

Random inspection report

Care homes for adults (18-65 years)

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| Name: | Medihands Healthcare (149) |
| Address: | 149 - 153 Kingston Road New Malden Surrey KT3 3NS |

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|---|-----------------------|
| 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: | | | | | | | |
| Jon Fry | 2 | 7 | 0 | 5 | 2 | 0 | 1 | 0 |

Information about the care home

| | |
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| Name of care home: | Medihands Healthcare (149) |
| Address: | 149 - 153 Kingston Road New Malden Surrey KT3 3NS |
| Telephone number: | 02089497860 |
| Fax number: | 02084080767 |
| Email address: | |
| Provider web address: | - |

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|--|--------------------------|
| Name of registered provider(s): | Mrs Jayashree Sawmynaden |
| Name of registered manager (if applicable) | |
| | |
| Type of registration: | care home |
| Number of places registered: | 17 |

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|--|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| mental disorder, excluding learning disability or dementia | 17 | 0 |

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|--|--|--|--|--|--|--|--|--|
| Conditions of registration: | | | | | | | | |
| The maximum number of service users who can be accommodated is: 17 | | | | | | | | |
| The registered person may provide the following category of service only: Care Home Only (CRH - PC) to service users 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 | | | | | | | | |
| Date of last inspection | | | | | | | | |
| Brief description of the care home | | | | | | | | |
| Medihands Healthcare at 149 - 153 Kingston Road is a care home for seventeen adults with mental health needs. People who use this service are supported to independently access all local community amenities and facilities. The home is situated on the busy main road that leads from the centre of New Malden to Kingston. New Malden High | | | | | | | | |

Brief description of the care home

Street / town centre is a short walk away. Public transport links are accessible near the home. The home has close links with the Community Mental Health Team that is based close by at the Roselands Resource Centre. The accommodation consists of two adjacent houses; 151-153 accommodating nine people in single bedrooms, and the other (149) offering a service to eight people. The houses, owned by Mr Sawmynaden and Mrs Sawmynaden respectively, are registered and operate as one home in the name of Mrs Sawmynaden.

What we found:

This was a short unannounced visit that took place on the 27th May 2010. We spoke individually to six people who live at the home, one member of staff and the owners of this service. We also looked at some records including care plans for people who live there, staff rotas and recruitment files.

Feedback from the people who live at the home was very positive. General comments included 'it's very nice', 'I do love it here - they've changed my life around', 'very pleasant', 'I like it' and 'friendly'.

We asked people about the staff who work at the home. They told us that there are enough staff around to support them each day and comments included 'the staff are very good', 'very nice', 'quite nice staff - they do help me' and 'they work very hard'. One person said that they thought some new staff needed 'time to learn'. We looked at the staff rota and this showed that there were satisfactory numbers of staff on duty.

The people we spoke to all felt able to raise any concerns with the manager or the owners of the service. They said 'we sort it out - the owner is really good', 'they try hard to suit me' and 'I'd talk to the owner'. The complaints records we looked at showed that action had been taken in response to any issues raised but two instances were seen where the record needed to be updated with the final outcome.

Mixed feedback was received about the food provided at the home. Individual comments included 'the food's not very good', 'it varies with staff' 'they ask me what I want' 'the food here is ok - they are going to make a new menu as a few of us complained' and 'I like it'. The home has a four week revolving menu in place and this document stated it was last updated in May 2005. The owners told us that the menu was currently being reviewed with the people who live there.

We looked at how people are supported to take any medications they are prescribed. The system in place is working well and full records are kept of administration. The quantities of medication we looked at corresponded with these records.

The owners showed us the new care planning system they are going to introduce. These documents will be much more focused on the individual and written from their perspective. We have recommended that this work continues to make sure that the home is up to date with current good practice and the people living there as fully involved as possible with their care plan.

What the care home does well:

The people who live at the home enjoy living there and feel well supported by the staff who work there.

The culture of the home is centred on the people who live there and the service has a homely feel particularly in the communal areas and gardens. People we spoke to feel it is 'their home' and play an active part in the daily life of the service.

Individuals are supported to take their medication by staff and full records are kept to show this.

Staff recruitment records are well maintained and we saw that they contain important information such as Criminal Record Bureau (CRB) checks.

What they could do better:

New menus need to be produced that actually reflect the preferences of the people who live there. We have recommended that the home looks at alternative ways to plan meals and introduce systems that put the people who live there at the heart of this daily activity.

Complaints records should be regularly looked at and updated to show they have been fully addressed.

The ongoing work to make care plans more individualised and person centred should continue.

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 |
|----|-------------------|--|
| 1 | 6 | The home should continue to develop the care plans in place to be more detailed and person centred. The plans could be written from the individuals point of view and the staff should encourage individuals to take ownership of their care plan. |
| 2 | 16 | The home should review the menu planning system with the involvement of the people living there. |
| 3 | 22 | The complaints records should be audited regularly to ensure they are up to date. |

Reader Information

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| 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

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