

Key inspection report

Care homes for adults (18-65 years)

Name:	Brain Injury Services, 51 The Drive
Address:	Brain Injury Services, 51 The Drive Kingsley Northampton Northants NN1 4SH

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:
Catherine Perrins	3 0 0 3 2 0 1 0

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:	Brain Injury Services, 51 The Drive
Address:	Brain Injury Services, 51 The Drive Kingsley Northampton Northants NN1 4SH
Telephone number:	01604710145
Fax number:	01604711988
Email address:	
Provider web address:	

Name of registered provider(s):	Partnerships In Care Ltd
Name of registered manager (if applicable)	
Jill Mary Langhorne	
Type of registration:	care home
Number of places registered:	3

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	3	0
Additional conditions:		
Age Range 27 - 60 Years of age		
All service users will have an acquired Brain Injury.		

Date of last inspection									
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Brief description of the care home
51 The Drive is a Care Home providing personal care for 3 service users with acquired brain injury. The home is owned by Partnership in Care Limited and is adjacent to another home owned by the same company. The Registered Manager is also the Registered Manager for the adjacent home at number 49 The Drive. The home is located in a suburb of Northampton close to a local shopping centre and park and easily accessible by public transport. The home was opened in January 1994 and consists of a large semi-detached house with front and rear gardens. Single room accommodation without en suite facilities is provided for all service users. The current

Brief description of the care home

fees are GBP 1,932.00 per week, additional charges are made for hairdressing, toiletries, newspapers, magazines and gym membership.

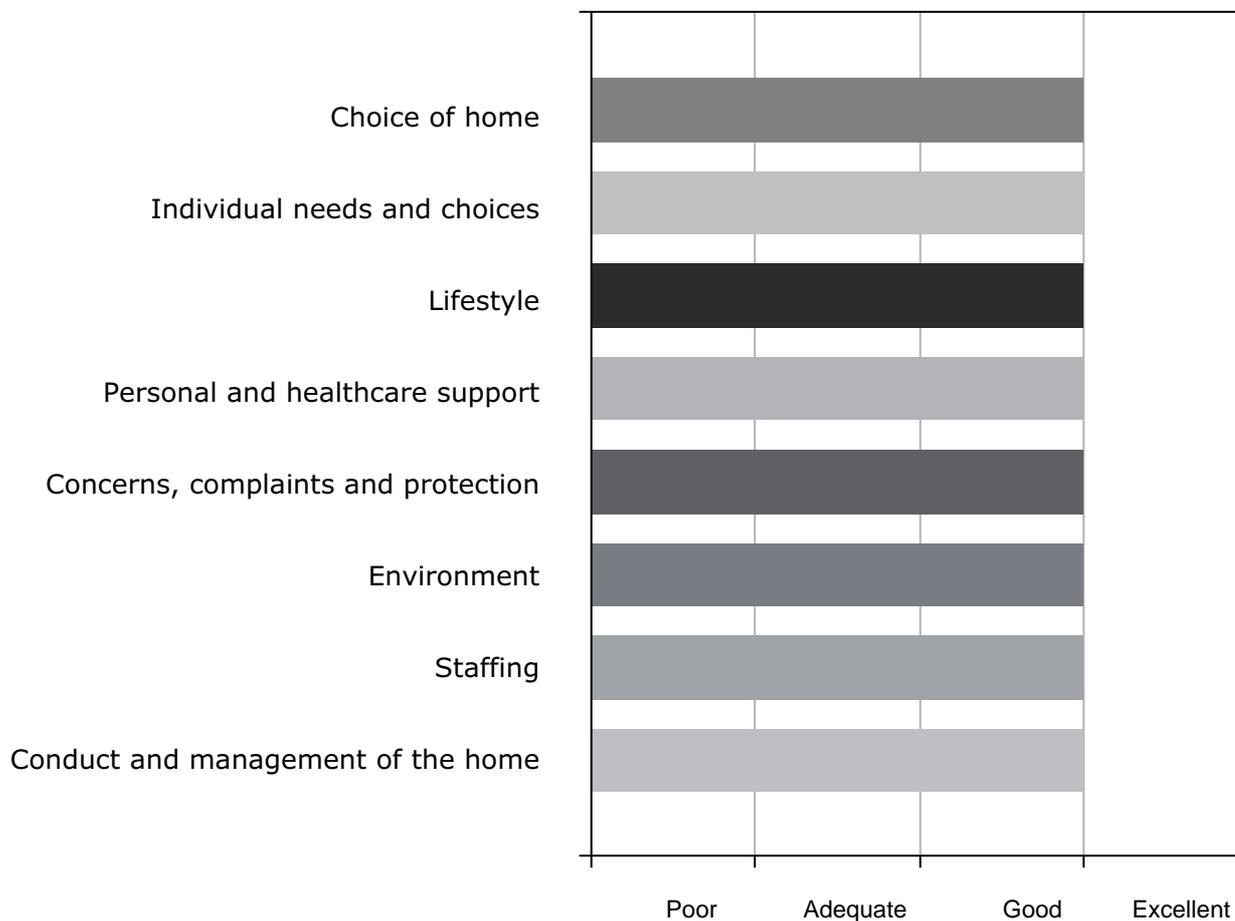
Summary

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:

The quality rating for this service is two star. This means the people who use this service experience good quality outcomes.

This was an unannounced key inspection which means that we focused on the 'key' national standards. The key standards are those considered by the Commission to have the most impact on outcomes for people using the service.

As part of the preparation for this inspection a period of three hours was spent reviewing the information that CQC has about this service. We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

The inspection was conducted over two days and lasted for five hours.

During the inspection one person was 'case tracked'. This involves looking in detail at all aspects of their care and experiences at the 51, The Drive, including looking at their individual plans of care and other records, talking to them and talking to their care staff.

We also used observations of peoples state of well being and how they interacted with staff members and others.

A sample of staff files were also viewed as part of the inspection.

The registered manager was present on the second day of the inspection.

The report refers to 'we' this is because the report is written on behalf of the commission.

What the care home does well:

People sign their care plans when they are reviewed to show that they agree with the information recorded.

People told us that the food is good and that they sit down and plan meals for the week every Wednesday.

Staff spoken to had a good understanding of people's health and personal care needs.

One person told us "Staff never go in my room without permission."

Staff were observed to have a good relationship with the people living in the home and people spoke highly of the staff.

What has improved since the last inspection?

Staff have received training in fire safety.

The home submitted their annual quality assurance assessment (AQAA) to the Commission.

A computer has been purchased for people living in the home to use with plans to have internet access.

What they could do better:

Care plans should detail how people are being supported to pursue their aspirations and goals.

Care plans must be reviewed regularly when people's needs or circumstances change to ensure that staff have the information that they need to support people in the right way.

Prescription creams should be dated when they are opened to ensure that they are used within their 'use by' date.

The storage of medication must be reviewed to ensure that the home is able to store any controlled drugs safely.

A sample check of the number of paracetamol for one person showed that there were less tablets in stock than the total recorded on the medication administration record.

Staffing levels should be reviewed to ensure that there is adequate staffing to support people to pursue their aspirations and goals.

Two written professional references should be obtained for all new employees to give greater accountability than character references.

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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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's needs are appropriately assessed prior to moving into the home, ensuring that their needs can be met.

Evidence:

The home has a statement of purpose and service user guide which give people good information about the home and the services it offers. The statement of purpose and service user guide were not available in any other formats to make them easier for people to read and understand.

Records show that people's needs are assessed before they move to 51 The Drive to make sure that the home is right for them.

The manager explained that people are able to visit the home before they move in to help them decide if the home meets their expectations.

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 personal care and health care needs are being met by staff who understand their needs and deliver care in a respectful manner.

Evidence:

Each person who lives at the home has an individual plan of care. This contains their care plans and other information that staff need to care for people in the right way. Care plans seen covered areas such as communication, eating and drinking, personal care, mobility, culture and religion, and health. They contained some detail about people's preferences such as what time they liked to get up and go to bed.

Records seen noted people's goals and aspirations but their care plans did not consistently outline how the home intended to support people to meet these. For example one person wanted to live independently. Although there were care plans detailing aspects of road safety there was limited information to show how else staff should support him to achieve greater independence.

Evidence:

Staff told us that care plans are reviewed every six months. Records show that people sign their care plans when they are reviewed to show that they agree with the information recorded. There was no evidence of care plans being reviewed or amended more frequently than six monthly.

People are supported to be safe without restricting their lifestyles by written assessments of the risks they face from the environment and the various activities that they do. These cover areas such as swimming, shopping and walking.

One person who lives in the home told us that his choices were sometimes limited by the availability of staff to support him and that he would like to have more individual support. He told us ".....my attention is the problem. I need one to one support to help me address this".

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 are able to choose how they spend their time in the home and enjoy a range of activities both in the home and the local community.

Evidence:

One person told us that his favourite pass time is fishing. Staff explained that he goes fishing regularly during the better weather. Another person told us that he visits the library in Weston Favel and goes horse riding.

Staff told us that one person who lives at the home attends a work placement.

Each person who lives at the home has a weekly schedule which outlines what they do each day. Staff told us that one person writes out his own schedule each week to make sure that he includes the things that he wants to do each week like going out with friends and studying as well as household tasks.

Evidence:

One person told us that he would like to go out more saying that "I can't go out on my own because I have road safety issues - really frustrating. I go out with carers now and again."

One person told us that he had requested to have internet access to help his studies and to keep in touch with friends. He explained that he had complained to the manager of the home about the length of time it was taking to install as it had initially been requested six months prior to the inspection. The manager told us that it was due to be installed shortly after the inspection.

People told us that the food is good and that they sit down and plan meals for the week every Wednesday.

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 met by staff who are familiar with their needs.

Evidence:

People living at the home are able to see a range of health and social care professionals from within the company and externally. These include general practitioners, clinical psychologists, physiotherapists, social workers, opticians and dentists.

Staff spoken to had a good understanding of people's health and personal care needs.

The administration of medication is generally well managed with all entries on the medication record being signed to show that people are receiving their medication as prescribed. Prescription creams had not been dated when they were opened. This is important to ensure that they are used within their "use by" after opening date. A sample check of the number of paracetamol for one person showed that there were less tablets in stock than the total recorded on the medication administration record. The storage of medication needs to be reviewed to ensure that the home is able to

Evidence:

store any controlled drugs safely and to ensure compliance with the latest requirements of the Misuse of Drugs Act Amendment 2007. This specifies how care homes should store controlled drugs. Controlled drugs are prescribed medicines which some people abuse them by taking them when they have not been prescribed, there are laws and regulations about how these drugs should be stored and administered.

Staff told us that the dispensing pharmacy used to visit the home to carry out an audit of the medication systems and offer advice to the home but that this has not happened recently.

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 are aware of how to raise their concerns and the home has a policy which ensures that these concerns are responded to.

Evidence:

The home has a complaints procedure which outlines what people should do if they wish to raise a concern about the home and the response that they can expect. The address of the Care Quality Commission recorded in the complaints procedure was no longer in use.

Records show that the home has received one complaint from someone living in the home since the last inspection. This complaint relates to the amount of money available to spend on activities. Records show that this was investigated using the homes complaints procedure and an appropriate response given to the complainant. A further concern was raised about the lack of internet access in the home.

There have not been any referrals made by the home to the Local Authority under the locally agreed safeguarding adults procedure. Staff spoken to had a good knowledge of how to safeguard adults and their responsibilities under the locally agreed procedures.

The home have not made any applications to the Local Authority under the deprivation of liberty safeguards and observations made during the inspection suggest that people

Evidence:

are able to move around the home freely and do not have any restrictions placed on them.

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 benefit from a comfortable and spacious living environment.

Evidence:

51 The Drive is a spacious semi-detached property in a residential area of Northampton a short walk from shops and other local amenities.

Each of the people who lives at the home has their own bedroom which they are able to personalise with ornaments, pictures and their possessions. One person told us "Staff never go in my room without permission."

Communal areas include a lounge, dining room, kitchen and small study. There is also a bathroom and a shower room. The property is generally well maintained and clean throughout. Communal areas had been made homely with pictures and ornaments.

At the rear of the property there is an enclosed garden. People told us that they sit in the garden in the warmer weather.

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 benefit from being supported by a competent and caring staff team who have a good awareness of their needs and preferences.

Evidence:

The recruitment of staff is well managed with the necessary pre recruitment checks being carried out to ensure that staff are suitable to work with vulnerable people.

Staff told us that they had an induction when they first started working at the home which included working alongside an experienced colleague to make sure that they had all of the information that they need to do their job in the right way.

Staff explained that they attend training courses such as food hygiene, safeguarding of adults, infection control, fire safety and moving and handling.

Staff were observed to have a good relationship with the people living in the home and people spoke highly of the staff.

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.

Management arrangements within the home ensure that people are safe and their needs are met.

Evidence:

51 The Drive shares a registered manager with the property next door which is owned by the same company. As well as the registered manager the home also has a house senior who is responsible for carrying out some of the quality audits and staff supervision.

The registered manager told us that she is working towards her NVQ 4 in leaderships and management in care studies.

The results of a staff satisfaction survey carried out in 2009 for both 51 The Drive and its sister home next door showed a high level of dissatisfaction for example only eight staff out of the fourteen who returned surveys stated that they "agree" or "tend to agree" that Partners in Care was a good company to work. Records show that audits are carried out on care plans and medication by the house seniors. The manager told

Evidence:

us that the audits done under regulation 26 of the care homes regulation had been carried out for February and March 2010 but records of these could not be located.

Records show that the necessary safety checks such as fire checks, checks on the water system and portable appliance testing have all been carried out recently.

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	6	15	Care plans must be reviewed regularly when people's needs or circumstances change. To ensure that staff have the information that they need to support people in the right way.	30/06/2010
2	20	13	There must be a system in place to ensure the safe administration and recording of all medication and an audit trail which details the amount of medication held by the home. To ensure that people receive their medication as prescribed.	30/05/2010
3	20	13	The storage of medication must be reviewed to ensure that the home is able to store any controlled drugs safely and to ensure compliance with the latest requirements of the Misuse	31/07/2010

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
			of Drugs Act Amendment 2007. To ensure that all medication can be stored safely.	

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	6	Care plans should detail how people are being supported to pursue their aspirations and goals.
2	20	All creams should be dated when they are opened to ensure that they are used within their 'use by' date.
3	33	Staffing levels should be reviewed to ensure that there is adequate staffing to support people to pursue their aspirations and goals.
4	34	Two written professional references should be obtained for all new employees to give greater accountability than character references.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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