

Random inspection report

Care homes for older people

Name:	The Friendly Inn
Address:	Gloucester Way Chelmsley Wood Birmingham West Midlands B37 5PE

The quality rating for this care home is:	two star good service
The rating was made on:	30/10/2009

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:							
Julie Preston	1	2	0	4	2	0	1	0

Information about the care home

Name of care home:	The Friendly Inn
Address:	Gloucester Way Chelmsley Wood Birmingham West Midlands B37 5PE
Telephone number:	01217795128
Fax number:	
Email address:	TheFriendlyInnCH@aol.com
Provider web address:	

Name of registered provider(s):	Mr Michael John Goss
Name of registered manager (if applicable)	
Ms Caroline Knight	
Type of registration:	care home
Number of places registered:	30

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	10	0
old age, not falling within any other category	0	30

Conditions of registration:									
The maximum number of service users who can be accommodated is: 30									
The registered person may provide the following category 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: Old age, not falling within any other category (OP) 30 Dementia (DE) 10									
Date of last inspection	3	0	1	0	2	0	0	9	

Brief description of the care home

The Friendly Inn Care Home is a converted public house. There have been several major extensions to the home over a number of years. The owner has recently upgraded the property with a new entrance, extended office space, provided a new communal wet room, an en suite facility in each bedroom and fitted a new kitchen. The home is registered to accept up to 30 residents in the category of old age requiring personal care.

Accommodation is provided over two floors. The home has 30 single bedrooms, all of which have en suite facilities. The Friendly Inn is located in Chelmsley Wood and is readily accessible to amenities such as shops, places of worship and public transport.

The home has a number of aids and adaptations to assist any frail residents including, emergency call system, shaft lift, hand and grab rails, a mobile hoist and assisted toilet and bathing facilities.

There is a well-maintained garden area at the front and rear of the building. Parking facilities are available at the front of the building and on-road parking is readily available outside of the home.

The weekly fees for living in the home were not discussed at this inspection and any enquiries regarding fees should be made with the manager of the home. Additional items such as the services of a hairdresser, newspapers and toiletries are paid for separately.

What we found:

This random visit was conducted over one day. The staff and people who live in the home did not know that we were visiting. The manager and deputy manager assisted us throughout the day and we were able to talk to staff about their role in caring for and supporting people who live at The Friendly Inn.

We visited the home because we had been told that there were some concerns about the availability of hot water and the temperature of bedrooms, which may impact on the comfort and well being of people who live there.

We looked at care plan and risk assessment records for three people and reviewed menus and health care records as part of this visit.

We looked around the home to make sure that it was warm, clean and comfortable for the people who live there. Some bedrooms had been extended, creating greater space for people. One person told us, "I love sitting in my bedroom, it's very pleasant". The seven bedrooms we looked at were clean, warm and well furnished. People are encouraged to bring personal belongings, including pieces of furniture to the home when they move in. A member of staff told us that this helped people adapt to their new surroundings.

Each bedroom has underfloor heating that can be adjusted by a thermostat so that room temperatures can be controlled by the individual should they be able to do so. Staff told us that thermostats are set at an ambient temperature of 22 degrees for those people who are unable to adjust the controls independently.

A system of measuring water temperatures has been implemented by the staff team to make sure that hot water is available at all times for people's ongoing care and comfort. The records we looked at showed that regular checks had been made at varying times during the day and evening. The records indicated that hot water is readily available to people.

The Friendly Inn employs catering staff who take responsibility for planning, preparing and cooking meals for the people who live there. Specific diets are catered for such as low fat, soft and suitable for people with diabetes. We looked at menus to make sure that a range of nutritious food is offered at each meal. A record is kept of the food people eat so that appetites can be monitored. Staff told us that should someone's eating pattern change they would be referred to their GP. The menus we looked at consisted of traditional English fare, which is in keeping with the cultural needs of people living at The Friendly Inn. Alternatives to each meal are available, although they had not been recorded on the menus. Staff told us, "If people want something different they can have it".

Menus were presented in one format only (small print). This could create difficulties for people with a visual impairment or for those who do not read. Staff did tell us that they plan to introduce large print and photograph menus. The people we spoke to told us that they enjoyed their meals and that food was well cooked and presented. One person said, "Sunday lunch is very good".

Each person has a care plan that describes the way they like and need to be cared for. The care plans were clearly written and explained how the person should be supported with regard to personal and health care, spiritual and cultural needs, communication, mobility, social and leisure needs and day to day living.

There was evidence that the plans had been reviewed on a regular basis so that they remained relevant to people's current needs. The two members of staff we spoke to demonstrated knowledge of each person's individual needs, which indicates that care records had been read and understood.

The records we looked at showed that people had regular appointments with healthcare staff and that the outcome of the contact had been recorded so that staff had up to date information about people's health.

What the care home does well:

The home is clean, warm and comfortably furnished so that people live in a pleasant environment.

There have been a range of improvements to bedroom sizes so that people have more personal space.

There are effective systems of care planning and risk assessment in place, which should ensure that people's needs are understood and met.

Staff understand how to support people to make sure their individual needs are met.

What they could do better:

The menu format could be developed so that people have access to information about food that reflects their communication needs.

Menus do not clearly state the range of food offered so that people have sufficient information to make day to day choices about their meals.

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
1	15	Menus should be reviewed so that information is presented in a manner that meets individuals' communication needs.
2	15	Menus should be reviewed to clearly state the range of food offered so that individuals can make day to day choices about the meals they eat.

Reader Information

Document Purpose:	Inspection Report
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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 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:

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