

Random inspection report

Care homes for adults (18-65 years)

Name:	Church Avenue (12)
Address:	12 Church Avenue Harrogate North Yorkshire HG1 4HE

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:							
Irene Ward	2	7	0	5	2	0	1	0

Information about the care home

Name of care home:	Church Avenue (12)
Address:	12 Church Avenue Harrogate North Yorkshire HG1 4HE
Telephone number:	01423531386
Fax number:	01423541889
Email address:	
Provider web address:	

Name of registered provider(s):	Henshaws Society for Blind People
Name of registered manager (if applicable)	
Mr Iain Houston	
Type of registration:	care home
Number of places registered:	6

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 6								
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 category: Learning Disability, Code LD, maximum number of places 6								
Date of last inspection								
Brief description of the care home								
12 Church Avenue is operated by Henshaws Society for Blind People and is registered to provide personal care for 6 younger adults aged 65 years and under who have learning disabilities with an additional visual impairment. The house is situated within walking distance of Harrogate town centre and there are local amenities close by in								

Brief description of the care home

Bilton. It is a large three storey semi-detached house with a small garden to the front and rear paved area. All bedrooms are designed for single occupancy. At the last key inspection on the 19th July 2007 the weekly fees ranged from £625 to £750 and did not include costs for chiropody, toiletries and activities. People who use the service, relatives and other interested parties are able to have access to inspection reports by requesting them from the home.

What we found:

This was an unannounced inspection of the care home at 12 Church Avenue. The visit was completed on 27th May 2010 by one inspector. The home's staff and the people living there did not know that we were going to visit on this day. During our visit we looked at a selection of records, looked round some parts of the building and talked to some of the people who live at the home and the staff who work there.

Before our visit we looked at all of the information we had about the service and asked the home to complete an annual quality assurance assessment. This is a self-assessment that tells us about the home. We also sent out surveys to people who live and work at the home. Four people who live at the home returned surveys to us. No surveys were returned by staff. We used all of this information to plan our inspection visit and have included it in this report where appropriate.

What the care home does well:

Each person living at the home has their own care plan and record of their care. This is based around the organisations assessment and care planning documentation. The record we looked at showed that a full assessment and introductory process had been completed before the person moved in. This included visits to the home to meet people and make sure it was the right place for the person to live. Four people who returned our surveys told us that they had been involved in the decision to move into 12 Church Avenue and had been provided with enough information to help them make that decision.

We looked at people's care records which showed that people take part in lots of different activities and events. People enjoy activities such as going to salsa and karaoke nights, walking for charity, tandem riding, going to the gym and shopping. People go to the Henshaws Arts and Craft Centre and Harrogate College. People do therapeutic employment such as working at the Paperworks and gym. People have opportunity to go on holiday, the manager said that they were all going to France again next year. For this years holidays the home is hiring a mini bus in July and going to different locations such as Flamingo Land, Beamish and a trip to the Lake District.

The care record we looked at also showed that people have involvement from other health professionals, such as their dentist, optician and doctors. The medication storage arrangements and recording we looked at showed us that medication is being managed safely by the home.

There have been no recent complaints or safeguarding incidents at the home. Staff we spoke to had received safeguarding training and knew how to report any concerns. All four people who live at the home and returned a survey said there was someone they could speak to if they were unhappy and said that they knew how to make a formal complaint.

All four people who returned surveys told us that the home is 'always' kept fresh and clean. During our visit it was clean and tidy and provided people with a homely and comfortable place to live.

We went to the organisations human resources offices which are situated on Henshaws College campus. We checked one recent recruitment record and found that all the appropriate checks and information had been obtained before the staff member started to work in the home. The records also showed that appropriate induction and ongoing training had been arranged.

People living at the home made positive comments on the surveys they returned to us and when asked what does the home do well, they said, "Gives me somewhere to live. Privacy in my own room. Visit friends." "Promotes my independence. Well situated for local shops." "Everything." "Takes me out. Helps me cook my food. Fixed my TV." When people were asked what could the home do better people said, "Can't think of anything." "Nothing." "Some new bedding." When people were spoken to on the day of the site visit they all made positive comments about the home such as: "Very happy here." "Everything is fine." "Everything is ok."

The manager confirmed that new bedding had been bought for people and during the site visit new curtains to match the new bedding were being fitted.

Discussions with the manager and the rota confirmed that staff levels are arranged with people's routines and preferences in mind,as much as possible. We found that the home has an appropriate management structure in place. The manager is appropriately qualified and experienced.

Staff on the day of the site visit also made positive comments such as: "Really good,nice house. People living in the house mix really well and go out together. The training is very good."

What they could do better:

There was a fridge/freezer situated in the main lounge. The manager of the home said that the fridge/freezer was to big to go into the new kitchen that had been installed. They had tried to move it to the basement but unfortunately it is to big. A new fridge/freezer has been ordered which will go into the basement and the old fridge/freezer will be removed from the lounge. However, we feel that 12 Church Avenue continues to provide good and excellent outcomes for the people who live there and we have made one new recommendation as a result of this random inspection.

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
1	24	The fridge/freezer in the main lounge should be removed as this is not an appropriate place to store such equipment.

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
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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

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