

Random inspection report

Care homes for adults (18-65 years)

Name:	Springfield House
Address:	Springfield House Wheyrigg Wigton Cumbria CA7 0DH

The quality rating for this care home is:	one star adequate service
The rating was made on:	05/11/2009

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:							
Nancy Saich	0	8	0	3	2	0	1	0

Information about the care home

Name of care home:	Springfield House
Address:	Springfield House Wheyrigg Wigton Cumbria CA7 0DH
Telephone number:	01697345530
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Margaret Blair
Type of registration:	care home
Number of places registered:	3

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0

Conditions of registration:	
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: Learning disability - Code LD The maximum number of service users who can be accommodated is: 3	

Date of last inspection									
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Brief description of the care home
Springfield House is a former farmhouse that has been adapted to accommodate up to three people with a learning disability. Accommodation is provided in a domestic setting with service users living as part of the registered manager's family. The home is located in a rural area and is set in its own grounds. The home provides wheelchair accessible transport. The home is registered to take up to three people with a learning disability. Charges per week are £385.

What we found:

This random inspection was undertaken to monitor the progress of actions taken about the requirements and good practice recommendations made at our key inspection visit on 5th November 2009.

The lead inspector, Nancy Saich, met with the provider Mrs Margaret Blair and her daughter in law Mrs Lindsay Blair. Together they deliver care and services to the three people who live in Springfield house. They also have a third person who can step in to help with care when needed.

We met briefly with two of the people who live in the home and they indicated that they were satisfied with the care and services delivered.

We checked on a range of records and discussed progress in the home with the team. We learned that good progress had been made since our last visit. We found the home to be neat and orderly, records in good order, training up to date and service users being consulted about levels of satisfaction with the care and services provided.

We read the care plans for all three residents and we found that these had been updated and improved considerably since our last visit. These care plans are now person centred and detailed. We learned that residents had enjoyed updating them and had been fully involved in the process.

We looked at the records for the last person to come into the home. When we visited in November there was insufficient information and only a scant assessment completed by the home. This person's social worker has now provided Mrs Blair with the information necessary and has dealt with some other matters related to funding.

The provider has updated her complaints procedure and this is now more detailed yet much easier to read and follow. We noted that other policies and procedures had been updated and now contain correct information. Many of them are now in "easy read" formats with clear language and some pictures. Records are stored in a much improved way with out of date information being archived. We judged that Lindsay Blair had taken a great deal of trouble over improving records and care plans.

We looked at the arrangements in place to safeguard vulnerable people from abuse. We could see that people who deliver care have now had updates to their training and have more information about local agreements on safeguarding people. We also saw "easy read" booklets for service users that would help them to disclose anything of concern. There had been some matters of concern raised but these were not directly related to anyone living in the service. These issues had been reported appropriately to external agencies. Mrs Blair and her daughter in law could both discuss their roles and responsibilities in protecting people from harm.

Every person who delivers care to people in this home has had updates to their moving and handling awareness. An occupational therapist has been in the home to advise them on moving and handling techniques for individuals and she also assessed the competency of staff.

We were also given a copy of a simple training plan that Mrs Blair intends to put into practice in the next 12 months. This included further specific work on moving and handling if necessary, first aid training for their part-time member of staff, further work on understanding safeguarding and learning on the requirements of the new Act.

We saw a National Vocational Qualification portfolio for level IV being undertaken by Lindsay Blair and we could see that some effort had been put into this and several units signed off. However we learned that there were some difficulties with the company they were using and no one knew when this award would be completed. There was an outstanding requirement about the registered person completing this award or registering a manager who is qualified to this level. We judged that some effort had been made to begin to deal with this statutory requirement.

We also learned of other steps the provider had taken to try to meet the requirement. This might have meant a change to the way the service is registered. Again this could not be concluded to the provider's satisfaction. We judged that together these things mean that a good attempt has been made to resolve operational issues around this standard. The provider now needs to reconsider how she will meet the National Minimum Standard. We discussed with her various ways forward and had evidence that she is continuing with actions to resolve the matter.

What the care home does well:

This small home provides comfortable care in pleasant rural surroundings. We could see from care plans and daily notes that people were having their care needs met and were offered a range of activities.

Mrs Blair and her daughter in law have now updated their training and they have put in new systems to help manage this small home.

What they could do better:

There still needs to be someone who is trained at NVQ level IV who can guide the delivery of care. The provider is looking at different ways of dealing with this and has started to plan the future management needs of the service in line with the forthcoming changes to legislation.

We make a good practice recommendation that this is carried forward so that people who live in the service are cared for by a person who has qualifications at this level.

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	37	It is recommended that the provider ensures that there are management arrangements put into place to meet this Minimum Standard.

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 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

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