

Key inspection report

Care homes for older people

Name:	The Normanhurst Annexe
Address:	De La Warr Parade Bexhill-on-sea East Sussex TN40 1LB

The quality rating for this care home is:	two star good service
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A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

Lead inspector:	Date:
June Davies	2 3 0 9 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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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- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the care home

Name of care home:	The Normanhurst Annexe
Address:	De La Warr Parade Bexhill-on-sea East Sussex TN40 1LB
Telephone number:	01424217577
Fax number:	01424734650
Email address:	Normanhurst@btinternet.com
Provider web address:	www.normanhurst.com

Name of registered provider(s):	Mr Robert Hebbes, Mr David Lewis
Type of registration:	care home
Number of places registered:	18

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	18	0

Additional conditions:

The maximum number of service users who can be accommodated is: 18

The registered person may provide the following category/ies of service only: Care home only - PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Dementia - DE

Date of last inspection

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Brief description of the care home

The Normanhurst Annexe is situated on Bexhill seafront and is a three-storey building interconnected with the Normanhurst Nursing Home and the Normanhurst Residential Care Home.

The three homes are independently registered with reference to the category of the residents catered for. Each has a Registered Manager responsible for the day-to day running of the home. The Annexe cares for up to 18 residents with a dementia-type illness.

All bedrooms are centrally heated, two of which have en-suite facilities. Residents are welcome to bring their own furniture and other personal possessions with them. The

Brief description of the care home

home is close to local shops with rail and bus services within easy walking distance. Carers are on duty 24 hours a day. The home's literature states that it ` aims to provide residents with the appropriate degree of care to assure the highest possible quality of life within the home?.

The home provides personal care and support to residents who are both privately funded and those who are funded by Social Services. The weekly fees can be obtained by application to the registered manager. Additional costs are charged for hairdressing, chiropody, manicure, pedicure, newspapers, guest meals, external telephone calls, faxes and e-mails (all variable).

Prospective residents/representatives are provided with written information regarding the services and facilities provided at the home. Copies of these documents are kept on display in the reception area alongside a copy of the most recent inspection report.

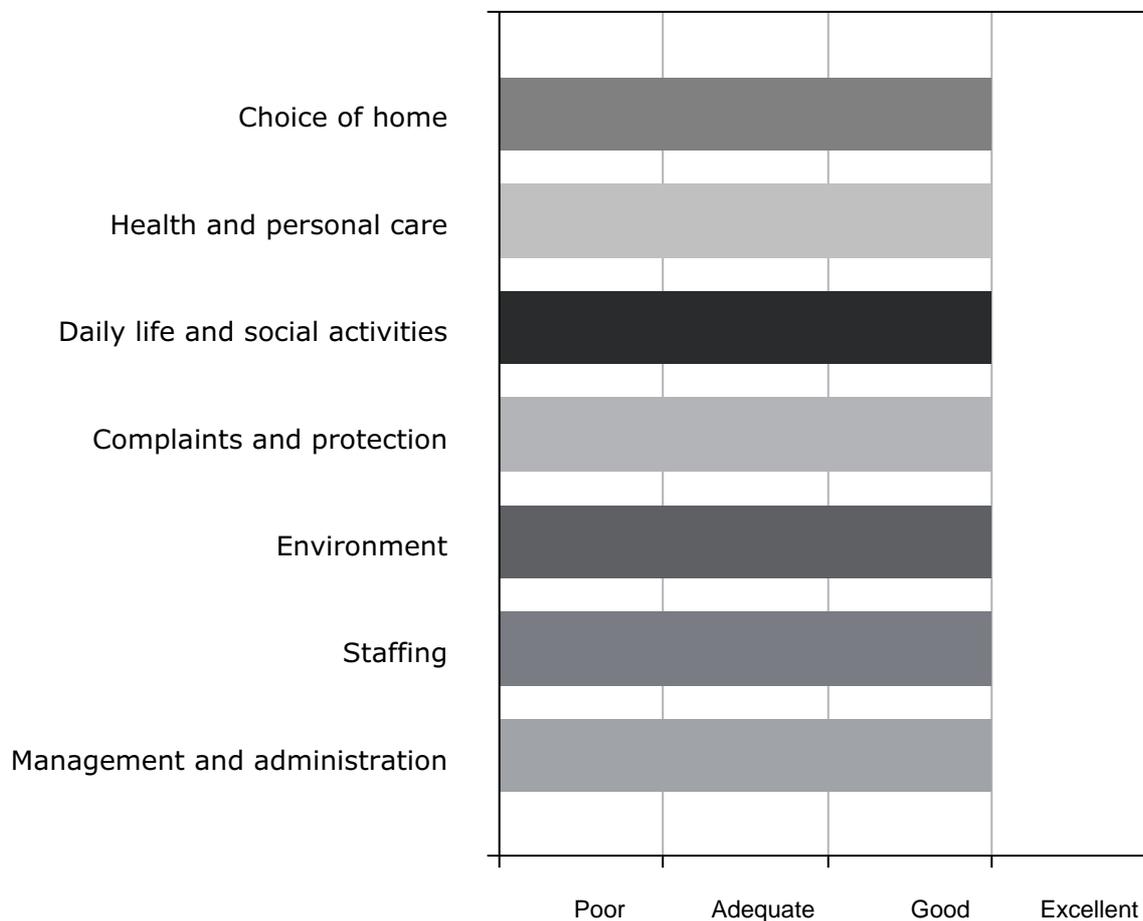
Summary

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:

This Key unannounced Inspection was carried out on the Wednesday 23rd September 2009 over a period of seven hours. During the inspection the inspector spoke with appointed Manager, Senior Carers, carers, administration staff and four residents. Documentation relating to the key standards was viewed and observations took place of the environment, administration of medication and interactions between residents and staff.

Residents spoken to were positive about the care they receive in the home and the good relationships they have with staff working in the home.

What the care home does well:

Pre-admission assessments are informative and are used to determine if the home can meet the residents needs.

There is evidence in the home that residents health needs are addressed as soon as there are any concerns with good recording of contacts with external health care professionals in residents individual care plans.

Good evidence found through observations that staff have good communication skills with the residents, and respect the residents rights to privacy and dignity at all times.

All meals are prepared in the main kitchen which prepares meals for all the homes in the complex. Residents were very positive about the meals on offer saying that they enjoyed the meals in the home. Through observation on the day of the inspection there was evidence to show that residents are offered a good choice of food. Menus are produced in large type and displayed in the main dining room, showing resident the choices available on the day.

The Normanhurst Annex provides a comfortable, homely well maintained home for its residents, with a good safe and secure external patio and gardens, that resident can enjoy. Infection control procedures on the whole were well maintained within the home, with staff being provided with disposable aprons and gloves. The laundry that serves all homes in the group offers an good service, with residents personal clothing being well laundered and respected.

On the day of the inspection there were sufficient staff on duty to meet with present residents care needs. Staff are generally well trained and have the knowledge and skills to meet present residents assessed needs.

What has improved since the last inspection?

Evidence was available within residents individual care plans that their contract of terms and conditions now states the number of the room they will occupy and the fees payable.

Care plans are well ordered and more accessible as a working tool. There is ongoing work being undertaken with care plans to ensure that they contain all the necessary information for staff in a more user friendly format. Since the last key inspection there is evidence that visits to and from external health care professionals is recorded more regularly, with some improvements in recording still to be made.

Activities in the home continue to improve for residents and are now becoming more appropriate for residents who suffer a dementia type illness. The home has an activities co-ordinator who accesses courses that she can attend to improve her knowledge of suitable activities.

There is good evidence via the staff training matrix and talking to staff, that more staff have now achieved their NVQ level 2 or above qualification, and that mandatory training is ongoing to ensure that all staff have the knowledge to meet the residents

needs. Many of the staff have also completed a distance learning certificate in 'Understanding Dementia.'

More attention is being paid the health and safety procedures especially in regard to wheelchairs being used with foot rests, to prevent accidents to residents, when being wheeled around the home or out into the community.

What they could do better:

Discussion took place with the appointed manager in respect of the recording in daily reports the personal hygiene tasks carried out by staff for residents, and daily reports being more person centred. So there is evidence that residents are treated as individuals with their own rights to choice and to show they can voice their likes and dislikes.

The receipt, recording and administration of medication needs to improve to ensure that residents are not placed at risk.

In regard to quality assurance this still needs to be developed, and the appointed manager is aware that there have been no questionnaires sent out for this year, and that the recorded monitoring of systems used in the home does not take place. The appointed manager has only been in this post for two months, and is in the process of addressing issues to improve the quality of service offered to the residents.

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 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.

Pre-admission assessments show that sufficient information is obtained to ensure that the home can meet the prospective residents needs.

Evidence:

From the three pre-admissions viewed for the most recent residents admitted to Normanhurst Annexe, the inspector found evidence that basic care needs had been identified, and that from information obtained the manager would be able to ascertain if the staff had the skills and knowledge to meet the residents needs.

The Normanhurst Annex does not offer intermediate care.

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.

Care plans and daily reports need further improvement to recognise residents as individuals who are able to make their own choices and voice likes and dislikes.

At the present time medication in the home is not well managed and could place residents at risk.

Staff observe residents rights to privacy and dignity, with evidence that there is good interaction between resident and staff.

Evidence:

The care plans viewed related to the pre-admission assessments viewed by the inspector. Care plans gave details of all all care needs of individual residents and there was evidence that the home is working towards a more person centred care plan. Discussion took place with the appointed manager who is the registered manager of The Normanhurst Care Home, she has only been managing the Normanhurst Annexe for a few months. The appointed manager is fully aware that there is a need to develop care plans and daily reports to show the person centred care that is being

Evidence:

given to residents, this task has been started on but still needs further development. It was noted that in daily reports that they do not show what personal care tasks have been carried out. Risk assessments at the present time are generic and while they recognise the level of risk do not give staff clear steps to follow as to how the level of risk can be reduced. Individual risk assessments also need to be put into place that take into account individual risks in regards to their own personal disability for example a resident who is at risk of frequent urine infections, what steps staff need to take to reduce the risk of these occurring. There was good evidence in care plans that residents have regular access to external health care professionals as and when required, and that all hospital appointments are attended.

Medication policies and procedures are in place and were seen to have been recently reviewed. The list of trained staff was out of date and needs updating. There was evidence via the training matrix, discussion with appointed manager and discussion with four members of staff that all had received in depth medication training. There was evidence that from time to time the senior member of staff administering medicines request another member of staff to act as arunner, taking medicines to residents after senior member of staff has popped them from Nomad pack. This is a practise that could lead to errors being made that could place residents at risk. The inspector found that there were many missed signatures on Monthly Administration Records, and separate Monthly Administration Records for prescribed creams had not been signed off, and in some cases the prescribed cream did not give clear instructions as to how many times a day the cream should be applied as prescribed by the General Practitioner. Liquid medications were not dated on the day of opening on the bottle. Controlled drugs and the controlled drugs register were seen to be well managed. A requirement is being made to ensure that medications is recorded and administered in the correct manner so as not to place residents at risk.

Throughout the inspection the inspector observed that staff observe residents rights to privacy and dignity. There is good interaction between staff and residents and evidence of staff meeting the choices of individual residents.

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.

Residents are able to choose from a variety of in house and external activities.

The meals in the home offer residents a choice of nutritious and varied food.

Evidence:

Three residents spoken to said that they are able to make choices in regard to their daily living routines, but were unable to enlarge any further on what choices they are able to make although one resident said that she is able to watch 'Coronation Street' on the television. Another resident said that she always has the meals that she likes. Residents said that the staff are very kind to them and are always around when they need them.

The home employs an activities co-ordinator who has a NVQ level 3, she has recently booked herself onto a reminiscence course. There are a variety of activities on offer to the residents and there is evidence in the activities book that many of the residents choose to take part in activities. Evidence of art and craft activities is displayed on the notice board in the communal dining room. On the day of the inspection residents and staff were mixing cakes. One member of staff explained how once the cakes are mixed they have to be taken to the main kitchen to bake and that residents are never able to

Evidence:

smell the fruits of their own work. Residents themselves then joined in the conversation saying how they would like to smell the cakes being baked. Residents celebrate certain anniversaries and each residents birthday. Recently residents had a party for V.E. day, they are also having a Harvest Festival service run by the local Methodist church. The newly appointed manager said that she has now put more staff on duty so that residents get one to one interaction with staff, in particular those residents who do not always participate in activities. Staff also take residents out for walks along the sea front, to the local shops or along to a voluntary day centre. Visitors are welcome into the home at any time, and are made welcome by staff on duty.

None of the residents in Normanhurst Annexe are able to manage their own financial affairs and have appointed relatives or representatives as power of attorney. On application to the manager information would be available as to how advocates can be contacted. The residents are able to bring small personal possessions from their own home so they may personalise their own bedrooms. While there is a communal telephone that can be used on the ground floor of the home, there is also a facility in each residents bedroom for them to have their own personal telephone if they wish to.

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.

The home has a complaints policy and procedure this gives residents and their representatives clear guidelines in regard to making a complaint.

Recruitment practises and staff training help to safeguard residents from abuse.

Evidence:

The complaints policy and procedure needs to be updated to reflect the new contact details for the Care Quality Commission. There have been no complaints to the home since the last key inspection. New residents and their representatives are always given the complaints policy and procedure. None of the residents spoken to during the inspection could remember having the complaints policy and procedure.

Policies and procedures are in place for the safeguarding of vulnerable adults. There have been no safeguarding referrals made to the local authority since the last key inspection. Seventy eight percent of staff have received safeguarding vulnerable adults training. Some staff have also attended Deprivation of Liberty training. Staff are knowledgeable in regard to protecting residents from abuse.

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

This home is well furnished, decorated and maintained and provides residents with a pleasant homely place to live.

Evidence:

Normanhurst Annexe is a comfortable, well maintained bright and airy home. All communal rooms are well furnished and decorated. The main communal areas are based on the ground floor with a few bedrooms, most bedrooms are on the first and second floor, all floors have communal toilets. The ground floor and second floor have communal bathrooms and there is a wet room on the first floor. All rooms have access to the call system, but it was noted that in the wet room the call bell was wrapped around the shower curtain. The decked pation area has been completed since the last key inspection and provides residents with a pleasant place to sit and take part in activities when the weather is nice. From the decked area there is a ramp that leads down to a lawned area bordered by brightly coloured flower beds. The decking and garden are secure and do not present any risks to residents.

Infection control is of prime importance, and throughout the home hand washing facilities provide liquid soap and paper handtowels. Staff are supplied with disposable aprons and gloves for carrying out personal hygiene tasks. Staff are also required to wear disposable blue aprons when handling food. In the wet room on the first floor the inspector observed that buckets and mops were stored in this room and this does not

Evidence:

promote good infection control.

The laundry is sited in the basement of the Normanhurst building and caters for all the homes in the group. The laundry is well equipped with industrial washing machines and tumble driers and was seen to be clean and tidy.

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.

At the present time the home employs sufficient staff to meet the present needs of the residents.

The staff working in Normanhurst Annexe have the skills and knowledge to meet the resident needs.

Staff recruitment practices are stringent to help ensure that residents are not placed at risk.

Evidence:

Rotas for the previous four weeks viewed showed that at the present time the home has sufficient staff on duty throughout the day to meet with residents present needs. The appointed manager stated that she had employed more staff so that residents get one to one time with staff during the day. Staff levels are kept under review to ensure there are sufficient staff on duty to meet with residents needs.

Over half the staff employed by the Normanhurst Annexe have NVQ levels two or three in Social Care, with another member of staff in the process of obtaining this qualification.

The home operates stringent recruitment procedures to ensure that staff have

Evidence:

Protection of Vulnerable Adult register and Criminal Records bureau checks together with two references with one being from previous employer. This helps to safeguard residents from abuse.

Mandatory training is ongoing and there was evidence through the training matrix that many of the staff have completed or updated their mandatory training. There are still some gaps and further training needs to be arranged to ensure that all staff complete their mandatory training within the first six months of their employment. Many of the staff have completed a distance learning course on Understanding Dementia Care, which they have found useful for working in the Normanhurst Annexe, where all of the residents suffer from dementia type illness. There is also evidence that some staff working in the Annexe have completed other work related training, so that they are better equipped to meet residents needs. All staff receive induction. Staff spoken to on the day of the inspection said that opportunities for training are good, and there is always training going on.

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 has recently had a change of manager, who understands that there are improvements to be made to ensure that residents receive a high quality of care.

Health and Safety procedures and checks are carried out regularly to ensure that residents who live and staff who work in the home are not placed at risk.

Evidence:

The registered manager for Normanhurst Annexe has stepped down from her position and is now working as a senior carer within the home. The registered manager of the Normanhurst Care Home has been appointed as manager for Normanhurst Annexe and is in the process of applying to the Care Quality Commission for dual registration. The inspector spoke with the appointed manager who said that she had only been in post for a two months, and that she is aware that there is still a lot of work to do in making improvements in documentation especially care plans and quality assurance. Staff were positive about the appointed manager saying that she was approachable and showed kindness and empathy towards the residents. During the short

Evidence:

conversation with the appointed manager there is evidence that she has the skills, knowledge and experience of dementia care to ensure that residents receive the level of care appropriate to their needs.

At the time of this key inspection no progress has been made this year in regard to quality assurance. The appointed manager recognises that work needs to be done on seeking the views of residents, relatives, visitors and external professionals. She understands the importance of regularly monitoring systems used in the home and keeping a record to ensure that residents receive a good quality of care throughout.

None of the residents manage their own finances and have appointed a family member or solicitor to act of power of attorney on their behalf. Where purchases are made on the resident's behalf or example hairdressing, chiropody or the shop in Normanhurst Care Home, receipts are obtained and appropriate people are billed at the end of each month. A record of all expenditure is kept safely within the main administration office.

All equipment used in the home has up to date maintenance certificates. Health and safety of residents is of prime importance, windows are fitted with window opening restrictors, radiators are mainly of low surface temperature design, fire points, hot water outlets, emergency lighting is all checked on a weekly basis.

All accidents are recorded appropriately in a Health and Safety Executive accident book, and when completed are number and placed in residents care plan files together with an accident log form, so that accidents can be monitored and appropriate action taken should a number of falls occur.

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
1	9	13	<p>The registered person shall make arrangements for the recording, handling, safekeeping, safe administration and disposal of medicines received into the care home.</p> <p>Residents must not be placed at risk of not receiving their medicines as prescribed by the General Practitioner.</p>	30/10/2009

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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