



Making Social Care Better for People

Inspecting for better lives

Random inspection report

Care homes for adults (18-65 years)

| | |
|----------|--|
| Name: | Alexandra House and The Lodge |
| Address: | Main Road Alresford Colchester Essex CO7 8AP |

| | |
|---|-----------------------|
| The quality rating for this care home is: | two star good service |
| The rating was made on: | |

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed inspection. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

| | | | | | | | | | |
|------------------------|--------------|---|---|---|---|---|---|---|--|
| Lead inspector: | Date: | | | | | | | | |
| Ray Finney | 2 | 5 | 0 | 2 | 2 | 0 | 0 | 9 | |

Information about the care home

| | |
|-----------------------|--|
| Name of care home: | Alexandra House and The Lodge |
| Address: | Main Road Alresford Colchester Essex CO7 8AP |
| Telephone number: | 01206826009 |
| Fax number: | 01206826009 |
| Email address: | alexanderhouse@minstercaregroup.co.uk |
| Provider web address: | |

| | |
|---------------------------------|--------------------------|
| Name of registered provider(s): | Minster Pathways Limited |
| Type of registration: | care home |
| Number of places registered: | 14 |

| | | |
|-----------------------------|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| learning disability | 14 | 14 |

| | | | | | | | | |
|---|--|--|--|--|--|--|--|--|
| Conditions of registration: | | | | | | | | |
| Persons of either sex, under the age of 65 years, who require care by reason of a learning disability (not to exceed 14 persons) | | | | | | | | |
| Persons of either sex, aged 65 years and over, who require care by reason of a learning disability (not to exceed 14 persons) | | | | | | | | |
| The total number of service users accommodated in the home must not exceed 14 persons | | | | | | | | |
| Date of last inspection | | | | | | | | |
| Brief description of the care home | | | | | | | | |
| Alexandra House and The Lodge are two self-contained units within a detached property, situated in a semi-rural location between Colchester and Clacton-on-Sea. The home provides care and accommodation for thirteen adults with learning disabilities, some of who are over the age of sixty-five. Both units are on two floors. There are two double bedrooms and nine single. None of the rooms are en-suite but they do have | | | | | | | | |

Brief description of the care home

hand basins. Alexandra House has a kitchen-dining room with separate lounge. The Lodge has a lounge-dining room with separate kitchen. There is an upstairs activities room in The Lodge but, as neither unit has a lift, this is only accessible to mobile service users. To the front of the property is a paved area, separated from a small lay-by, and the road, by a large sliding iron gate.

The home charges between £457.39 and £908.21 a week for the service they provide. This information was given to us in November 2007. Information about the home can be obtained by contacting the manager. Inspection reports are available from the home and from the CSCI website www.csci.org.uk

What we found:

An expert by Experience joined us on the day of the inspection to talk to people. Experts by Experience are an important part of the inspection team and help inspectors get a picture of what it is like to live in or use social care services. The term Expert by Experience is used to describe people whose knowledge about social care services comes directly from using them.

We visited the home on 25th February and looked at three areas where good practice recommendations were made at the last inspection. These were, improving risk assessments, the storage of medication and continuing to support staff to obtain National Vocational Qualifications. We looked at records such as care plans and staff files and we examined the storage and recording of medication. In all three areas the manager and her team had acted on the recommendations and made significant improvements.

What the care home does well:

People living at Alexandra House and The Lodge are supported by a staff team who take time to talk to people and provide care for them in an individual way. The manager and her team know people well and they demonstrate that they are committed to providing a good standard of care. The manager and staff strive to find ways of improving the service both in the care that people receive and the record keeping to provide evidence of the improvements.

What they could do better:

The service should continue with the progress already made with record keeping.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

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

| No. | Standard | Regulation | Requirement | Timescale for action |
|-----|----------|------------|-------------|----------------------|
|-----|----------|------------|-------------|----------------------|

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 |
|-----|----------|------------|-------------|----------------------|
|-----|----------|------------|-------------|----------------------|

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

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| Document Purpose: | Inspection Report |
| Author: | CSCI |
| Audience: | General Public |
| Further copies from: | 0870 240 7535 (telephone order line) |

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for 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 or

Textphone: or

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.

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