



Making Social Care Better for People

Inspecting for better lives

Random inspection report

Care homes for adults (18-65 years)

Name:	Liam House
Address:	13 Spencer Road Bournemouth Dorset BH1 3TE

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 assessment of the service. We call this a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed inspection. 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:
Tracey Cockburn	0 8 0 2 2 0 0 9

Information about the care home

Name of care home:	Liam House
Address:	13 Spencer Road Bournemouth Dorset BH1 3TE
Telephone number:	01202294148
Fax number:	01202789983
Email address:	liamhouse007@aol.com
Provider web address:	

Name of registered provider(s):	Mr Marvin Charles Stephens
Type of registration:	care home
Number of places registered:	11

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	11	11

Conditions of registration:	
The registered person may provide the following category of service only: Care home providing personal care only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following categories: Learning disability - Code LD Learning disability over 65 years of age - Code LD(E)	
The maximum number of service users who can be accommodated is 11.	

Date of last inspection									
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Brief description of the care home
Liam House is a home for adults of both sexes who have a learning disability. It is a large, semi-detached house situated in a central area of Bournemouth close to Boscombe and Bournemouth town centres. The home is conveniently located near shops and facilities and is not far from the sea. It has good access to public transport. Residents' accommodation is provided in 7 single and 2 double bedrooms. Seven bedrooms are located on the first floor and two on the ground. The first floor also has 2 bathrooms with WCs and a separate WC. The ground floor has one bathroom with a WC. The communal space is located on the ground floor and consists of a lounge,

Brief description of the care home

separate dining room and kitchen. There is a small locked office where all the records are kept. Outside there is a small garden at the rear of the property that has a large storage shed, which contains the laundry facilities and 2 large freezers. The front of the property provides off-road parking. The home is staffed 24 hours a day, with 2 sleeping in staff at nights. Most residents attend day activities organised by different agencies outside the home although this is flexible and residents are also supported to spend time at the home. Current fees provided on 14/03/07 range from #450 to #1000 per week; dependent on individual care needs and if the provision of day care is necessary. Fees do not include personal items such as toiletries, hairdressing, cigarettes and sweets. For further information on fee levels and fair terms of contracts you are advised to refer to the Office of Fair Trading website: www.offt.gov.uk. The home keeps copies of all inspection reports that are available in the office and can be seen by service users, relatives and professionals at their request.

What we found:

We completed a random inspection to this service following concerns about the numbers of staff on duty. We had received information that there were not enough staff on each shift to meet the individual needs of the people living in the home. We looked at the staff roster for the two weeks before we visited. We spoke to staff and we spoke to the registered provider about how many staff were on each shift each day.

We found two people on duty when we visited one person was a carer and the other was a domestic. We found that the roster shows there are always two people on duty and sometimes three. During the past few weeks there have not been two staff on duty whose role is to provide care and support.

We found that the manager left without notice several weeks ago. We found that two care staff also recently left.

The registered provider told us that they are currently seeking a new manager and recruiting new care staff.

What the care home does well:

We found that the records were being maintained.

What they could do better:

The registered provider only has two staff on duty on each shift. We found that only one of those staff on duty is employed as a carer, the other person on duty provides domestic support. To ensure that people are supported by an effective staff team there must be more care staff on each shift to ensure that the individual and collective needs of the people living in the home are met.

The registered provider must employ someone who is qualified competent and experienced to run the home.

Information which is recorded about individual needs of people living in the home should be recorded and stored so that confidentiality is maintained.

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 requirements were set at the last inspection. They may not have been looked at during this inspection, as a random inspection is short and focussed. The registered person must take the necessary action to comply with these requirements within the timescales set.

No.	Standard	Regulation	Requirement	Timescale for action
1	34	19(1) (b)	The registered person must make sure that the documentation required in paragraph 3 of schedule 2 of the National Minimum Standards is up to date. This includes information on the documentation needed to work in this country legally.	30/06/2007

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
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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	33	18	<p>The registered person shall have regard to the size of the care home and the number and needs of the people living there and ensure that at all times suitably qualified, competent and experienced persons are working at the care home in such numbers as are appropriate for the health and welfare of the people living there.</p> <p>The registered person must ensure there are enough staff on duty each day to meet the needs of all the people living in the home.</p>	27/02/2009
2	37	8	<p>The registered provider shall appoint an individual to manage the care home where there is no registered manager.</p> <p>To ensure the home is well run in the interests of the people living there the registered provider must appoint a manager.</p>	20/03/2009

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
1	10	The registered provider should ensure that all information recorded about people using the service is maintain in such a way as their individual confidences are maintained. It is not appropriate to have records about several different people maintained in the same book.

Reader Information

Document Purpose:	Inspection Report
Author:	CSCI
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: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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