



Making Social Care
Better for People

Inspecting for better lives

Random inspection report

Care homes for older people

Name:	The Dales
Address:	The Dales Draughton Skipton North Yorkshire BD23 6DU

The quality rating for this care home is:	two star good 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 assessment of the service. We call this a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed inspection. 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:
Rachel Martin	1 2 0 2 2 0 0 9

Information about the care home

Name of care home:	The Dales
Address:	The Dales Draughton Skipton North Yorkshire BD23 6DU
Telephone number:	01756710291
Fax number:	01756710629
Email address:	christine.elliott@barchester.com
Provider web address:	

Name of registered provider(s):	Barchester Healthcare Homes Ltd
Type of registration:	care home
Number of places registered:	56

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	56	0
mental disorder, excluding learning disability or dementia	0	56
old age, not falling within any other category	0	56
physical disability	56	0

Conditions of registration:								
The registered person may provide the following categories 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: 56 Dementia - Code DE, maximum number of places: 56 Mental disorder, excluding learning disability or dementia - Code MD, maximum number of places; 56 Physical disability - Code PD, maximum number of places: 56								
The maximum number of service users who can be accommodated is: 56								
Date of last inspection								

Brief description of the care home

The home is situated in the small village of Draughton close to Skipton and Ilkley in the Yorkshire Dales. The Dales is registered to provide nursing and personal care for up to 56 residents. These people can be in the categories of old age, people with dementia, mental disorders, physical disabilities and end of life care. The home has two floors, with a vertical passenger lift to aid access to the first floor and is split into three units. Residents requiring nursing support are cared for on the ground floor, in the Pemberton and Clifford Units. There is a separate Dementia Unit on the first floor called Memory Lane. Twenty bedrooms at the home have en-suite facilities. There are attractive well-maintained gardens for the residents to enjoy, and car parking is available on the site. At the time of the last key inspection the home's weekly fees ranged from 625 - 756 pounds per week. Up to date information about fees, terms and conditions should be sought from the home's manager.

What we found:

This random inspection focused on how the home meets the health care needs of the people who live there. We did not look at other areas or follow up the requirements and recommendations from the last inspection, unless these were relevant to this focused inspection.

The manager told us that the home has good relationships with local health care professionals. The local doctors visit the home regularly and they have regular contact with other professionals. For example, community psychiatric nurses and specialist diabetes nurses. The manager felt that the home's staff were proactive in monitoring people's health needs and in contacting other health professionals if needed.

We looked at a selection of the assessments, care plans and records that are kept by the home. We looked at four people's records and focused on their health needs, the care the home provided and the care that other health professionals (such as doctors and nurse practitioners from outside of the home) had provided. The records clearly showed that the home's staff carefully monitored people's health. Where people had been ill this was recorded, along with details of the checks and monitoring that the staff had completed. For example, taking their temperature, monitoring their blood pressure and pulse. Where appropriate the home's staff had contacted people's doctor or nurse practitioner for medical assistance. We saw that help from medical professionals was sought quickly. For example, staff were worried that one person had an infection on the evening of 15th November 2008. On 16th of November tests had been completed, the doctor had been contacted and antibiotics had been prescribed.

We asked some of the health care professionals who visit The Dale's if they had any concerns about the way the home handles people's medical needs. These professionals told us that the home contacted them promptly and took their advice about people's care. Comments included 'the contact we've had has been very good, calls are appropriate, seem to provide good care, listen and take notice of consultations and take appropriate action'.

Since the last inspection the manager has found a dental practice that will provide dental treatment for the home's residents. People have registered with this dental practice and have had dental checks completed.

What the care home does well:

The service assesses and monitors people's health care needs well. They use risk assessments, care plans and records to make sure that people receive the care they need and to make sure that staff are kept up to date.

When someone is ill the home's staff monitor them closely. For example, they monitor people's temperature, pulse and blood pressure and carry out urine tests to identify if people have infections. Clear records of this monitoring are kept in people care records. The home's staff contact other health professionals when needed. For example, when they think that someone may have an infection and needs medication. We found that help from other professionals was usually requested quickly and without unnecessary delay.

What they could do better:

Although the home's record keeping was generally of a good standard we did notice that staff sometimes made amendments to care plans without recording the date. We also noticed that some staff were not fully completing the 'nutritional profile' sheet, while others were. It is important that amendments to records are clearly dated and that records are fully completed. This ensures that staff have all of the information available that they might need.

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 requirements were set at the last inspection. They may not have been looked at during this inspection, as a random inspection is short and focussed. The registered person must take the necessary action to comply with these requirements within the timescales set.

No.	Standard	Regulation	Requirement	Timescale for action
1	8	12(1)(a)	Falls risk assessments must be carried out for all those identified as at risk in this area. This will help minimise the risk of harm.	30/09/2007
2	12	16(2)(n)	People must be provided with structured activities that are specifically focussed on their specialist dementia needs.	31/10/2007
3	28	18(1)(a)	Staffing levels must be reviewed to ensure they are appropriate for the needs of the people who live in the home.	31/10/2007
4	38	23(1)(a)	The environment of the home must be appropriately risk assessed by a person qualified to do so. This will help minimise the risk of harm to people who live and work there.	31/10/2007

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
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Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes 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
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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	7	Staff should complete the 'nutritional profile' sheet consistently. If all of the requested information is required then all staff should complete it fully.
2	7	When staff update or amend care plans they should always date the amendment so that it is clear when it was made.

Reader Information

Document Purpose:	Inspection Report
Author:	CSCI
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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