

# Random inspection report

## Care homes for older people

Name:	Montclair
Address:	216 Banstead Road Banstead Surrey SM7 1QE

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.

<b>Lead inspector:</b>	<b>Date:</b>								
Alison Ford	0	1	0	6	2	0	1	0	

## Information about the care home

Name of care home:	Montclair
Address:	216 Banstead Road Banstead Surrey SM7 1QE
Telephone number:	02083937433
Fax number:	02083937433
Email address:	stephenlmann@btinternet.com
Provider web address:	

Name of registered provider(s):	Mr Stephen Leslie Mann
Name of registered manager (if applicable)	
Mr Stephen Leslie Mann	
Type of registration:	care home
Number of places registered:	13

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	13	0
mental disorder, excluding learning disability or dementia	13	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 13								
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: Dementia - Code DE Mental Disorder, excluding learning disability or dementia - Code MD								
Date of last inspection								
Brief description of the care home								
Montclair is a residential home registered with the Commission for Social Care Inspection to provide care for thirteen elderly people with mental health needs.								

### Brief description of the care home

Montclair is a detached property situated in a residential road in Banstead. Each service user has a private bedroom with a wash hand basin.

The home has communal areas on the ground floor consisting of a lounge, dining area and a conservatory that runs across the rear of the house. There is also a seating area in the entrance hall.

The kitchen and laundry areas are clean and well equipped. Sufficient numbers of baths/ showers wash hand basins and lavatories are available throughout the home.

There is a garden to the rear of the property and parking spaces to the front.

The fees at the time of the last key inspection were £434 to £478 per week.

## What we found:

The last key inspection of this service was in 2007. At that time it was judged that the home was providing good quality outcomes for the people who live there. We have not received any information, since that time, that has made us change our mind or alter our inspection plans.

We have previously been told " the care is excellent" and "staff here have a good understanding of the problems of people with dementia". We have not received any complaints about the service and we are always told about anything that happens there.

The home sent us their Annual Quality Assurance Assessment (AQAA) when we asked for it. This is their self assessment of how well they are meeting their aims and objectives and about their plans for the future.

When we visited we saw that residents looked well cared for and comfortable. All of them have varying degrees of dementia, however some of them were able to chat with us and tell us about the home and what it was like to live there.

As we walked around the home we could see that it is well maintained and that there is an ongoing redecoration and refurbishment programme in place. Individual bedrooms have been tastefully decorated and furnished and the providers have added a passenger lift and additional shower facilities. Toys and household equipment from years gone by are displayed around the home and prompt reminiscence among residents.

We were able to see that there are sufficient staff on duty and that a training programme is in place to ensure that they are equipped with the skills that they need to care for people.

## What the care home does well:

This service provides a homely environment for the residents who live there. It is a relatively small home, registered for thirteen people, and this helps to promote the feeling of being within an extended family. All of the residents have dementia however, the staff are encouraged to see beyond their present difficulties and consider the person that they were before they became unwell. There is a daily programme of activities for those wishing to join in and musical entertainers visit the home weekly. The home has a minibus, so that residents can go out, and they have developed links with the local branch of The Alzheimer's Society as well as local schools and colleges, in an effort to provide additional stimulation for them.

There is a comprehensive staff training programme in place; the registered manager is a trained psychiatric nurse and a qualified teacher and much of it is delivered in house although outside trainers are also used. He is supported by a deputy manager who has achieved an NVQ level 4 and is now undertaking additional training. The majority of care staff have an NVQ level 2 and many of them are nurses who trained overseas.

As a home providing personal care, rather than nursing care, they are not able to gain accreditation in end of life care however, the manager has developed a care pathway for

people who become increasingly unwell or who are dying. This has helped to reduce unwanted admissions into hospital and residents and their families know that their wishes are being acknowledged.

People who live in the home and their relatives are given frequent opportunities to influence service provision. There are annual quality reviews with questionnaires and regular meetings. The manager tries to see visitors when they come and is always available for people to talk with should they have any concerns.

### **What they could do better:**

We have judged that this service is still providing good quality outcomes for the people who live there and we have not issued any requirements at this inspection.

The AQAA has told us how the providers will continue to ensure that the service improves and about their plans for the future.

We will continue to inspect the home in line with our agreed inspection programme although we can visit at any time should we receive any information which concerns us.

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
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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 Older People can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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