

Random inspection report

Care homes for adults (18-65 years)

Name:	St Matthews Unit
Address:	St Matthews Parade Northampton Northants NN2 7HF

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:							
Ansuya Chudasama	2	7	0	5	2	0	1	0

Information about the care home

Name of care home:	St Matthews Unit
Address:	St Matthews Parade Northampton Northants NN2 7HF
Telephone number:	01604711222
Fax number:	01604791099
Email address:	
Provider web address:	

Name of registered provider(s):	St Matthews Limited
Name of registered manager (if applicable)	
Mr Jasbinder Singh Bhullar	
Type of registration:	care home
Number of places registered:	58

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	58	0
mental disorder, excluding learning disability or dementia	58	0

Conditions of registration:								
The maximum number of persons to be accommodated at St Matthews Nursing Home is 58								
Date of last inspection								
Brief description of the care home								
St Mathews is registered as a care home providing nursing and personal care for fifty four persons over the age of forty who have mental health needs or a dementia related illness. The home is situated in a residential area of Northampton and is close to local amenities. The accommodation, which can be found on two floors, is accessed by two shaft lifts. There are four lounge/diners on the ground floor and a further three								

Brief description of the care home

lounge/diners on the first floor of the building. There are forty two single rooms in the home and six double rooms, all rooms offer ensuite facilities. There are two enclosed garden areas for residents use and ample off road parking is available. Fees at the time of the last inspection ranged from GBP650.00 upwards per week, dependant upon the level of support required.

What we found:

This inspection was carried out in accordance with the Care quality Commission (CQC) policy and methodologies which require review of key standards for the provision of a care home for younger people that takes account of the people's views and information received about the service since the last inspection. Evidence used and judgments made within the main body of the report include information from this visit.

The report refers to 'we' this is because the report is written on behalf of the Quality Care Commission.

The home completed an Annual Quality Assurance Assessment (AQAA) which is a self assessment tool that focuses on how well outcomes are being met for people using the service. It also gives us some numerical information about the service.

Surveys sent from CQC to the home were completed by the people, staff, relatives and health and social professionals were very positive about the care that was provided by the home.

Documentation relating to complaints and safe guarding were also examined. Evidence showed that the relevant professionals are informed and an action plan is put in place to minimise any risks to the people.

We had the opportunity to talk to some of the people and staff who were on duty and a tour of the home was also conducted.

What the care home does well:

A Tour of the home showed that the place was clean and the people spoken to tell us that they 'liked their bedroom' and the home. The home was being decorated in some areas and some areas in the home had been decorated and looked very pleasant.

One person told us that they 'enjoyed working with the plants' and showed us the vegetable patch that they looked after. They also knew who to tell if they had any complaints and said that they would 'tell the manage'. However it was said that they did not have any complaints to make. We were told by one person that the food is nice. The manager told us that five options are offered at lunch time.

Some of the comments received from the people's survey for what the home does well include: 'understanding residents needs and hopes, understanding mental illness and being very polite', what i would like to say thank you for, they let me read, excellent clean, and tidy home, staff very helpful, good helpful support and satisfied at present conditions, everything satisfactory, organising outings and resident care, can be helpful and secure'.

For what the home could do better it was said 'provide 'relaxation classes, more variety of food, get us to motivate ourselves'.

Positive comments received from the relatives survey stated that in the 10 years their

relative has been at the home, 'its improved all the time for the better and for the residents, improvements are being done all the time, Its good that there is a place such as St Mathews to come and feel its home to home, delivers an excellent standard of care, treats the individual as an individual, respects their wishes as far as that is reasonable, looks at all aspects of the person's health, appears to be having good staffing levels, I have no complaints at all about the level of service provided, they live in St Mathews unit as one big family'.

A relative spoken to at the inspection said that 'the carers are brilliant' at the home. They had got to know the nurses as 'friends'. They knew who to complaint if they were not happy and this was said to be either the manager or the nurses. It was also said that they got to know other relatives by attending special occasions and it was said that the relatives spoken to were also happy with the home.

Comments received from health professionals were also positive about the service. Some of the comments include 'usually very happy with the care and support provided, indivisualised care plans, communicating with the team, provides day, respite, and long placements, care is carefully planned to ensure needs are met on an individual basis, staff are professional and caring and know the residents well, I have had very good feedback from relatives about the care provided, works well with other agencies and relatives'. It was also said 'as a team we are very happy with the service offered and if we have constructive criticism it is responded to quickly'.

What could the service do better, it said 'sometimes do not let carers know if health condition has changed and communication of essential information to external agencies could be improved'.

Some of the staff comments from the survey stated that 'the home is a very good home and the care they give the residents is quite very good. The food is quite good as well and the home is very clean, caters for each clients needs whilst maintaining their independence, making improvements all the time, very good working place, with all friendly staff, good support from colleagues and management, caring for all the people and satisfying their needs, good training, very enjoyable and i do like the job' 'perfect practical care, communication well with clients, always keeps dignity and privacy, For what the home could do better it said to give 'more credit to staff'.

We observed staff talking to the people in a respectful and kindly manner. Staff spoken to said that they 'loved their job' and had been working at the unit for many years.

What they could do better:

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide excellent outcomes for the people who use it. The home is aware of changes that they need to make and improvements are made on an on going basis.

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

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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

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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