

Key inspection report

Care homes for adults (18-65 years)

Name:	Wallace Lodge
Address:	230 Mowbray Road South Shields Tyne and Wear NE33 3BE

The quality rating for this care home is:	two star good service
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A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

Lead inspector:	Date:
Irene Bowater	1 5 1 2 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at 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

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Wallace Lodge
Address:	230 Mowbray Road South Shields Tyne and Wear NE33 3BE
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Minister Pathways Limited
Name of registered manager (if applicable)	
Mrs Karli Wynne	
Type of registration:	care home
Number of places registered:	3

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

Additional conditions:

The maximum number of service users who can be accommodated is: 3

The registered person may provide the following category of service only: care home only - 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 3 Learning Disability - Code LD, maximum number of places 3

Date of last inspection

Brief description of the care home

Wallace Lodge is a new, purpose built bungalow set in the same grounds as another home belonging to the same Company. The bungalow provides places for 3 people with physical and/or learning disabilities.

The bungalow has a domestic kitchen and lounge and the conservatory provides

Brief description of the care home

additional seating and is also the dining room. This leads to a patio and large garden.

The bungalow has three bedrooms, one has an en suite shower and toilet and there is another bathroom with shower and toilet facilities.

There is disabled access and car parking to the front of the home.

It is located in a quiet suburban area close to the sea front, and the Lees Nature Reserve at South Shields. It is close to many of the town's amenities such as the marine park, theatres, restaurants and entertainments, as well as the shopping centre.

Fee rates are costed on an individual bases and details are provided in contracts.

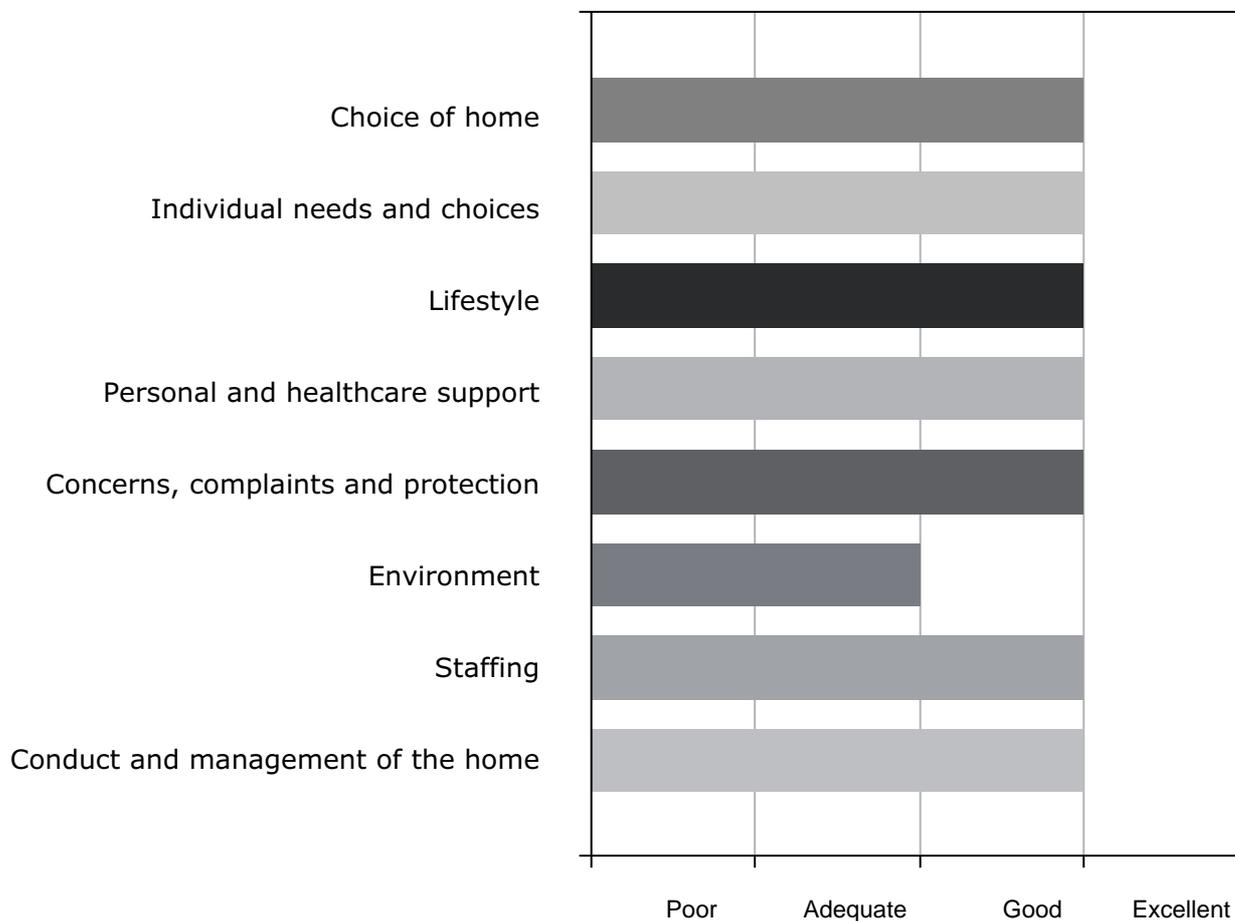
Summary

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

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

Before the visit we looked at information we have received since the last visit on the 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. The views of people who use the service, their relatives, staff and other professionals.

Fee rates are based on individual needs and details are set out in their contracts. Items such as toiletries, clothing, newspapers and hairdressing are not included in the fee rate.

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 Visit.

An unannounced visit was made on the 15 December 2009.This visit was carried out by one inspector and took four hours to complete.

During the visit we:

Talked with people who use the service,staff, and the manager.

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 have the knowledge,skills and training to meet the needs of the people they care for.

Looked around the building to make sure it was clean,safe and comfortable.

We told the manager what we found.

What the care home does well:

The staff collects information from the person and other professionals before anyone is admitted into the home to make sure they can meet their needs.

The care plans are clear and detailed about the care provided. People living in the home and their representatives are involved in planning their own care with staff.

Information about people's past lifestyles and choices are written down so that staff can continue to support them or help them get help from others.

Risk assessments are detailed and show how people are being supported and protected.

Medication policies and procedures are followed.

People are helped to access all health care services.

Visitors are always welcomed and there are good links with the local community.

Staff are respectful and sensitive with people when helping them or when speaking to them.

People are able to join in a variety of activities both inside and out of the home.

Staff have had Safeguarding Training and would be able to raise an "alert" should there be any suspicion of abuse.

Staff are being directed and supervised formally and in everyday practice which is improving people's quality of life.

The manager makes sure that all checks and clearances are completed before staff are employed.

She makes sure that people's records and personal monies are kept safe.

All maintenance checks are being completed on a weekly and monthly basis with records kept.

The Company's quality assurance systems are in place so that people receive consistent quality of care and their views are taken into account.

What has improved since the last inspection?

This is the home's first inspection since being registered.

What they could do better:

The drainage in the en-suite shower must be repaired.

Heating and blinds must be provided in the conservatory

There needs to be a land line telephone.

Complete the fire risk assessment.

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 on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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.

People are given a good range of information so that they can be sure the home will meet their assessed needs.

Evidence:

The Statement of Purpose and Service User Guide is easy to understand and is available in picture style and large print.

Two people have been transferred from the sister home which is on the same site and the other person was admitted when the home opened. Everyone had clear assessments before moving into the home and they all have been able to spend time getting to know each other.

The care plans showed how staff are to support people maintain and develop their health, social and cultural needs.

Each person has a contract which sets out the terms and conditions while living in the home and costings are based on each person's individual need.

Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

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.

Choices and risk taking are planned in a person centred and safe way. This means people are able to take risks regarding their lives and have appropriate levels of independence and are protected as far as possible.

Evidence:

The staff in the home have involved each person in the planning of their care. They are being supported to take control of their lives within a risk assessment framework.

Risk assessments include how people are to be kept safe, identifies risks on going out alone and shows how any limitations are managed and agreed.

Care plans are person centred, written in an easy to understand style and there is a picture format should anyone find it hard to understand the written word.

Risk assessments include pressure ulcer, moving and assisting, nutrition, continence and dealing with behaviours that may challenge.

Evidence:

Care plans include detailed risk assessments about how people are to be protected when going out alone, making and forming relationships and managing their own money. Should there be any limitations on a person's lifestyle this is detailed and agreed with the person.

Information is recorded when people need to access health services and shows how one person's medication is monitored and managed.

Each person has a key worker and there are regular meetings to see how people are developing their independence and daily living skills.

On the day of the visit it was obvious that the people are the main focus of the home with their views and rights respected. There were regular discussions about how to spend a cold, wet day and staff made sure that people were fully involved in the decision to get on the bus to go shopping.

Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

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.

Opportunities to take part in meaningful activities and keep control of everyday decisions are good and mealtimes are organised. This means people are able to live full and active lives.

Evidence:

There are three people living in the home and although they have some joint activities, they also enjoy leading their own lifestyles.

Two people attend college, one is completing a course which will enable a work placement and the other is working toward gaining a catering qualification. One person has regular contact with family and is often out for the day.

Individuals have bus passes and can go out independently and their friends are welcome to spend some time with them at the home.

Evidence:

There is evidence that people are part of the local community. They access the local town centre and go into Newcastle on a regular basis.

They each have a social life and enjoy visits to the pub, disco, art class and they are looking forward to the Christmas festivities including a party and a joint outing to the pantomime.

As they have developed relationships the routines in the home have become comfortable. For example, helping with washing, cleaning, preparing meals and caring for the rabbit.

Mealtimes are flexible. They are encouraged to help do the shopping, preparing and clearing up after meals. Healthy eating is encouraged but they often choose to eat what they prefer although one person said "they were eating less junk food."

Staff realise that there is the potential for some people to develop a more independent lifestyle and are looking at ways of developing this further.

Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people 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.

If people are approaching the end of their life, the care home will respect their choices and help them to 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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Care is planned and delivered in a respectful and person centred way. This enables people to fully access healthcare and other services and ensures their needs are supported.

Evidence:

Staff have developed the care plans with the individual. They are person centred and give clear information about health care needs. Care plans give details about personal characteristics, previous life history preferences, and current health status. Information is available in written and picture style regarding nutrition, continence, falls, personal care, activities and relationships.

People have access to all NHS facilities and are supported to visit the local services including the GP and hospital for X ray.

The people living in the home are ambulant and do not require any specialist equipment. Staff support and prompt them when needed in regard to managing person hygiene and make sure that their rights to privacy and dignity is respected. House rules also focus on the individual to respect each other.

Evidence:

Only one person takes any medication and this is managed by the staff team. Staff have completed medication training and follow medication guidance for the safe management of medicines.

Concerns, 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. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

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.

Good complaints and safeguarding procedures are in place and followed to make sure people's views are listened to and they are protected from harm.

Evidence:

The home have clear, accessible complaints and safeguarding policies and procedures. Complaint information is in a simple style including pictures. Copies are accessible and in each person's care plan.

People said they are happy with the service and like living in the home. One person has complained about poor water drainage from the en-suite and is waiting for "something to be done about it".

Staff have completed Safeguarding training and would be able to raise an "alert" to the Local Authority if necessary.

The home has only been operational since September 2009. There have been no complaints or safeguarding referrals during this time.

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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

This is what people staying in this care home experience:

Judgement:

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

Although the home is suitable for the people who live there further improvements are needed to make sure it is a warm place to live.

Evidence:

This is a purpose built three bed roomed bungalow. It has been built on the same site as another home belonging to the same company.

There is a car park to the front of the home and a ramped access to the bungalow. To the back of the home is a large garden and patio area.

Inside there is a large lounge and kitchen with the conservatory offering some seating and this is the main dining area.

The conservatory is only sparsely furnished and has no blinds or heating. On the day of the visit, just prior to Christmas this room was cold and needs some form of heating.

All areas are domestic in style and have a selection of electronic equipment including televisions and audio equipment.

There are three bedrooms one with en-suite shower and toilet and the other two

Evidence:

bedroom share a communal bathroom. There have been ongoing problems with the water drainage from the en-suite resulting in this person having to share the communal bathroom which is unsatisfactory.

Each person has personalised their room with various posters and family and friends photographs.

The three people living in the home are ambulant and have no need of any specialist equipment.

The staff work to a cleaning rota and people living in the home are supported to assist with general chores.

The laundry facilities are away from the main area and are domestic in style. Staff have completed infection control training and there is a good supply of protective equipment in the home.

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, qualified 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. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

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.

Good recruitment, training and selection processes are followed which makes sure people are cared for and protected from harm.

Evidence:

Three people live in the home. All are ambulant and have active lives with support from the staff. The manager is registered for both of the homes on the site and there is also a deputy manager.

The home is staffed by one member of staff over twenty four hours. Induction is completed externally over four days and staff have a workbook which is to be completed within twelve weeks.

Staff are completing National Vocational Qualifications (NVQ) Level 2 and are given direction and supervision on a daily basis.

Training records are kept in staff files and there is a training plan for the coming year. This includes training in Learning Disability Award Framework

Regular meetings take place and supervision records are available with records kept.

Evidence:

Recruitment and selection procedures are followed with evidence of application forms, interview assessments, terms and conditions of employment, job descriptions and enhanced Criminal Record Bureau (CRB) checks completed.

Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

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 home is run by a manager who makes sure that good quality assurance and safety systems are in place. This makes sure that people receive a good quality of care.

Evidence:

The manager has been registered with the Commission to manage both homes on the same site. She has completed various training courses and is currently completing Leadership and Management Level 4 in Care.

There is an "open door" policy and staff and those living in the home feel that their opinions are listened to and they feel valued.

Quality assurance systems are in place including regular in house audits of medication and care plans. The regional manager visits on a monthly basis and completes a report.

There is an annual quality assurance system in place and this is produced in an easy

Evidence:

to understand style.

Questionnaire's are completed three monthly.They asks questions about the service and assists the manager in improving standards for those living in the home.

The three people living in the home returned surveys and they said they were happy living in the home and received the support they needed.

The AQAA was completed and showed us how the home plans to develop over the coming year.

The manager is trained in risk assessing and moving and handling and ensures that all staff are trained in moving and handling.

All service records are up to date and the manager is the fire warden for the home and provides training in house in fire safety.Some parts of the fire risk assessment need to be completed in more detail.

Accident records are available,however there have been no recorded accidents or incidents since the home opened.

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

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, 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
1	24	23	<p>The registered persons must ensure that a telephone line and telephone is installed.</p> <p>This is to ensure that there are communication lines with all external agencies</p>	31/12/2009
2	24	23	<p>The registered persons must provide suitable heating in the conservatory and provide appropriate blinds.</p> <p>This will ensure that the conservatory is kept at an ambient temperature at all times.</p>	18/01/2010
3	27	23	<p>The registered persons must ensure that the en-suite shower drainage system is repaired.</p> <p>This will make sure the person has access to private facilities and privacy and dignity is not compromised.</p>	18/01/2010

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	35	It is highly recommended that training in Learning disabilities and dealing with behaviours that challenge is completed during the coming year.
2	42	The fire risk assessment needs to be completed.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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