

Random inspection report

Care homes for adults (18-65 years)

Name:	The Highlands
Address:	Durham Road Birtley Tyne and Wear DH3 1LY

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:								
Suzanne McKean	1	3	0	4	2	0	1	0	

Information about the care home

Name of care home:	The Highlands
Address:	Durham Road Birtley Tyne and Wear DH3 1LY
Telephone number:	01914923663
Fax number:	01914923883
Email address:	
Provider web address:	

Name of registered provider(s):	Minster Pathways Limited
Name of registered manager (if applicable)	
Elizabeth Anne Bell	
Type of registration:	care home
Number of places registered:	11

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0
physical disability	11	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 11								
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: Physical Disability , Code PD - maximum number of places 11 Learning Disability - Code LD - maximum number of places 3								
Date of last inspection								
Brief description of the care home								
The Highlands is a purpose-built eleven bed facility, which provides respite and rehabilitation services to younger adults who have physical disabilities or learning								

Brief description of the care home

disabilities. The home is a two-storey building with access to the first floor by passenger lift. The interior decor is modern, light and well furnished. Most amenities are designed to be height adjustable to enable service users to maintain their independence. The home is within easy reach of local shopping and leisure facilities and public transport. Car parking space is available to the front of the building. Landscaped gardens and a patio area are available to the side and rear of the property. The home is registered to provide nursing care therefore registered nurses are on duty at all times.

What we found:

An unannounced Random Visit was carried out on 13th April 2010 by Suzanne McKean, Regulatory Inspector. The visit was started at 11.00 and was completed by 13.45. During the visit we looked around the home, spoke to the residents and their visitors and spoke to the manager. We also looked at some of the records being kept including care plans and the Quality Assurance records. No requirements were made at the last inspection and none were identified as a result of this visit.

What the care home does well:

The service continues to be very well managed and delivers excellent outcomes for the people either living in the home or visiting for the short stay placements.

Staff in the care home are attentive and pleasant, the atmosphere was very calm with good interactions between the residents, relatives and the staff. All of the residents seemed content and were receiving appropriate care in a way that protected their privacy and dignity. Those guests, residents spoken to talked about the staff in a very positive way and were confident that they are well supported and cared for. The service has a very competent and experienced Manager who ensures that the residents are delivered a service which meets their needs. This is monitored through a comprehensive Quality Assurance process involving a number of guest and relative surveys as well as a visiting professional and associated professional surveys including day care managers. There are also a number of audits carried out on a regular basis. Meetings are organised for guests and residents and relatives and are recorded for all to read. The records of complaint management are very well organised. There is a log of the complaints, then each are numbered and an envelope is kept in a file of the information from each complaint made. These are then looked at by the manager to look at trends or action necessary. There is an audit form in each complaint to determine if they have met the policy guidance for complaint management. There are no current complaints, however the last one recorded was examined and was completed to a very high standard.

During the visit the staff on duty included a Registered Nurse who was very helpful but busy with people living and staying in the home and was organising the team in an effective way.

The relatives and representatives were very complimentary about the care delivered and were forceful in their appreciation of the way that people are supported, one described that their relative was immobile and very dependent on admission and had improved significantly with the help of the staff. One said that it is "just like one big family" and another said that it is an "excellent service". The inspector was given assistance from a resident to look around his bedroom which was very personalised. It had a toilet and a shower. He has a hospital type and mattress and bed. Some residents have the key to their room but not all choose to do so.

The care plans examined contained a very good admission record using the services "Minister pathways documentation". Good risk assessments are completed which are up to date and very detailed. One resident has been supported with reducing his weight and

he looked very well, he said he was very happy with the support he had been given to achieve it. All records were up to date, detailed and specific to the person. The amount of amendments suggesting that they are reviewed and changed regularly to show the changing health and social care needs of the individual. There was particularly good information on healthy eating.

Of the ten relative surveys we sent out seven were returned. They were all very complementary including comment such as "No doubts that the service users needs always comes first what he needs he gets 10 out of 10" and when asked what could be improved a response was "nothing, keep doing everything as it is already being done". One comment was "Highlands is a haven in lifes rushing around and its stresses. You enter you feel safe and welcome." and "no, you can't do anything more then is already being done, and if there was anything it would get done."

Nine of the ten staff surveys we returned, all were positive containing positive comments about good communication and the support they get from the manager.

What they could do better:

There were no requirements were identified at the last inspection and none were made as a result of this visit.

The Manager ensures that the quality of the service is maintained by a very thorough and comprehensive quality assurance mechanism.

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 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

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.