

Key inspection report

Care homes for older people

Name:	The Coach House
Address:	1 Hernbrook Drive Horsham West Sussex RH13 6EW

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:
Sheila Gawley	0 7 1 2 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

The mission of the Care Quality Commission is to make care better for people by:

- 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 Coach House
Address:	1 Hernbrook Drive Horsham West Sussex RH13 6EW
Telephone number:	01403255197
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Ms Sharon Anne Waters
Type of registration:	care home
Number of places registered:	3

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	3
Additional conditions:		
The maximum number of service users to be accommodated is 2		
The registered person may provide the following category 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 category: Old age, not falling within any other category (OP)		
Date of last inspection	0	6
	0	1
	2	0
	0	0
		9

Brief description of the care home
The Coach House is a family run care home providing personal care for older people, and is registered to accommodate up to three residents. The registered provider is Ms Sharon Waters, who is also responsible for the day-to-day management of the home.
The home is a detached property located in a residential area, just outside Horsham town centre, West Sussex. Accommodation for residents is provided in three single rooms all with en-suite facilities.
The Coach House is arranged on two floors. Accommodation for residents is provided

Brief description of the care home

on the ground floor, with the first floor reserved for the private dwelling of the proprietor and her family. There is a medium sized garden at the rear and front of the property, which is mainly laid to patio, well maintained and easily accessible.

The home provides for the needs of elderly people with a degree of mobility and independence.

The fees charged are £540 per week.

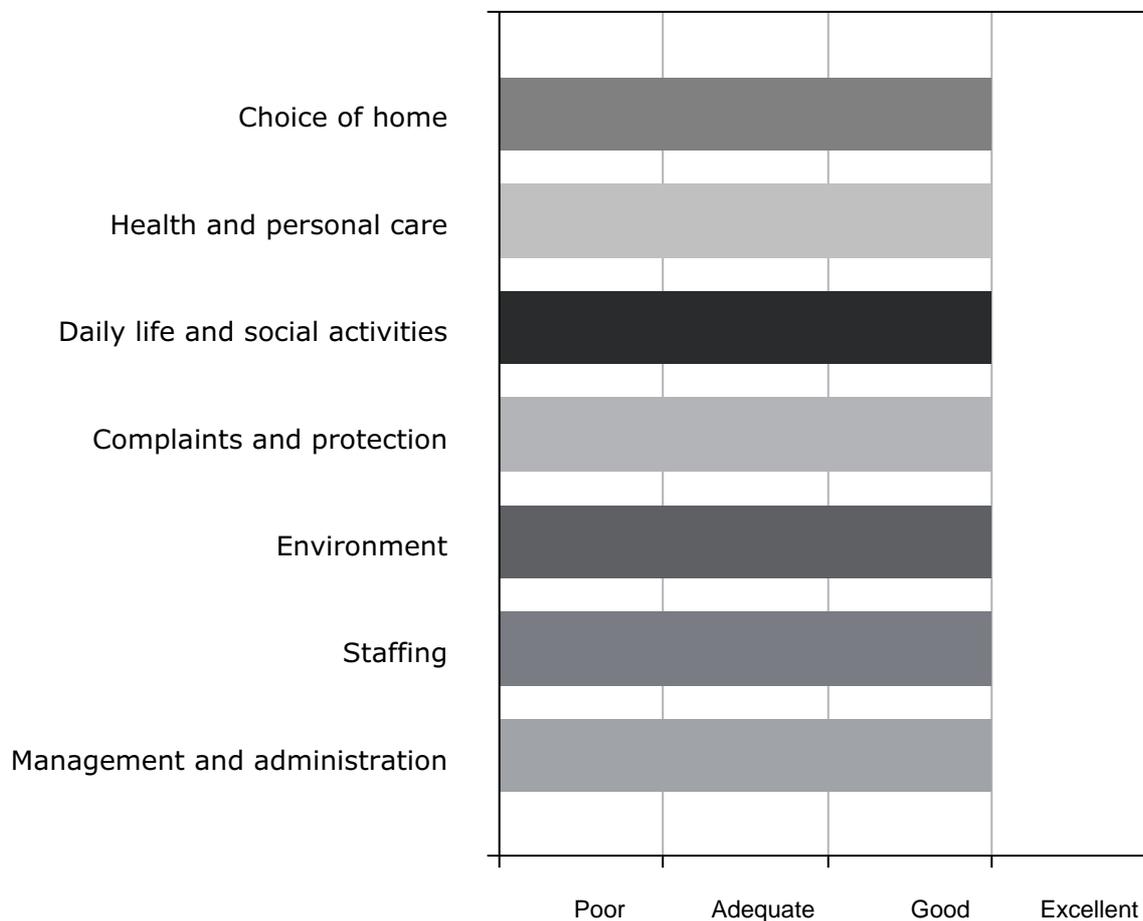
Summary

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 site visit as part of the inspection process was undertaken on 7th December 2009. It was undertaken by a Lead Inspector from the Care Quality Commission and was facilitated by the provider/manager.

All three people accommodated in the service were involved in the inspection and documentation held in relation to them in the home was inspected. They all expressed great satisfaction with the care and lifestyle offered in the home.

The home had sent us their AQAA when we asked for it and any documentation required on the day was made available.

What the care home does well:

People are fully assessed prior to admission to the home.

All people accommodated in the home are treated as individuals and have choice in day to day living.

Needs are set out in a plan of care.

People have choice in the food they eat.

The home is well maintained.

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

What has improved since the last inspection?

The requirements of the last inspection have been met.

There is now lockable storage for all medicines including controlled drugs.

There is a record of drugs received into the home.

All required checks for people working in the home are in place.

What they could do better:

Daily records for people who use the service and a written record of staff supervision needs to be kept. The manager has agreed to implement these processes.

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.

Peoples needs are assessed prior to admission.

Evidence:

People who use the service are fully assessed prior to admission to the home. All medical, nursing and personal care need is assessed and recorded. Social need and carer and family involvement is recorded. Service user plans for all three people accommodated were inspected and their pre admission assessment was present. The AQAA stated that they arrange for the person wishing to be accommodated and their relatives to visit the home at their leisure, the home provides transport if necessary. The prospective person can speak to the manager and staff, meet the other two people living there and take lunch with them if they so wish. There is a trial period for both parties and the contract allows for the termination of the persons stay without financial penalty should the home not be suitable.

An up to date statement of purpose and service user guide is available. This stresses

Evidence:

the quiet nature of the home. The service user guide contains the complaints procedure.

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.

Peoples needs are assessed and set out in a plan of care and are met.

Evidence:

The care plans for all three people accommodated were inspected and these people were spoken to. All confirmed great satisfaction with the care on offer in the home and stated that "every need is met". Comments included " happy here, very fortunate" " very well looked after here". Care plans are in place and record personal care, diet and weight, sight hearing, communication, mobility and dexterity, continence and medication. The people in this home do not have complex health or personal care needs.

People accommodated in the home have access to local national health services and the chiropodist was visiting on the day. The community nurse visits frequently to attend to catheter care. There was evidence of consultation with ophthalmic, occupational health, and vascular specialist services. There was evidence of monthly review but the daily records were minimal with events such as hospital visits or visiting professionals being recorded in a diary. The registered manager agreed to

Evidence:

make these more comprehensive and person centred.

Medication is received stored and recorded correctly in the home. The requirements on medication in the recording of receipt into the home and storage of the last inspection was met. There is now lockable storage for all medicines including controlled drugs.

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 live the lifestyle they choose in the home and are happy with the daily routines

Evidence:

The routines of daily living are flexible and people can choose when to get up and go to bed and when and where to take their meals. Visitors are welcome at any time and all three people receive visits from family members.

People have personal autonomy and choice and two of the people who use the service stay up late and are assisted to bed around midnight. They may choose to sleep late in the mornings and one person who uses the service does this.

There is not an activity programme in the home and all three of the people who use the service were spoken with about this and they all stated that were very happy with the quiet lifestyle in the home. One person stated " To me this is just like living at home" . Another stated "We have been asked about entertainment and we declined" . All can have newspapers and like to discuss the news and have other conversations with the registered manager and the carer. All people have their own televisions as well as the communal television in the sitting/dining room. Two of the people who use the service have their own personal computers. The registered manager stated that

Evidence:

previous people using the service attended a day centre in Horsham but these people currently using the service did not wish to do so.

There is not a formal four week menu in place but people are asked daily what they wished to eat and are offered choice. Two people today had salmon encroute and another had a prawn Chinese meal. The person having the prawn meal stated that he was quite fussy with his meals and the registered manager made every effort to accommodate his requests. All stated that with the exception of a few personal dislikes that they enjoyed the meals.

A hairdresser visits when required.

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.

Complaints are listened to and people are protected from abuse.

Evidence:

There is a complaints procedure in the home which is available to all people who use the service. The three people spoken with all stated that they knew how to complain and all were confident that any complaint would be dealt with. All stated that they had no need to complain. People have their own comments book in their rooms and they are encouraged to comment on care and life in the home.

There are safeguarding policies and procedures in place and safeguarding training is booked for 29th January 2010. There have not been any safeguarding alerts in this home.

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.

People live in a safe and well maintained environment.

Evidence:

People are accommodated on the ground floor of a Victorian house. All people have their own room and all rooms are en suite. People can personalise their rooms as they wish.

The communal space comprises of an attractive sitting/dining room. There are attractive well maintained accessible grounds. All people have their own televisions.

There are laundry facilities, the washing although domestic in style does have washing programmes hot enough to prevent the spread of infection. There are not significant continence issues in the home. Should the category of person using the service change then the purchase of an industrial machine may have to be considered.

Baths have handrails and there is a call bell system in place. The home was neat, clean and free from offensive odours. The home is furnished and maintained to a high standard.

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.

People are protected by the homes recruitment procedures.

Evidence:

The provider/manager provides personal care and there is one part time carer employed. The provider manager has the support of her partner and family.

The recruitment file for the carer was inspected and it contained all the documentation required to protect the people using the service. It had evidence of identity, two references, work history and criminal records bureau clearance. She has completed the National Vocastional Qualification (NVQ) level 2 in care and is completing the Skills for Care Common Induction booklet.

All family members providing support to the home have had criminal records bureau clearance.

The provider/ manager is currently planning the training programme for the coming year and safeguarding adults is planned in January 2010. She is awaiting dates for other mandatory training. Copies of training certificates were held in the staff file.

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 run in the best interests of people using the service.

Evidence:

The provider manager manages the home on a day to day basis and offers most of the care herself with the support of one part time carer. She has been running the home for ten years and is completing the NVQ Level three in Care. When this is completed she intends to commence the NVQ level 4 and the registered managers Award.

The provider/manager demonstrated a commitment to the service and the quality of life experienced in the home. People are treated as individuals and as equals and have choice in their day to day lives.

There are not any formal quality assurance systems in place as the registered manager sees and speaks to all three people accommodated every day. She also communicates directly with visiting professionals such as the chiropodist and the community nurse. She responds directly to any request from the people using the

Evidence:

service such as meal choice or shopping needs. People spoken to on the day confirmed this. The AQAA was completed when we asked for it

The home does not handle any finances for people using the service.

Supervision is at present informal and records are not kept. The registered manager/provider agreed to do this from now on.

The health and safety of people using the service and staff is protected by the provision of policies and procedures in health and safety and in the provision of staff training.

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

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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