

Random inspection report

Care homes for older people

Name:	Townend Close
Address:	Victoria Road Crosshills Keighley West Yorkshire BD20 8SZ

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:							
Linda Trenouth	2	8	0	4	2	0	1	0

Information about the care home

Name of care home:	Townend Close
Address:	Victoria Road Crosshills Keighley West Yorkshire BD20 8SZ
Telephone number:	01535634639
Fax number:	01535631067
Email address:	sharon.mackie@anchor.org.uk
Provider web address:	www.anchor.org.uk

Name of registered provider(s):	Anchor Trust
Name of registered manager (if applicable)	
Ms Sharon Mackie	
Type of registration:	care home
Number of places registered:	39

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	39

Conditions of registration:								
Date of last inspection								
Brief description of the care home								
<p>Townend Close provides personal care and accommodation for up to 39 older people and is owned and managed by Anchor Trust. The home is a detached property that is purpose built and is next to a sheltered housing scheme. It is near to local amenities in Crosshills and the towns of Skipton and Keighley are a short drive away.</p> <p>The accommodation is spaced over two floors and all the rooms have a bedroom/living room, a kitchenette and a bathroom and their own front door with a bell and letter box. For communal use, there is a lounge and dining room, and five assisted</p>								

Brief description of the care home

bathrooms. There are enclosed gardens to the rear where residents can sit out in the summer, and a large car park to the front.

The Statement of Purpose and Service User Guide are provided upon enquiry. The cost of a placement at the home is dependent on individuals needs. In 2008 the charges range from £480 to £525 per week. The cost to the resident is dependent on the level of Local Authority funding and benefit entitlement.

What we found:

The visit to the service was to look at the areas of medication, environment and health and safety monitoring.

The review of the medication included looking at how medicines were stored, administered and recorded.

The review of the environment included a tour of the home and a look at the standards of cleanliness within the home, the health and safety documentation were also looked at.

Medication records were well kept ensuring that individual health needs are well supported in the home. The home uses a monitored dosage system, this means that some of the medicines are pre packed by the chemist to help reduce mistakes being made.

The medication record keeping and storage were well managed and staff had a good understanding of the medication that they used. The staff confirmed that they had completed training in the administration of medication.

Incidents and accidents records were reviewed. These records were complete and clearly monitored by the management of the home. This is important to make sure that individuals are cared for in the right way and further accidents minimised.

Some health and safety documentation was reviewed including Fire, Electrical and Gas safety certificates. These were all completed and monitored by the services own quality assurance system.

A tour of the home was made and the environment was kept to a high standard of cleanliness throughout. Some refurbishment and redecoration has been undertaken and the home was a very comfortable place to live.

What the care home does well:

Medication records and storage were well managed and the staff all had the right training to administer medication safely.

Accident and Health and Safety recording was regularly audited and records well kept.

The environment was well furnished and kept to an excellent standard of cleanliness.

What they could do better:

There were no areas that required improvement from this visit the service provided is consistently well managed.

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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