



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for older people

<b>Name:</b>	Woodhorn Park
<b>Address:</b>	Woodhorn Road Ashington Northumberland NE63 9AN

The quality rating for this care home is:

three star excellent service

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.

<b>Lead inspector:</b>	<b>Date:</b>
Jim Lamb	0 1 0 6 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

**Outcome area (for example Choice of home)**

**These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:**

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

**This is what people staying in this care home experience:**

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Care Homes for Older People can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or bought 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](http://www.tso.co.uk/bookshop)

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- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

## Reader Information

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Internet address	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>

## Information about the care home

Name of care home:	Woodhorn Park
Address:	Woodhorn Road Ashington Northumberland NE63 9AN
Telephone number:	01670812333
Fax number:	01670812666
Email address:	woodhorn@barchester.com
Provider web address:	

Name of registered provider(s):	Barchester Healthcare Homes Ltd
Name of registered manager (if applicable)	
Mrs Vivienne Morris	
Type of registration:	care home
Number of places registered:	60

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	23	0
old age, not falling within any other category	0	37

Additional conditions:	
The maximum number of service users who can be accommodated is: 60	
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: Old age, not falling within any other category, Code OP, maximum number of places 37 Dementia, Code DE, maximum number of places 23	

Date of last inspection									
Brief description of the care home									
Woodhorn Park is a residential care home providing personal care and accommodation for 60 service users.									
Barchester Health Care manages the home.									

### Brief description of the care home

The home is located in a residential area of Ashington, close to shops, post office and pubs.

There is good transport links near-by.

All bedrooms are single and have en-suite facilities and there is a passenger lift.

Fees for the home range from 444.00 to 564.00.

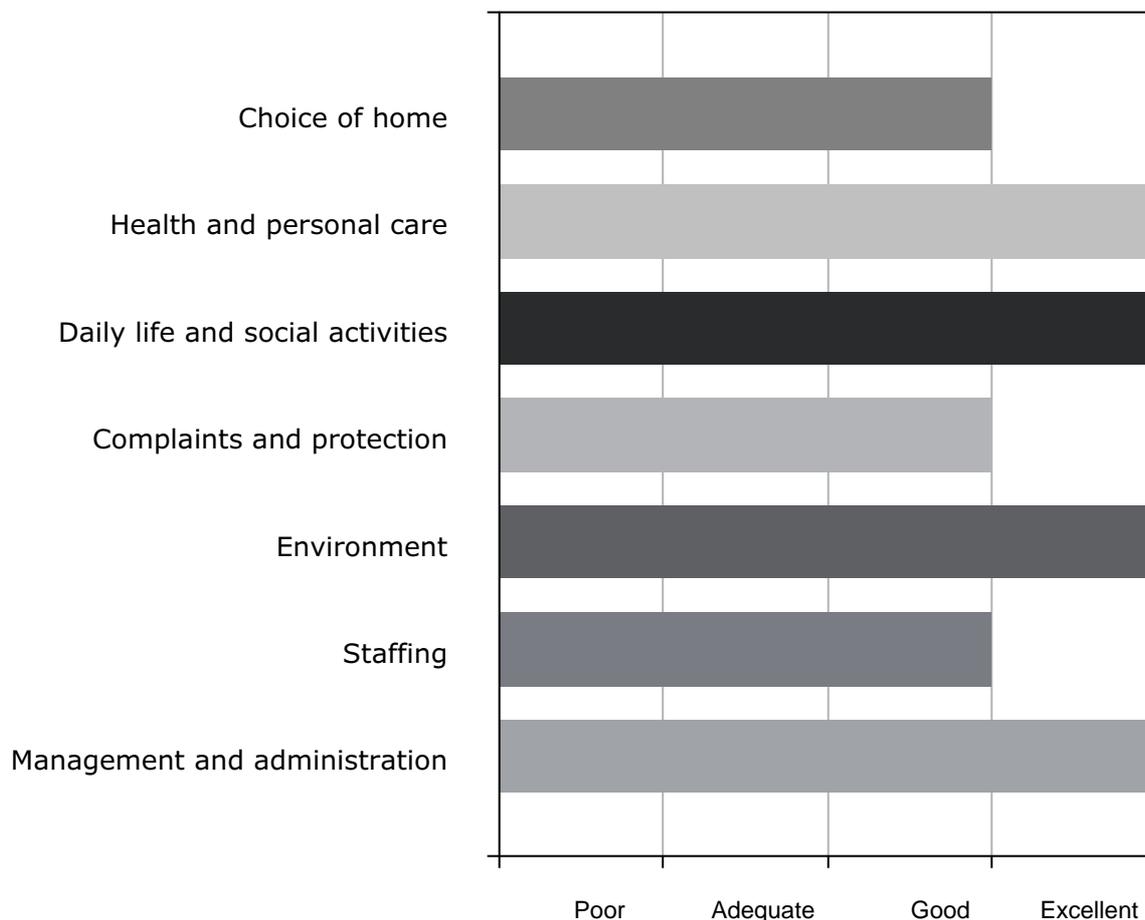
## Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

### Our judgement for each outcome:



### How we did our inspection:

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations - but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

The quality rating for this service is 3 stars. This means that the people who use the service experience good quality outcomes.

How the inspection was carried out.

Before the visit we looked at information we have received since the last visit, how the service dealt with any complaints and concerns since the last visit, any changes to how the home is run, the provider's view of how well they care for people, and the views of people who use the service and their relatives, staff and other professionals.

During the visit we talked with people who use the service, relatives, staff, the manager, the area manager and visitors, looked at information about the people who use the service and how well their needs are met, looked at other records which must be kept, checked that staff had the knowledge, skills and training to meet the needs of the people they care for, looked around the building/parts of the building to make sure it was clean, safe and comfortable, and checked what improvements had been made since the last visit.

We told the manager/provider what we found.

## What the care home does well:

The home provides a good range of information to people thinking of coming to the home, so they can make an informed decision.

The home makes a full assessment of a person's needs before deciding if it can meet all those needs.

The home draws up plans to meet the care needs of its service users.

Service users health care needs are also fully assessed and properly met.

Service users say that staff treat them well and treat them with respect.

One service users said, "This place is smashing, nearly as good as home, i have made lots of friends and the staff are second to none".

Another Said, "The staff are wonderful, you only have to ask for anything once, the food is first class, and there are lots of things to do".

The staff are working hard to provide a stimulating atmosphere in the home, with appropriate social activities for service users.

Service users are encouraged to keep in regular contact with family and friends, who say they are always made welcome in the home.

Service users are also encouraged to take as much control over their own lives as they are able, and make their own decisions.

Service users were very complimentary about the food, and there is a balanced diet, with service users choice included.

Complaints and concerns are taken seriously and are responded to properly.

The home is kept clean and hygienic and free from odours.

The home has enough staff to meet the needs of service users, and the night staff numbers are being increased from 4 to 5.

The home is very careful as to how it recruits new staff, and runs all the necessary checks on them to protect its service users.

The manager is very experienced and is providing positive leadership to the home.

The home is being run in the best interests of the service users.

Service users finances are protected by the home's policies and accounting systems.

The health and safety of the service users and of the staff are protected by the home's

policies and systems.

### **What has improved since the last inspection?**

The home has a new manager who communicates a clear sense of direction and leadership. There have been lots of improvements to the environment, many areas throughout the home have been refurbished, and more is planned during the next year.

New care plan formats have been introduced and these clearly identify each service users holistic care needs.

### **What they could do better:**

To promote the health and safety of the service users, creams and lotions must be kept in a secure locked cupboard/drawer within each persons bedroom.

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 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line -0870 240 7535.

## Details of our findings

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## Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Prospective service users are provided with enough information about the service to enable them to make an informed choice about whether this is where they want to live.

Evidence:

The care records for four service users were looked at. These showed that the manager makes sure that a full assessment of a new service users needs is carried out by the person's social worker before they come into the home.

The manager also carries out her own assessment, to be doubly sure that the home can meet all of the new person's needs.

More detailed assessments are carried out once the new service user has come into the home. These include assessments of risk, of nutritional needs, social needs,

Evidence:

moving and handling needs and of behavioural needs. A dependency rating scale is also completed. Skin care assessments are also carried for those at risk of developing pressure sores.

As a result of all these levels of assessment, the manager can clearly demonstrate that all the service users are in a home that can give them the care that they need.

The home's service users guide is available in large print, and on compact disc.

All are provided with a contract explaining the homes terms and conditions, and fees.

## Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The care planning system is clear enough to ensure that staff have the information they need to meet the assessed needs of the service users.

Evidence:

A comprehensive range of assessments is completed to identify each service users current health, personal and social care needs. This information is used to devise and update individual care plans. Service users are involved in planning their care and have a key worker who monitors and helps to update care plans. A sample of four service user care plans were examined. These addressed physical health, personal hygiene, continence, memory and cognition, skin integrity, communication, social and spiritual needs. The recording was detailed, specific and personalised to the person's requirements.

The plans demonstrated care and support to be provided by staff and what the person can do independently. There were also good examples of plans that showed how risks to the person are managed or minimised.

## Evidence:

Service users said they always receive the care and support they need, and that staff always treated them with respect and always maintained their privacy and dignity.

Service users have a choice of local GP practices, and the home has District Nurse support. There are arrangements for an optician, dentist and podiatrist to make home visits. Service users also receive input, if required from mental health care professionals, physiotherapist and occupational therapists. All contact with health care professionals is well recorded. Service users have their moving and handling, nutrition, continence, and pressure sore risk needs assessed. There were some good examples of care plans linked to specific health care needs and medical conditions. Where identified these incorporated appropriate aids and equipment used.

All staff who administer medication undertake relevant training. A sample of medication charts was examined. These were appropriately recorded and have service users photographs for identification purposes. The manager will ensure that hand written entries on the medication records are fully completed, avoid writing (as required), she will ensure that all entries will have two signatures. Prescribed creams must be kept in a locked secured cupboard.

All personal care and medical examination/treatment is carried out in private. Service users confirmed that staff treated them with respect and personal care is always carried out in a dignified manner.

## Daily life and social activities

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The service users are offered a good quality lifestyle, which includes social contact, and activities.

Evidence:

Each person has an assessment of their social needs that gives details of his/her background, lifestyle, routines and interests. The information is used to implement individual social care plans. Wherever possible staff support the activities co-ordinator with individual needs and requests for one-to-one activities and outings. The home has a well thought out activities programme, and service users are supported and encouraged to participate.

On the day of the inspection, there were lots of activities taking place, these included chair exercises, dancing, crafts, and several service users were making fridge magnets. The home has an open visiting policy. Visitors are welcomed and can take refreshments and meals. Service users choose whom they wish to see and where to receive visitors. Contact with friends and family is supported through visits, telephone calls and letters/cards.

## Evidence:

Two visitors said they are always kept up to date with important issues affecting their relative. Some service users continue to manage their financial affairs. Where this is not possible they are assisted by relatives/representatives. The home's management does not take responsibility for finances. Service users nutritional needs are assessed and care planned where necessary, and weights are monitored. Special diets are catered for. These currently include low fat, diabetic and soft diets. Blended food is always served separately. Independent eating is encouraged, with use of aids if needed.

The current menus showed that there is a very good choice of meals available. Menus are displayed in the dining rooms.

The inspector observed lunch. The tables were nicely set with cloths, place-mats and full range of condiments. Hot and cold drinks were available. The meal was served at a leisurely pace, and staff were on hand to offer discreet help if needed.

Service users told the inspector the food is always very good. They confirmed choice of meals is offered.

## Complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The complaints management is effective, and this results in the service users being protected from harm and abuse.

Evidence:

There is a complaints procedure. It contains details of how to contact the CQC to make a complaint, if complainants are not happy with the homes investigation and response. The procedure is written in a way that ensures service users fully understand its contents. Copies are available in service users bedrooms.

Three service users said that they had been given copies of the procedure and that staff listened to their concerns and always dealt with them fairly.

The home keeps a record of complaints. During the last twelve months there has been four complaints received, All were appropriately investigated and resolved.

The home has a Whistle Blowing policy, a copy of the Local Authorities Vulnerable Adults procedures, and a copy of the Department of Health's document, "NO SECRETS". Staff are aware of these procedures and have easy access to them.

Safeguarding adults training is ongoing for all staff.



## Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home provides a comfortable and safe environment for those living there.

Evidence:

The home was clean, well decorated and well maintained. The grounds were tidy, safe, attractive and accessible.

The home has an appropriate amount of sitting, recreational and dining space. There are enough rooms for a variety of activities to take place.

During the last year, there has been some improvements made to the environment, there are new carpets in the corridors, several bedrooms have been refurbished and decorated, and communal areas have been decorated to a very high standard.

Service users can see visitors in private in their own rooms. Furnishings and fittings were domestic in design and in good condition. All bedrooms have got en-suite facilities.

Lighting was bright and domestic in design.

All doors have privacy locks and room sizes exceed the required standards. There is

Evidence:

space on either side of beds when necessary, to enable access for carers and specialist equipment.

Service users bedrooms have opening windows and restrictors are in place where needed. The rooms were centrally heated and the heating level could be controlled within each bedroom. Radiators and pipes were guarded.

There was emergency lighting throughout the home.

The kitchen was spotlessly clean and well organised.(Both catering staff had excellent knowledge of the service users dietary needs)

Water is stored at over 60C. Valves at water outlets ensure water is provided close to 43C to prevent scalding.

The home was clean and free from offensive odours.

The laundry facilities are very well organised.

The washing machines have the specified programme to meet disinfection standards.

## Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

There is a good match of well-qualified staff, who are appropriately recruited and supervised.

Evidence:

Day staff levels on the day of the inspection met the agreed level for the number of service users. On the day of the inspection there were 60 service users.

In addition to the manager, the required numbers of staff were on duty: between 8am and 10pm 6 care staff and 2 senior staff. There are 4 carers between 10pm and 8am. The Area Manager will increase the night staff levels from 4 to 5 immediately.

The home has a full time administrator.

There are ample domestic hours, maintenance, activities co-ordinator and catering hours.

All staff were over 18 years of age and those left in charge were at least 21.

The training needs of the staff are identified in supervision and appraisal sessions.

Evidence:

The homes training programme meets the National Training Organisation requirements for the first six months.

Staff receive at least three days paid training each year.

The service has a rigorous staff recruitment and selection process to ensure that all appropriate checks and references are in place prior to employment.

The service has a good staff training and development programme in place. All statutory training was up to date and 80% of the staff team has completed NVQ level 2/3.

## Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The manager is supported by the organisation in providing good leadership throughout the home, with staff demonstrating an awareness of their roles and responsibilities.

Evidence:

The registered manager has the required qualifications and experience to run the home.

There is a range of quality systems in the home.

There is an annual survey of the views of the service users and their families. The findings are collated and an action plan drawn up to address any areas of concern.

There are also regular meetings held with both the service user groups and with the staff group. These are minuted in good detail and action points listed.

Evidence:

Both individual and central supervision records were studied. These records show an appropriate bi-monthly pattern of supervision, with an annual work performance appraisal.

All staff receive annual health and safety training. This is good practice.

Checks of the fire log book showed that all the required checks and tests of equipment and systems take place at the proper intervals, as does fire safety training.

The home's accident book is kept up to date and information is fully recorded. Each accident is reviewed after 24 hours to check the outcomes of the accident and any treatment given. There is a monthly audit of accidents, and a detailed audit of all falls.

Servicing and maintenance records are comprehensive and well maintained.

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, Care Homes Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
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## 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	9	To promote the health and safety of the service users, all prescribed creams and lotions must be stored in a locked secure cupboard/drawer in the service users bedrooms.

## Helpline:

**Telephone:** 03000 616161 or

**Textphone:** or

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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