

Random inspection report

Care homes for older people

Name:	Steeton Court
Address:	Steeton Hall Gardens Steeton Keighley West Yorkshire BD20 6SW

The quality rating for this care home is:	three star excellent 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 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:							
Mary Bentley	2	7	0	5	2	0	1	0

Information about the care home

Name of care home:	Steeton Court
Address:	Steeton Hall Gardens Steeton Keighley West Yorkshire BD20 6SW
Telephone number:	01535656124
Fax number:	01535658436
Email address:	
Provider web address:	

Name of registered provider(s):	Mr A Spellman
Name of registered manager (if applicable)	
Mrs Jill Gartland	
Type of registration:	care home
Number of places registered:	71

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	17	0
old age, not falling within any other category	0	54
physical disability	54	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 71								
The registered person may provide the following category of service only: Care home with nursing - Code N 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 - Code OP, maximum number of places: 54 Dementia - Code DE, maximum number of places: 17 Physical Disability - Code PD, maximum number of places 54 Physical disability - Code PD, maximum number of places: 61								
Date of last inspection								

Brief description of the care home

Steeton Court is a purpose built property located in a residential area of Steeton close to local amenities and public transport routes. The home is registered to provide care to a total of 71 people. Steeton Court is registered to provide nursing care and has a 10-bed dementia care unit. The home is built on two floors with access to the first floor by means of two passenger lifts and stair lift. One of the passenger lifts can accommodate stretchers. The majority of bedrooms are single rooms with en-suite facilities. There is ample provision of communal space throughout the home; this includes lounges, dining rooms, conservatories, and small quiet lounges. The conservatory on the dementia unit has direct access to an enclosed outside area. This means that people are free to walk outside without being at risk by wandering away from the home. The home has well-maintained gardens that are accessible to wheelchair users. Car parking is provided at the front of the building. In May 2010 the weekly fees ranged from GBP650.00 to GBP761.00. Services such as chiropody, private dentistry, and newspapers are not included in the fees. Please contact the home for more detailed information about the fees.

What we found:

We looked at the information that we have received, or asked for, since the last key inspection or annual service review.

This included

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gives us some numerical information about the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called "notifications" and are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

We sent surveys to the home for people using the service and staff, in total 21 were returned, 10 of these were from people living in the home.

A site visit carried out by one inspector. This was an unannounced visit and we spent approximately 3 hours in the home. During this time we talked to people living in the home, staff and management. We observed staff as they carried out their duties, looked at some records and looked around part of the home.

What this told us about the service -

The home sent us their AQAA when we asked for it, it was clear and gave us most of the information we asked for.

The last key inspection was carried out on 8 August 2007, there was one requirement and this has been dealt with. We carried out a random inspection in July 2008 and made some good practice recommendations. Since then we have carried out an Annual Service Review every year for the service. These reviews confirmed that the home was continuing to provide good and excellent outcomes to people using the service.

In their AQAA the home told us that people's needs are assessed and they are encouraged to visit before making a decision about moving in. People who completed surveys told us they had been given enough information before moving in to help them decide if the home was the right one for them. People spoken to during the visit told us relatives had visited the home on their behalf before they moved in. One person told us they had been to other homes for respite care, they said Steeton Court is the best home they have ever been in.

The home told us that every one has a care plan setting out how their personal, health and social care needs will be met. They told us people and their representatives are involved in reviews so that care can be given in a way that takes account of people's preferences and abilities. We looked at one person's records during the visit, the care plans had detailed information about the person's needs and the actions staff should take to meet these needs. People told us they usually get the care and support they need.

During the visit we spent some time in the unit for people with dementia observing staff as they carried out their duties. There was a lot of interaction between staff and people living in the home and we saw that the staff were kind and respectful.

The home now employs two activities organisers and people are offered the opportunity to take part in a variety of social events. The home produces a monthly newsletter with details of all the planned events and we saw that people had copies of the newsletter in their rooms. People told us there is plenty going on if they want to take part but some clearly preferred to stay in their rooms following their own interests.

People told us the food is usually good. They said they have a choice of meals and are involved in meetings to plan the menus. One person who completed a survey said "since we got the new chef the meals are nicer".

People who completed surveys for us said they know how to make a complaint if they need to and have someone they can talk to if they are unhappy about anything. During the visit people told us they would not hesitate to say if they had any concerns and they felt confident action would be taken. The home told us they have not had any complaints in the past 12 months. The manager said she feels this is because people are encouraged to talk about their concerns so that they can be dealt with immediately. This means that people seldom feel the need to make a formal complaint.

The home has policies and procedures in place to make sure people are protected. The manager is trained to provide safeguarding (adult protection) training and this helps to make sure that staff are aware of their responsibilities. The home has policies and procedures in place in relation to the Mental Capacity Act and the Deprivation of Liberty. In the care records we looked at we saw that information about the person's capacity to make decisions was recorded. The manager told us that more training is planned to make sure staff are fully aware of their duty to promote people's rights.

People told us the home is usually clean and fresh. When we visited the home was clean and well maintained. We saw that people are encouraged to have some personal belongings in their rooms which helps to create a more homely environment.

People told us the staff are "very good" and said staff are available when they need them. In the AQAA the home told us that they have a good skill mix of staff and that they put a lot of emphasis on staff training. Staff confirmed this, one said the "training updates are very good" and another said "training in the home is excellent". The home told us that they carry out all the required checks before new staff start work. This was confirmed by the staff surveys and by staff spoken to during the visit who told us they had to provide 2 written references and have a CRB (Criminal Records Bureau) check before they were allowed to start work. This helps to make sure people are protected.

Staff told us they enjoy working at the home and said they get good support from the management team. One said the home has "supportive management" who are easily accessible and willing to listen.

There have not been any changes to the management of the home since the last key inspection. There are well established systems in place to give people using the service the opportunity to share their views. These include quality assurance questionnaires and meetings for people living in the home and their representatives. The manager carries out regular audits of various aspects of the service and when necessary action plans are put in place to deal with any shortfalls.

Information provided by the home showed that there are suitable health and safety arrangements in place to make sure the home continues to be a safe place for people to live and work.

What the care home does well:

These are some of the comments made by people living at the home:

- I am happy living at Steeton Court
- Since coming to Steeton Court I have made friends and enjoyed the activities
- I have been very well looked after by all the staff
- The activities programme is good
- I think the staff are very nice

The standard of decor is good and there is an ongoing programme of redecoration which helps to make sure the home continues to provide a pleasant, comfortable and safe place for people to live.

What they could do better:

We have not made any requirements or recommendations following this visit. In the AQAA the home showed us that they are continually reviewing the service and looking at ways to improve it to reflect the views of people using the service and changes in practice and legislation.

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

Reader Information

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 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

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