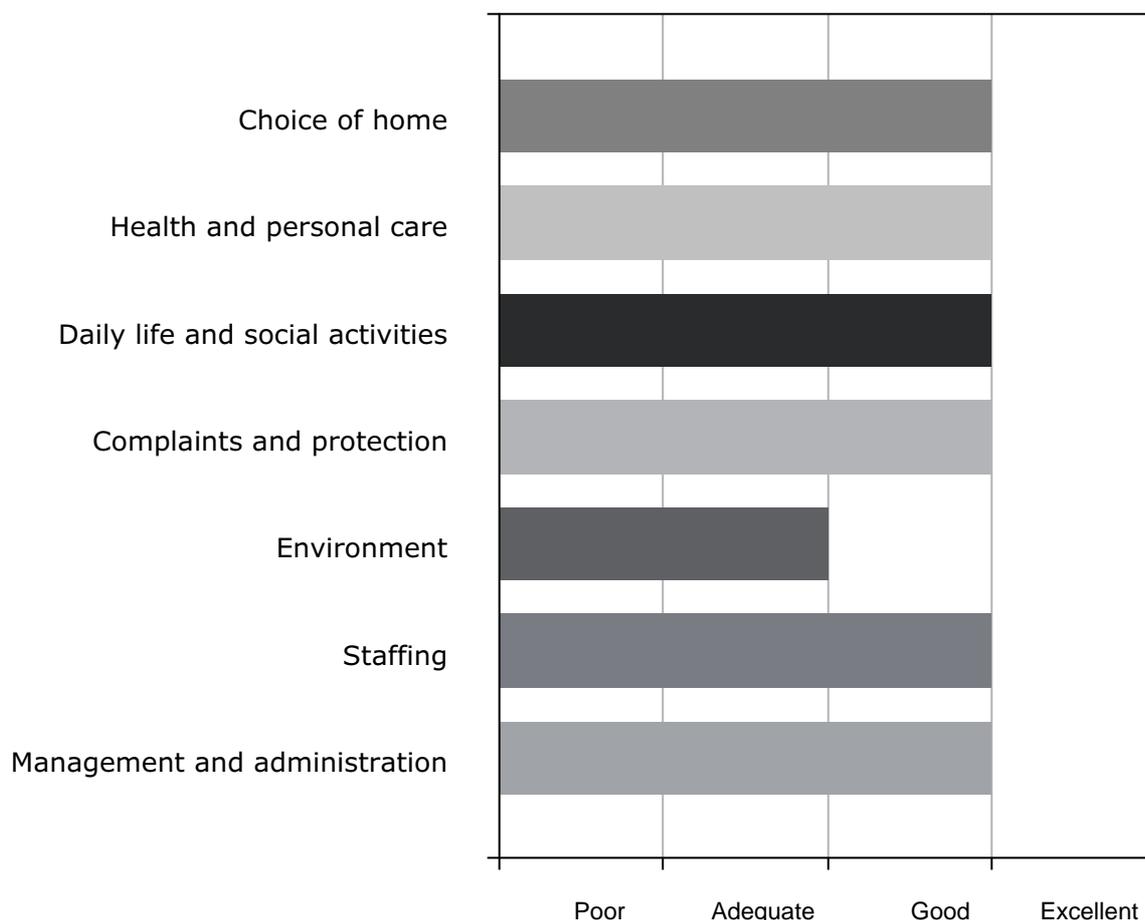
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

The quality rating for this service is two stars. This means the people who use this service experience good quality outcomes.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations, but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

The weekly fees the home charges are between 354:00 pounds and 440:00 pounds.

The purpose of this inspection was to assess the quality of the care and support received by the people who live at Cedar Grange. The visit to the home was carried out

over one day by one inspector. The last key inspection was in February 2007 and an Annual Service Review was completed in April 2008.

The methods used to gather information included conversations with the people living at the home, their relatives, the staff and visiting healthcare professionals as well as looking at care plans and examining other records.

We received the home's self-assessment questionnaire before the inspection visit. We also received surveys from people who live at the home and the staff. These gave us a lot of useful information about the home and helped us plan the visit.

We would like to thank the people who live at the home, their relatives and the staff, for their welcome and hospitality and for taking the time to talk and share their views during the visit.

What the care home does well:

The home is well managed and run in the best interests of the people who live there.

The people who live at Cedar Grange said they are very happy and the home has a warm and welcoming atmosphere. People said they enjoy living there and said the staff do what people want in the way people prefer.

People said they like the meals. The cook is very knowledgeable about people's particular likes and dislikes and makes every effort to give people the foods they will enjoy.

One member of staff told us that the home cares well for people and said they '...have a really good staffing team.'

The pre-admission assessments are thorough and make sure the home can meet people's needs.

The staff understand the needs and preferences of all the people who live at the home. People's health is looked after and the staff have the skills and experience they need to do this.

Everyone said that staff listen to them, and act on what they say. Visitors said they are always welcomed.

The medicines administration procedures are generally safe and accurate.

There is good and friendly interaction between the people who live at the home and the staff. There seemed to be enough staff on duty to make sure they have time to spend with people in conversation as well as supporting people to take part in individual and group activities.

All the staff said they enjoy working at Cedar Grange and felt they were well supported by their manager. They all said the training is good and helps them to do their job well. The majority of staff have achieved a National Vocational Qualification (NVQ) at level 2 or 3.

The complaints and adult protection systems work well and people said they know and understand what to do if they have a concern.

The home is clean and fairly well maintained and everyone we spoke to said the home is always kept fresh and clean.

What has improved since the last inspection?

Improvements are being made to the decor within the building, including painting the hallways, stairs and landings. This will make the house a more attractive place for people to live.

People have now received a contract detailing the terms and conditions of their stay at the home.

What they could do better:

The care and support plans need to be developed further, in order to make sure they fully reflect the individual's needs and include enough information to guide the staff.

The care plans are reviewed regularly but they need to show that, where possible, the individuals and their families are involved in developing and reviewing their plans.

An improved range of activities and outings would be beneficial and make people's daily lives more interesting and fulfilling.

Despite our repeated requests to provide a second bath that people can use, there is still only one assisted bath in the house.

Individual staff supervision meetings are not as frequent as they should be. Supervision supports staff to plan their personal and professional development and gives them the opportunity to discuss any areas of concern in a confidential setting.

The lounge for people who wish to smoke leads directly from another lounge. It needs to have a more effective extraction system fitted, to help prevent the smell of smoke from drifting into the adjoining lounge.

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 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line –0870 240 7535.

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are assessed before they are admitted to the home, to make sure their needs can be met.

Evidence:

People said that they were given enough information about the home before deciding to move in, and they had also received a contract.

Where possible the home encourages people and their families to visit the home and talk to the people who already live at the home, their relatives and the staff. The home invites them to come and spend time at the home, share a meal and maybe take part in the day's activities. This means that the home can get to know the person's needs and the individual has the information he or she needs to make a decision.

Before moving into Cedar Grange, people's needs are assessed to make sure that the

Evidence:

home is able to meet their needs. This assessment, as well as Social Services' needs assessments when available, forms the basis for the individual plan of care and support.

If someone is admitted when there is not time to follow the planned admission procedure, the home takes the information from the individual, their relatives and Social Services and develops an informative basic care plan within the first twenty-four hours.

Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People's personal and healthcare needs are met.

People are generally protected by the medication administration systems.

Staff treat people with respect, care and consideration at all times.

Evidence:

From observation and discussions with staff and people living at the home, it was clear that the staff are aware of each person's needs and preferences. The staff make sure they provide the help people need in the way they prefer.

Three care and support plans were looked at, to make sure that people's health and personal care needs are being met in the way the person prefers. The plans cover each area of the individual's care needs. They all contain enough information to guide staff in how to care for and support each person.

The plans include risk assessments and management plans where someone is at risk

Evidence:

of falling, developing a pressure sore, becoming malnourished or any other area the staff feel may put the individual at any risk.

Health care visits and treatments are recorded in detail and everyone who commented said they always receive the healthcare they need.

One healthcare professional said they are always contacted as soon as the staff notice someone needs treatment.

Although the plans contain a lot of information, the part which details how the person likes their care and support to be provided should be more detailed. This is to make sure all the staff have records to refer to that are up to date and give them all the information they need to know in order to support each person.

Not all of the plans included a personal history of the individual. If the person, or their relatives, are willing to disclose information about themselves a life history can give staff a basis for understanding the individual better and help them to provide more person centred care.

The care plans are reviewed regularly but they need to show that, where possible, the individuals and their families are involved in developing and reviewing their plans.

One member of staff confirmed other people's comments that the home '...provides excellent care for the residents'.

The medicines are kept safe and secure and the Medicines Administration Record (MAR) charts are securely stored. Most of the medicines are supplied by the pharmacy in a monitored dosage system, but some remain in the original packaging. The MAR charts, which must show clearly the quantities of medicines received and in stock for each person, were examined.

The medicines supplied in the monitored dosage system appeared to be recorded accurately. The medicine trolley was locked when it was unattended and the member of staff who was administering the medication signed the MAR chart after offering each dose.

We checked some of the medicines that are supplied in their original packaging, to make sure the numbers that have been signed as administered tallied with the amounts received and the quantities remaining. Not all of the medicines we checked were accurate. Staff had signed the MAR charts on every occasion that a dose of

Evidence:

medicine was offered. However, one person's chart had been signed for three doses on the day they were admitted but no medicine had been administered.

During the visit, all the staff were seen to treat people with respect and maintain their dignity. The people who commented said that they receive the care they need and are supported to maintain their independence for as long as they are able. People's relatives confirmed this. Everyone said the staff listen and act on what they say.

People said that the staff are 'lovely' and look after them well. One healthcare professional said that there are always staff around to assist whenever they visit.

Daily life and social activities

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are supported to take part in a range of activities.

People are offered a good choice of meals to make sure their dietary needs and preferences are met.

Evidence:

The home does not employ an activities co-ordinator. The activities are led by the care staff and people take part or not, as they wish. One person said the quizzes are fun and they enjoy other games. Entertainers visit the home occasionally and some outings are arranged. Special days through the year are celebrated and relatives are invited to join in.

Some people like to go out to the local hairdressers and for walks in the nearby area. Activities such as these help people keep in touch with their local community.

Some people's care plans include life histories, which help staff get to know people better and plan activities that they will enjoy.

Some people said there are sufficient activities and others said there are not enough.

Evidence:

This is an area that the manager and staff could develop further, in order to improve the daily life of the people who live at Cedar Grange.

The cook is very knowledgeable about people's particular likes and dislikes and makes every effort to give people the foods they will enjoy. People who eat a 'soft' diet are offered their meals in an appetising way and staff were seen to assist people who needed help in a calm and discreet manner, following the person's own pace.

The cook plans the menus, to include the wishes of the people who live at the home and to meet any special dietary needs. There are always alternatives available if people do not want the choices on the menu.

As well as a cooked meal at lunchtime, there is a choice of hot and cold dishes at teatime. People are asked what they would like at suppertime and this is prepared for them.

People said that they enjoy the meals; one person said 'The meals are lovely'. Another person told us that if they do not want the choices on the menu the chef will prepare something they can enjoy.

People are offered hot and cold drinks and snacks throughout the day and one person said they get plenty of cups of tea, which they enjoy.

The people who live at Cedar Grange said they can do what they want, when they want. This confirmed our observations that the staff support people to live their life in the way they choose.

Complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are aware of how to raise a concern or make a complaint if they are dissatisfied with the service.

Staff have received suitable training and understand the adult protection policies and procedures, which makes sure that people at the home are safe.

Evidence:

Any complaints or concerns are recorded in a complaints file. The actions taken and the outcomes are recorded.

Staff said they know what to do if anyone has concerns. The relatives said the home responds appropriately to any concerns. People said they know what to do if they have a concern or complaint, although some staff said that they felt their concerns were not always acted upon promptly.

Newly employed staff are made aware of the home's 'whistle blowing' policies and procedures, to be used if they suspect abuse or see examples of poor practice. All of the care staff have had adult protection training in October 2008. All the appropriate policies and procedures are in place to guide staff.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

People using this service experience **adequate** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home provides a comfortable and reasonably well-maintained environment.

Evidence:

The home is clean and fairly well maintained and everyone we spoke to said the home is always kept fresh and clean. The Health and Safety Officer has recommended that some of the carpets need to be replaced within the next twelve months, to prevent them becoming a trip hazard.

A programme of re-decoration has been started and is planned to include the hallways, stairs and landings. This will make the house a more attractive place for people to live.

The rooms are comfortably furnished and have a welcoming feel. There are sufficient, accessible toilets on both floors of the house. However, there is still only one assisted bath, despite our repeated requests that the owners provide a second bath that people can use.

There is a small lounge for people who wish to smoke. This room leads directly from another lounge. It needs to have a more effective extraction system fitted, to help prevent the smell of smoke from drifting into the adjoining lounge.

Evidence:

Staff are employed to help look after the maintenance of the house and grounds as well as keeping the gardens tidy. People said they enjoy sitting outside during the better weather, admiring the view and watching people come and go, as well as walking around the gardens.

The laundry has a commercial washing machine, but there is only a domestic tumble drier housed in a building across the yard from the laundry. This is sufficient when the weather allows washing to be dried outside, but at other times we were told that the staff need a larger tumble drier to be able to provide an efficient laundry service for the people who live at the home.

Protective gloves and aprons are available for staff to use when necessary, to support the home's infection control measures.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Sufficient staff are employed to meet people's needs.

People are protected by thorough recruitment procedures, which ensure that staff are suitable to work with people who live at the home.

Suitable training is provided to make sure staff have the skills and knowledge they require to be able to meet people's needs.

Evidence:

The staff rotas, and people's comments, confirmed our observations that there are generally enough staff on duty to meet people's care, social and leisure needs. There are two care staff on duty during the day and evening and two waking night staff. This number seems to be sufficient to provide care and support for the twelve people who live at Cedar Grange. The staff confirmed that staffing levels are adjusted to meet people's needs. People said there are always or usually enough staff around and our observations confirmed this.

All new staff complete an application form and provide two written references. Criminal Records Bureau (CRB) and Protection of Vulnerable Adults (POVA) register checks are obtained and no new staff begin work until these checks have been completed satisfactorily.

Evidence:

There is plenty of training available for staff. All the staff said the training is good and keeps them up to date. The home keeps good records of staff training, which also shows when updates are needed.

Staff have recently attended training courses on falls prevention, infection control, fire safety and other health and safety training. Staff have also taken protection of vulnerable adults training and two have taken the more 'in depth' course. Some staff have completed dementia care training and others were about to start.

All new staff complete induction training which meets the Skills for Care criteria. This gives them good basic training to help them do their job effectively, and provides a sound basis for taking a National Vocational Qualification (NVQ) course. In addition staff attend training courses covering all areas of the general principles of care.

Eleven of the thirteen care assistants have achieved an NVQ in care at level 2 or 3 and two staff are working towards achieving the level 2 award. Three staff are working towards the level 3 award.

Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home is safe and well managed, in the best interests of the people who live there.

Evidence:

The manager has the necessary experience and qualifications to manage the home, in the best interests of the people who live there. The manager attends training to keep up her professional development.

The records and the staff confirmed that all staff have one to one supervision meetings with their line manager, although these are not as frequent as they should be. Supervision meetings should be held regularly, as they support staff to plan their personal and professional development and give them the opportunity to discuss any areas of concern in a confidential setting.

The staff said that on the whole they are well supported and they work well together as a team. The staff said they are kept up to date with any changes through written records and verbal communication.

Evidence:

People's personal information is stored securely when it is not being used. Where the home helps people to manage their personal finances, accurate records are kept of all transactions and all monies are securely stored.

The home's policies and procedures are kept up to date, to make sure they provide relevant information to guide staff on how to act in every situation. All the regular health and safety checks for the home are carried out in a timely manner. These measures make sure that the health, safety and welfare of the people at the home is promoted and safeguarded.

The laundry is well run and people's personal clothing, as well as their bedding and towels, are properly cared for.

On the morning of our visit the home also had unannounced inspections by a Health and Safety Officer and an Environmental Health Officer. The staff and the manager coped well with all the visitors, as well as visiting relatives, and the people who live at Cedar Grange continued to receive the care and support they needed.

The home has a range of quality assurance systems in place, to help determine the quality of service the home offers. These include surveys for the people who live at the home and their relatives, meetings for people who live at Cedar Grange, staff meetings and regular audit checks.

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, Care Homes 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, Care Homes 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

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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