



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

| | |
|-----------------|--|
| Name: | Briar Avenue (87) |
| Address: | 87 Briar Avenue Norbury London SW16 3AG |

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: |
| James Pitts | 2 3 0 6 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 Adults (18-65 years) 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

The Commission for Social Care Inspection aims to:

- 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 |
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| Internet address | www.cqc.org.uk |

Information about the care home

| | |
|-----------------------|--|
| Name of care home: | Briar Avenue (87) |
| Address: | 87 Briar Avenue Norbury London SW16 3AG |
| Telephone number: | 02086798871 |
| Fax number: | |
| Email address: | |
| Provider web address: | |

| | |
|---------------------------------|-------------------------|
| Name of registered provider(s): | Mr Eamonn Francis Friel |
|---------------------------------|-------------------------|

| | |
|------------------------------|-----------|
| Type of registration: | care home |
| Number of places registered: | 2 |

| | | |
|---|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| learning disability | 2 | 0 |
| Additional conditions: | | |
| The maximum number of service users who can be accommodated is: 2 | | |
| 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: Learning disability - Code LD | | |

| | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|
| Date of last inspection | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|

| |
|---|
| Brief description of the care home |
| The registered provider also lives in the house, as do their family. It is a pleasantly furnished house and has a real sense of a homely environment. The home has a spacious living room and there is also a dining area in the kitchen. The home has a spacious bathroom and garden. The home is close to a main road with easy access to buses and trains. |

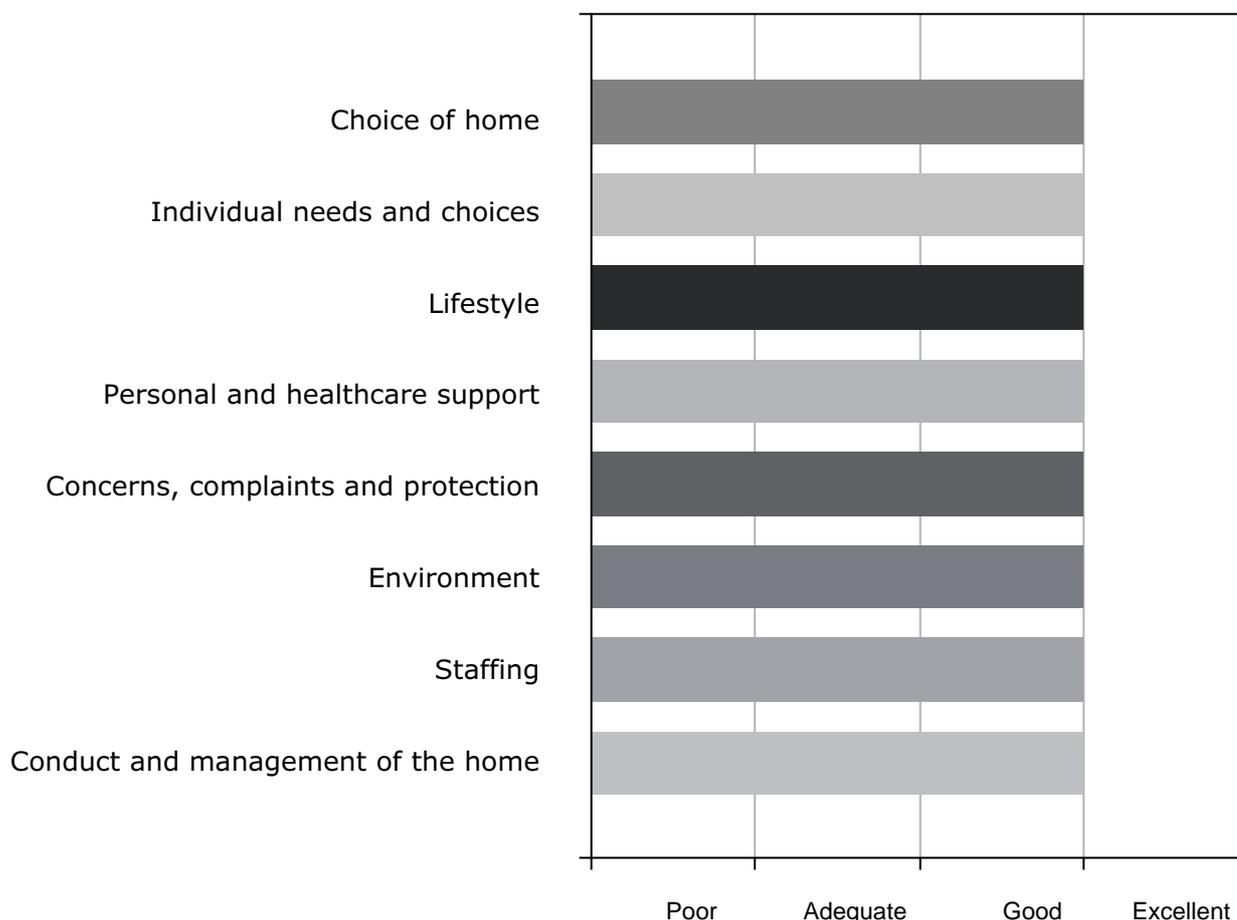
Summary

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:

Our inspection visit took place on one day and the registered person and their spouse were present. Briar Avenue is very much like a family living environment as the proprietor and their family also live in the same house. For this reason the Commission takes a proportionate approach to many of the aspects of providing a care service that are necessary in a larger care home.

No person who uses this service wished to be present during the inspection. There is a lot of regular contact with day services, mental health care professionals and the placing authority. This means that any concerns could be picked up if any arise. It should be noted that this has never been the case in the eight years that this person has lived at Briar Avenue.

What the care home does well:

The home continues to be good at ensuring that the people who use this service are supported appropriately in all aspects of their day-to-day living. This includes providing the necessary support to enable them to be a part of the wider community and to have aspirations, expectations and goals. This is done within a clear framework, which properly balances the right to freedom within acceptable risks without imposing unreasonable restrictions.

What has improved since the last inspection?

The registered person was awarded the NVQ level 4 in Leadership and Management of Care Services in May of this year.

What they could do better:

The care plan for the one person who uses this service rarely needs to change, but even so the registered person should note a date for at least an annual review as this has not been done.

The risk assessments are written by the social worker, however there has been no updated copy supplied to the service since 2006 and this should be requested from the social worker.

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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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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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.

No judgment other than good can be reached in relation to Standard 2 as no new people have been admitted to the home since the service was originally registered in January 2006.

Evidence:

The home used to be a part of an adult placement scheme until January of 2006. At the time the scheme that the home was a part of ceased to operate and the premises were registered as a care home. The registered provider does not envisage that anyone else will come to live at the home in the future. Standard two will be looked at again at such time as any new person has been admitted.

Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

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 people who use this service can continue to feel confident that they will be well cared for. The staff know what they need and that people are allowed to live the sort of life that they are able to choose.

Evidence:

The registered provider has cared for the people who live here for a number of years. Discussion with the registered person again showed that there continues to be a very detailed understanding of people and that they are permitted to make as many choices as they are able to about how to live their life. Their Social Worker and other professionals see people regularly and it is very clear that their care needs are well monitored. Six monthly Care Programme Approach reviews occur and the latest of these, completed in June of this year, shows that individuals continue to be cared for appropriately. The Care Plans rarely need to change, but even so the registered person should note a date for at least an annual review as this has not been done.

There is a written and regularly updated risk assessment that is compiled in

Evidence:

consultation between the registered person and other professionals. The risk assessment tells the Carers, and others, how to make sure that they are kept safe from anything that might harm them. This is written by their Social Worker. However, there has been no updated copy supplied to the service since 2006 and this should be requested from the Social Worker.

Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

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 who use this service can continue to feel confident that their carers will provide opportunities to develop their personal and social skills. This includes active support to participate in the community both in terms of the activities of daily life and leisure interests.

Evidence:

Individuals who live here goes to a day centre on 5 days of every week. People are also supported to make full use of local facilities and go to the shops and make use of other things in the community such and places of interest.

The carers help individuals to be a full part of the local community. The home is very close to bus stops and a train station only a short walk away although the family car is used for transportation most of the time.

Evidence:

Staff who care for the people who use the service encourage contact with friends and other important people in their life.

There are not many rules at this home. People who live here are allowed to use the entire house, except other family members rooms. They are also allowed to make choices about what they wish to eat and a healthy diet is provided for.

Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people 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.

If people are approaching the end of their life, the care home will respect their choices and help them to 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 who use this service can continue to feel confident that they will get the right support to take care of their personal and health care needs, including proper support to take medicines safely.

Evidence:

Staff who live and work at the home know the individuals very well indeed and are fully aware of how they prefer to be supported and cared for.

People are able to see a local GP if they are not feeling well. The carers are very good at writing down anything that happens if they become unwell. The carers do know what to do in the event of any illness arising and how to help them to get the treatment that they need. There is also proper help and support provided to ensure that they can safely take their medicine each day. The carers are also good at making sure that no one can get hold of any medicine that they should not have and so they keep medicines locked away.

Concerns, 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. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

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 who use this service can feel confident that the staff team at the home know what to do if there are complaints or concerns.

Evidence:

The home has never had any complaints reported and there have been none made to the Commission. There is clear information about what to do if complaints are ever made.

The carers continue to be good at making sure that people who live here are protected from abuse. This means that they do everything that they can to prevent individuals from being hurt by someone else. There is also clear written information for carers about what to do if they think that individuals are being hurt or abused by another person. The home has a copy of the Protection of Vulnerable Adults procedures that is supplied by the local authority in which the service is located.

All of the people who work at the home are family members of the person who owns it, and all live on the same premises.

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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

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 person who uses this can continue to feel confident that they are living in a well maintained, very comfortable and very clean home.

Evidence:

The home is very comfortable and the carers make sure that the house is a safe place for the people who live here. The house is also kept very clean.

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, qualified 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. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

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 who use this service can feel confident that there will be carers at the home to meet their needs. The registered person and their family all live here as well as all taking part in supporting the service user.

Evidence:

Everyone who helps to care for individuals is a member of the same family who also live on the same premises. No staff are separately employed. The registered person and their spouse both have knowledge and skills that have been obtained over many years of providing care. Everyone who lives on site has a clear CRB check.

Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

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 who use this service can feel confident that they are living in a home that is well managed and that appropriate health and safety checks are properly carried out.

Evidence:

The registered person previously received a full and comprehensive set of policies and procedures that were obtained through a private consultancy company that are well known in the care services sector. The registered person was awarded the NVQ level 4 in Leadership and Management of Care Services in May of this year. The registered person has agreed to send the Commission a list, including dates, of all training courses that they have attended in the last two years.

Individuals who use this service would not be in a position to answer questionnaires or complex questions about what they think about living here. The staff know them very well and have an in depth understanding of how they communicate. Other professionals are also able to gauge how people are feeling using a variety of different techniques. This continues to be well documented in reports from the various professionals who work with them and by the knowledge that the registered person

Evidence:

has about the way in which people express themselves.

We saw copies of all of the necessary standard health and safety inspection certificates which were all within the required date.

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 |
|----|-------------------|--|
| 1 | 7 | A date for review and update of the care plan should be included and occur at least once each year. |
| 2 | 9 | The registered person should request a copy of the most recent service user risk assessment update from their social worker. |

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

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