

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: | one star adequate service |
| The rating was made on: | 21/05/2009 |

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: | | | | | | | |
| Heidi Banks | 1 | 8 | 0 | 5 | 2 | 0 | 1 | 0 |

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 |
| Name of registered manager (if applicable) | |
| | |
| 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 maximum number of service users who can be accommodated is 11. | | | | | | | | | |
| 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) | | | | | | | | | |
| Date of last inspection | 0 | 3 | 0 | 3 | 2 | 0 | 1 | 0 | |
| Brief description of the care home | | | | | | | | | |
| Liam House provides accommodation and personal care 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 located near shops and other facilities and is not far from the sea. It has good access | | | | | | | | | |

Brief description of the care home

to public transport.

The home is staffed twenty-four hours a day. Most people who live in the home attend day activities organised by different agencies outside the home although this is flexible and people are also supported to spend time at the home during the day as required.

Up-to-date information about fees charged by the home can be obtained directly from the registered provider.

What we found:

We did an unannounced random inspection of Liam House as part of our routine inspection schedule. During our inspection we looked at a sample of information held at the home about people who use the service and care workers employed there. We also looked at the accident book in the home. We talked to the new manager of the home, who was appointed on 1st April 2010, about his plans to improve the service.

As part of the inspection process we sent out surveys to the home to be distributed among people who have contact with the service. We received a total of fourteen completed surveys, nine from people who use the service, four from care workers and one from a health care professional who has contact with the home.

What the care home does well:

Each person who lives in the home has a care plan which outlines their support needs and preferences. The sample we looked at were seen to contain some useful information about how people want to be supported with their daily routines. Three out of four care workers who completed surveys told us they were always given up-to-date information about the needs of the people they support, one person stating that this was usually the case. A health care professional who has contact with the home told us in a survey that the home always seeks advice from them when necessary and that staff were helpful.

Medication is safely stored in the home in a lockable metal cabinet. Medication is supplied by a local pharmacy and our review of some medication administration record charts indicated that staff had signed to say that people's medication had been given as prescribed.

The majority of surveys we received from people who use the service indicated that they can do what they want to do during the day and in the evenings. All of them told us that they could do what they wanted to do at weekends.

Care workers responding to our survey told us that they felt communication with people who live in the home was good and that staff worked well together as a team.

The manager told us that since coming into post he has implemented staff supervision sessions. The records we saw relating to these were comprehensive and gave a good account of what had been discussed. Individuals' training and development needs had been given consideration in each session.

We talked to the manager about his plans to improve the service. He told us that he was currently reviewing the systems in place in the home and had already identified areas that needed improvement.

What they could do better:

There are a number of ways in which the service provided at Liam House should improve.

Care plans for people who use the service did not always contain enough specific

information about individual's needs and how they should be met. Information in care plans needs to be better organised so that it is clear what is current information and what is 'old' information. Some of the information on file was not signed or dated so it was not clear where it had come from or if it was still relevant. Risk assessments about people's needs and how they should be supported were in place but some required review to ensure that information remained relevant.

We noted that some people who use the service have been prescribed creams. There needs to be more information about the use of creams on individuals' care records so it is clear when, how, why and where they should be applied. There also needs to be a more comprehensive approach to recording people's health appointments so that the outcome of each appointment is documented in greater detail and it is clear when the most recent appointments took place. In addition, there needs to be a more robust approach to how advice from health care practitioners is followed up. We found in one person's file a recommendation from a doctor that they do a form of exercise as a means of keeping healthy. This was also reflected in a recent review by the local authority which indicated that the service user 'needs more exercise and smaller portions'. There was no care plan in place to evidence how staff would support the person with achieving this and how it would be evaluated.

A requirement was made at the last key inspection for a suitable facility to be put in place so that the service can store controlled drugs safely should they need to. The cabinet that was in place at the time of our visit was not fit for purpose. The manager of the service had already noted this and had purchased a new cabinet although this still required installation.

We looked at a sample of recruitment records for staff. We saw that checks are carried out on prospective care workers to determine their suitability to work with vulnerable adults. The home needs to make sure that in each case they can evidence that the references they have obtained are robust and that a reference is always taken up from a previous care employer where this is applicable.

Training certificates were seen on care workers' records, including certificates from their previous employment. The manager of the home told us that he has identified training as being an area that requires improvement to ensure there is evidence of all care workers getting the training they need to fulfil their roles effectively. We agreed that there are gaps in training where it appears there has not been a robust approach to date. For example, the records for one person who had started working for the service since the last key inspection showed an induction workbook that had only been partially completed. At the time of our visit the manager had already started to make plans to deliver a more comprehensive training programme.

When we looked at the accident book in the home we saw that there had been no entries since October 2007. It was not clear that this book was being used effectively. The manager demonstrated awareness that a central recording system for incidents and accidents was of essential importance and told us that a system would be put in place.

We advised the manager of the service to submit an application to register with the Commission at the earliest opportunity to demonstrate his fitness to manage the service and comply with the law.

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 |
|-----|----------|------------|--|----------------------|
| 1 | 20 | 13 | <p>You must ensure that you have an appropriate facility in place for the storage of controlled drugs.</p> <p>You must do this to ensure you are able to store medication safely and are compliant with the law.</p> | 01/09/2009 |

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 |
|-----|----------|------------|---|----------------------|
| 1 | 19 | 12 | <p>You must ensure that there is clear evidence of the action you are taking to follow the advice of health care professionals and meet the health care needs of people who live in the home.</p> <p>You must do this to demonstrate that people who live in the home receive the support they require in relation to their health and personal care.</p> | 13/08/2010 |
| 2 | 42 | 17 | <p>You must ensure that there is a clear record of accidents and incidents occurring in the home as stated in Schedule 3 of the Care Homes Regulations.</p> <p>You must do this to be able to evidence that all accidents and incidents have been recorded and responded to effectively and that people who live in the home are protected.</p> | 31/07/2010 |

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 | <p>You should ensure that care plans are better organised, and sufficiently detailed, so that the reader has a clear understanding of how individuals' needs are to be met.</p> <p>You should ensure that all care plans are clearly signed and dated.</p> |
| 2 | 9 | <p>You should ensure that risk assessment information is updated within the stated timescale so that it is clear that risks to people who use the service are reviewed on a regular basis.</p> |
| 3 | 19 | <p>You should ensure that there is a clear record of health appointments attended by each person who uses the service and information about the outcome of each appointment.</p> |
| 4 | 20 | <p>You should ensure that care plans contain sufficient information about creams and lotions that are required by people who use the service. This should include information about why the cream is required and how, where and when it should be applied.</p> |
| 5 | 34 | <p>You should ensure that references for prospective care workers are sought from the most robust sources so that they provide enough evidence for you to verify each person's suitability for employment.</p> |
| 6 | 35 | <p>You should ensure that there is a comprehensive training and development plan for the home which ensures that all care workers undertake an appropriate induction programme on commencement in post and receive ongoing training updates in both mandatory and specialist subjects.</p> |
| 7 | 37 | <p>You should ensure that the person taking day-to-day responsibility for managing the service is registered with the Care Quality Commission in respect of it.</p> |

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

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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