



Making Social Care Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	Honeysuckle Farm
Address:	Desford Road Newtown Unthank Leicestershire LE9 9FL

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, 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.

Lead inspector:	Date:
Ruth Wood	2 1 0 9 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 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 Commission for Social Care Inspection aims to:

- 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	www.cqc.org.uk

Information about the care home

Name of care home:	Honeysuckle Farm
Address:	Desford Road Newtown Unthank Leicestershire LE9 9FL
Telephone number:	01455828575
Fax number:	01455828575
Email address:	
Provider web address:	www.minstercaregroup.co.uk

Name of registered provider(s):	Minster Pathways Limited
Type of registration:	care home
Number of places registered:	13

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	13	13
physical disability	5	5
Additional conditions:		
That no person falling within the category PD or PD(E) may be admitted to the home unless that person also falls within the category LD or LD(E), i.e. has dual disability.		
Within the overall maximum registered, the home may not receive additional residents within any category where to do so would cause the total number of residents in that category to exceed the following numbers: LD 13, LD(E) 13, LD/PD 5, LD(E)/PD(E) 5.		

Date of last inspection	2	4	0	9	2	0	0	8
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A bit about the care home

Honeysuckle Farm is an old farmhouse, which has been decorated to a high standard.



You can live here if you have a learning disability. Some people who live here also have a physical disability or because they need extra support because they are old.



There is a day care unit on site where people can do arts and crafts, use the computers, cook or join in the drama group.



There is a garden where people grow their own fruit and vegetables



The home has a minibus and car so people can get out and about.



There is a booklet called the 'service users guide' which gives people information about the home. People can also look at inspection reports to get more information.



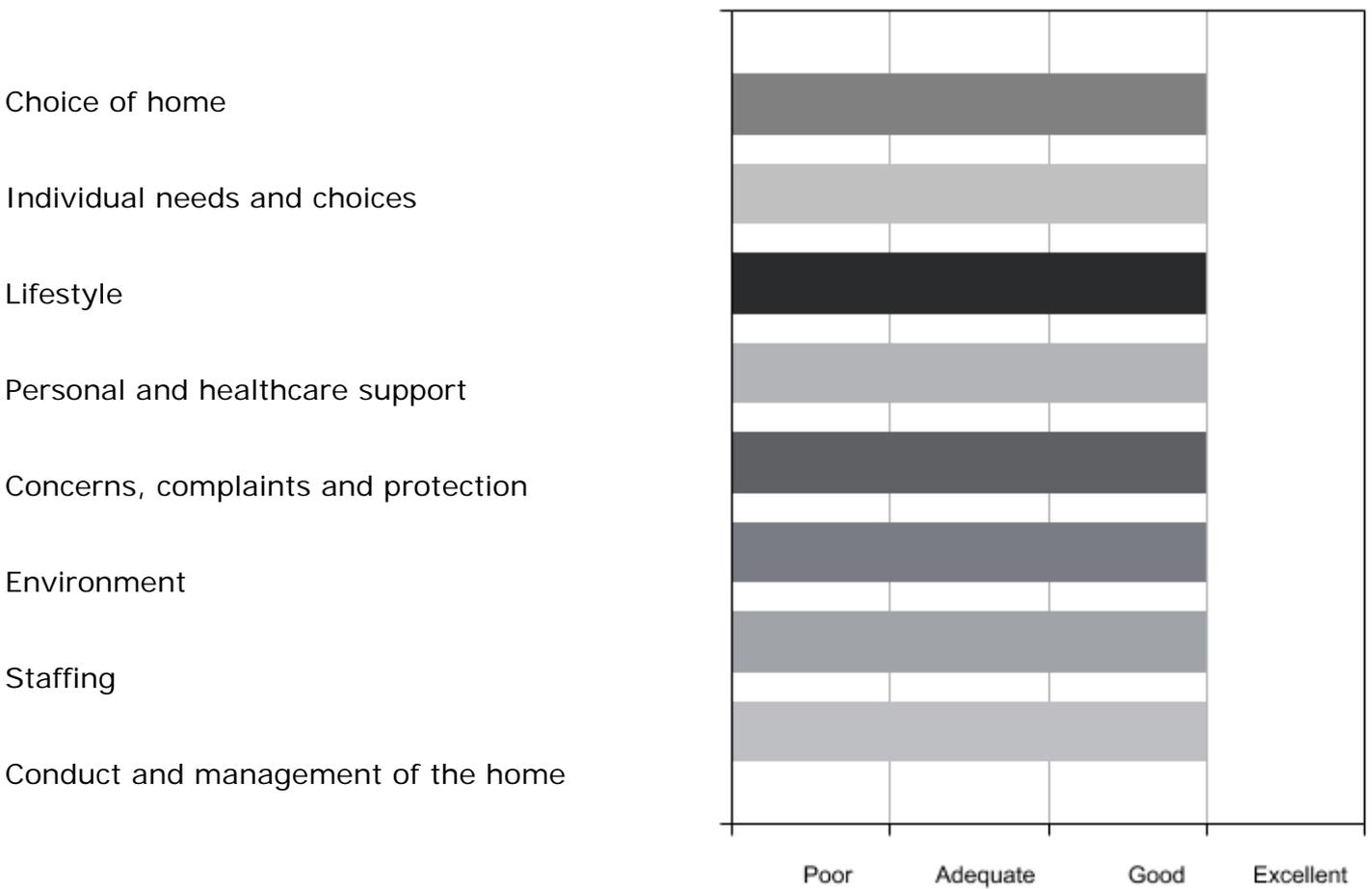
Living at Honeysuckle Farm costs between £348 and £760 per week.

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:

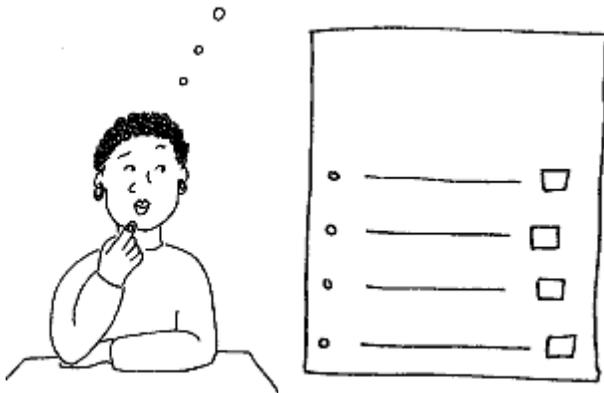


How we did our inspection:



This is what the inspector did when they were at the care home

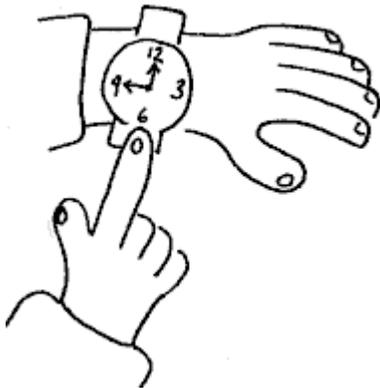
Before we visited Honeysuckle Farm we looked at information sent to us about what has happened there since we last visited on 24 September 2009.



We sent surveys to 8 people who live at the home and all 8 replied. We asked if people were happy with the care and support they get. We asked if people can make choices about their lives.

8 relatives responded to our survey. We asked if they were happy with the care and support in the home.

We sent surveys to 5 staff working in the home. 4 staff replied to our survey. We asked about the training they get. We asked about the support they get from the manager.



We visited Honeysuckle Farm on 21 September 2009. We arrived at 10:30 in the morning and left at 5 o'clock in the afternoon.



We looked at some of the rooms in the home.



We spoke to 6 people who live at Honeysuckle Farm. We watched how staff spoke to the people living at Honeysuckle Farm.



We looked at 3 people's support plans



We spoke to staff about how they support people. We spoke to staff about the training they did.

We looked at staff records. These told us about the checks done to make sure staff have the right skills and are safe to work in the home.



We spoke to the manager about how she runs the home



What the care home does well



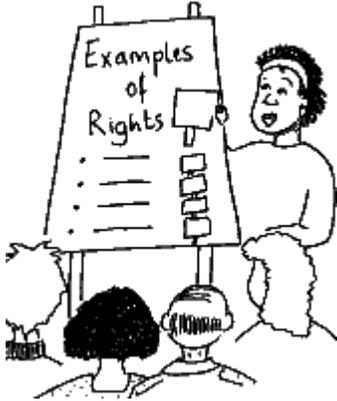
Support plans tell staff how people like their needs to be met



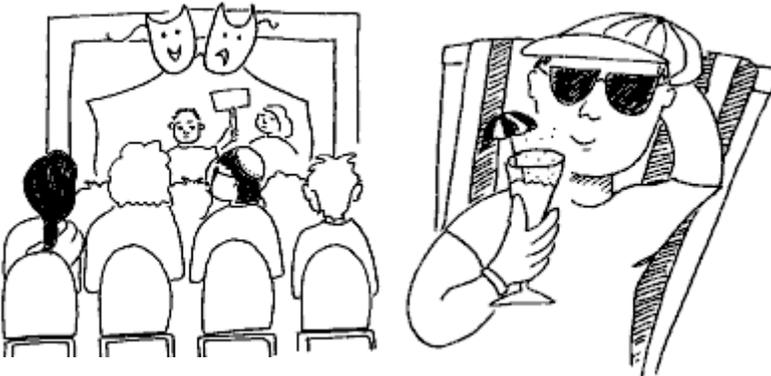
Staff support people to stay fit and healthy



Staff support people to stay in contact with their families and their friends



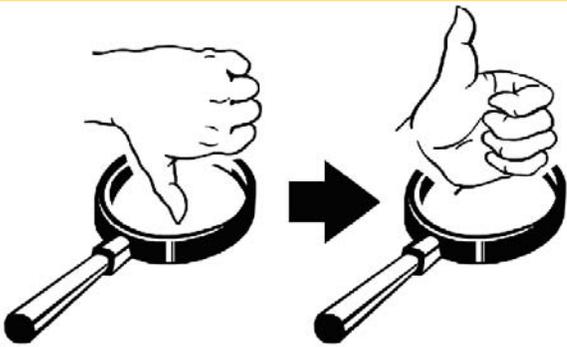
People are given the chance to say what they think about living at Honeysuckle Farm.



People do lots of activities, like going to the theatre, going to college and going on holiday.



The people who live and work at the home get on well together.



What has got better from the last inspection



Support plans are easier to understand and explain how to meet people's needs.



Staff have received training in how to look after older people



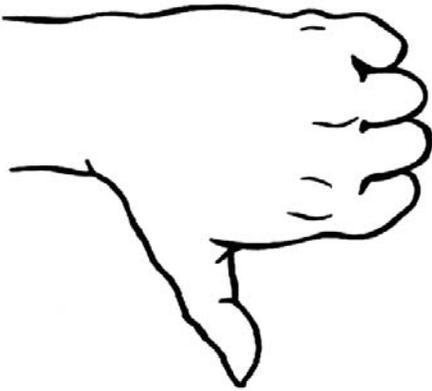
Staff have clear information about how to give out 'as required' medication

All radiators have been covered so that people don't burn themselves.

Locks have been changed on some doors so that they are easier to open if there is a fire.



There are more staff in the evenings and at weekends so that people can do more activities.



What the care home could do better

The lock needs changing on one door so that it is easy to open if there is a fire.



One person's room needs a ramp not stairs, so that they can get out to the garden easily.



If you want to read the full report of our inspection please ask the person in charge of the care home



If you want to speak to the inspector please contact

Ruth Wood

CQC East Midlands

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

	Tel. 03000 616161

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. 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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Environment (standards 24 - 30)

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Conduct and management of the home (standards 37 - 43)

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.

Information about the home helps people to make an informed decision about living there.

People's needs are assessed before they move in, to make sure the service can meet them.

Evidence:

We looked at the statement of purpose and service user guide. These documents give accurate information about the service. All eight people who responded to our survey said that they had received enough information about the home, before they moved in.

The service user guide contains pictures to make the guide easier to understand. Some of the pictures may be confusing for some people. We discussed this with the registered manager and recommended that she look at the Leicestershire Speech and Language Therapy Department's 'Easy Write' documents for guidance on how to improve the way the guide is written.

The home currently has one vacancy but has not had a new admission for several years. We spoke to the registered manager about the admission process. People come to look around the home, often with their families or existing carers. A full assessment

Evidence:

of need is taken including a past history and this would involve those currently involved in their care. They would then be offered the option to stay at the home overnight or for the weekend 'try out' the service.

We looked at three people's care files and noted that their assessments had been updated to reflect their changing needs.

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.

People's needs and how they like them to be met are outlined clearly in their care plans. This helps staff to support them to make choices and to take reasonable risks.

Evidence:

We looked at three people's care plans and spoke to two of these people about their needs and how staff support them. We also spoke to two staff members about their understanding of these people's needs.

Since the previous key inspection the registered manager and the head of day care have attended training on care planning and risk assessment and the majority of care plans have been updated. The three plans we saw outlined people's needs and the way they should be met. They were easy to read and understand and written in a person centred way, that is from the perspective of the person being supported in a way that they could understand. Two people said that they had been involved in typing up their plans and putting the information together.

Communication passports form part of plans. These outline how people communicate and if they need any special support or equipment. One person spoke to us using their communication book, which contained symbols and phrases that they could point to if

Evidence:

they found it hard to articulate certain words or phrases. The person said that using the book stopped them getting frustrated when they were trying to talk to people.

The staff we spoke to had a good understanding of people's needs and how they should be met and the four staff who responded to our survey said that they were always given up to date information about people's needs in the care plan. The eight relatives who responded to our survey were very positive about the care and support that people receive. One relative commented, "The home tries hard to engender a 'family spirit' as well as attempting to meet an individual's needs."

Speaking to people living in the home confirmed that they are offered choices in their day to day lives about the activities they take part in, the food they eat and how the home is run. There are regular 'residents' meetings' and people living in the home are encouraged to speak up for themselves. A group of people living in the home are trying to join or form their own advocacy group. Two people said that they shop for their own food so that they can get what they like and what is appropriate for their diet (one person is a vegetarian).

Risk assessments form part of care plans and look at ways in which people's needs may impact on the things that they do or want to do. Some of these relate to people's health conditions, such as epilepsy or to their impairments, such as visual impairment.

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.

People enjoy an active and interesting lifestyle, which takes account of their needs and individual interests.

Evidence:

Some people living at Honeysuckle Farm attend formal day care services for people with learning disabilities. Other people attend a wide variety of adult education classes and we saw several people's certificates, demonstrating the courses they had done. One person told us how much they enjoyed attending a Worker's Education Association Maths class "I wish it was longer!" Other people have done college courses ranging from Indian Head Massage to Information Technology (IT). Honeysuckle Farm has three computers that people living in the home have access to, one of which has a special wide screen. People use these to practice their IT skills, for working on their person centred care plans and for keeping in touch with their families via e-mail.

There is a day care unit attached to the home which contains facilities for art and craft as well as IT and is also the focus of the home's drama group. Three people spoke very enthusiastically about this; the home usually stages a Christmas play or

Evidence:

pantomime in a local village hall. One person said that they also "go to a lot of shows at De Montfort Hall".

One person attends a special club for people with a visual impairment and said how much they enjoyed this and meeting up with people that they had known from their past. They also told us about the talking books and talking newspapers that they listen to.

People living in the home appear to have an active social life. At the previous inspection the service was asked to review the staffing levels available in the evening to ensure if people wished to go out they could. This has been done and five people were going out on the evening of the inspection to a local art exhibition. One person told us, "We go to pubs for meals and to play skittles." Eight people were due to go on holiday later that week and other people living in the home have had holidays earlier in the year.

One person was supported by two staff members to visit their parent during the inspection; this visit takes place every week. People are supported to maintain contact with their family and friends and social events are arranged for people to attend. In response to our survey one relative commented, "They are also very good at dealing with people's families and wider social network . X is regularly taken to visit our sick mother."

People were positive about the food in the home and spoke to us about growing their own fruit and vegetables in the garden and how much they enjoyed cooking with these and eating the food later. At the previous inspection the service were asked to look at the availability of snacks and this has now been addressed.

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.

People's health and personal care needs are well met

Evidence:

The way that people like their personal support needs to be met is outlined in their care plans. Observation of people's appearance and discussion with people living in the home suggests that people's personal care needs are effectively met.

Several requirements were made at the previous inspection in relation to how the service manages people's epilepsy. These have all been addressed. A specialised monitor is in place for one person who has seizures at night and guidelines are in place outlining each person's individual needs in relation to the condition and how staff should address them. Staff have also received training in administering emergency medication.

Staff have received training about the conditions that affect people as they become older and this helps them to monitor people's health conditions, such as high blood pressure. The registered manager said that they had a very positive relationship with their GP and were able to contact them for advice and guidance.

People's appointments with all health professionals are clearly logged and people have access to chiropodists, dentists and opticians. One person has been recently re-

Evidence:

assessed by the physiotherapist for a new wheelchair. Pressure area care assessments are in place and appropriate equipment (such as air wave mattresses) are being used, where identified as necessary. One relative who responded to our survey said, "My sister receives a very high standard and continuous monitoring of all her health care needs."

Staff have received training in infection control and measures in place for managing infection are effective and take full account of the need to maintain people's confidentiality.

We looked at how medication is stored and administered. There are three cabinets available for the storage of medication. Currently one is being used for 'as required medication' as well as controlled medication. Controlled medication must be stored separately; the registered manager agreed to put this in place.

Staff who administer medication receive appropriate training and the registered manager assesses their competence in this area before they are able to administer medication. Medication Administration Records (MAR) are well kept but staff must remember to note the reason why the code 0, meaning 'other', is used on the reverse of the MAR. Staff were able to explain the reasons for the use of the code but this must be recorded.

Good systems are in place to manage 'as required' medication and clear protocols state under what circumstances the medication is to be given. Staff must also gain permission from the on-call manager before administering this kind of medication.

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. People's concerns are listened to and current procedures, ensure people are protected.

Evidence:

All eight people who responded to our survey said that they knew who to speak to if they weren't happy and knew how to make a complaint. Each person has an easy-read version of the complaints procedure and people we spoke to on the day of the inspection were very clear about how to raise any concerns they may have. The eight relatives who responded to our survey also said that they knew how to make a complaint and that the home had responded well to any concerns raised.

Staff have received training in safeguarding and the two that we spoke with directly had a good understanding of their responsibility to report any concerns. We recommend that the home's whistleblowing policy be reviewed at future staff meetings so staff are fully aware of the external agencies that they can report concerns to and the protection that they have in law to do this.

Good systems are in place for managing people's monies with a record being made of all transactions and receipts being kept. Two staff members and the person themselves sign against all transactions.

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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. People live in a clean and comfortable home which meets their needs.

Evidence:

We looked at all the communal areas of the home and some people's bedrooms. Following a requirement made at the previous inspection, all radiators in the home have been covered. All French windows (except one) have been fitted with locks without removable keys as they are designated fire exits. The remaining French windows must also be fitted with this type of lock and the exit made suitable for the physically disabled person currently living in this room.

People's rooms that we saw were personalised and reflected the interests of the people living in them. There is one shared room in the home and the people sharing this have done so for a number of years. One of the people is profoundly deaf and the registered manager should consult the fire authority to ensure that the fire alert system and fire risk assessment take account of the needs of this person.

All the eight people who responded to our survey said that the home was fresh and clean; the home was also fresh and clean on the day of the inspection. All staff members have received training in infection control.

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. People are effectively supported by competent, well-trained staff.

Evidence:

At the last key inspection the registered manager was asked to review staffing levels to ensure that sufficient staff were on duty to enable people to take part in social activities during the evenings and at weekends. This has been done and current staff deployment enables people living in the home to take part in a variety of activities (please see the Lifestyle outcome area).

We looked at three people's recruitment records and these contained evidence that Criminal Records Bureau checks had been completed and that people's names had been checked against the vulnerable adults register. To apply for a job at the home staff complete an application form and are interviewed by the registered manager. Notes of people's interviews are retained to demonstrate how the manager decided they were a suitable person to work at the home. At least two written references are obtained for each person (usually three) and the authenticity of references is verified by telephone.

We looked at the arrangements in place for staff training and spoke to two staff about their experiences of training in the home. Staff have access to National Vocational Qualifications; seven staff have a qualification at level 2, one at level 3 and one at level 4. Staff have also received training in the conditions associated with old age as required at the previous inspection. Three staff members received training in the

Evidence:

implementation of the Mental Capacity Act on the day of the inspection.

Staff confirmed that they received regular support from their manager and documents show that people receive regular formal supervision and appraisals. One relative commented, "I have always found the staff friendly, helpful, and approachable."

People living in the home spoke very positively about staff members and we observed that they have an open and friendly relationship with each other. One relative commented in our survey, " Nothing is too much trouble and the staff are exceptional people who continually strive for the health, well-being and happiness of the residents."

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 well managed in the best interests of the people who live in it.

Evidence:

The registered manager holds the registered manager's award (RMA) and since the last inspection has done additional training in staff supervision, care planning and risk assessment. Regular resident and staff meetings are held and people living and working in the home are given the opportunity to comment on how the home is run and to suggest changes. The home's parent organisation formally surveys people who live in the home and the manager also issues her own surveys to monitor people's satisfaction. People are encouraged to voice their opinions and to take part in formal advocacy services.

Staff have received training in First Aid, moving and handling, fire safety, food hygiene and infection control. Staff training in health and safety is due to be reviewed on 22/10/09.

There is a fire risk assessment in place and records show that fire systems and equipment are regularly tested and maintained. We have recommended that the registered manager contact the fire authority for advice on the fire risk assessment in relation to one person who is profoundly deaf.

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	Description	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	Description	Timescale for action
1	24	23	<p>The French window, designated as a fire exit must be fitted with a lock that does not have a removable key.</p> <p>This is so that in the event of fire the door may be easily opened. If the key can be removed it may not be available when required</p>	31/10/2009
2	24	23	<p>The exit from the fire door in the identified person's room must be made accessible for a physically disabled person who uses a wheelchair.</p> <p>This is to ensure that the person living in the identified room is able to exit the building quickly and safely in the event of a fire.</p>	31/12/2009

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	20	Controlled medication should be kept separately from other medication
2	20	The explanation of the code 0 meaning 'other' must be recorded on the reverse of the medication administration record.
3	23	Staff should be reminded about the content of the whistleblowing policy at staff meetings and their responsibilities under it.
4	24	The registered manager should consult the local fire authority to ensure that the fire risk assessment and the fire alert system take account of the needs of the person with a hearing impairment.

Helpline:

Telephone: 03000 616161 or

Textphone : or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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