



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

| | |
|-----------------|--|
| Name: | Tabley House General Nursing Home |
| Address: | Tabley House General Nursing Home Tabley Knutsford Cheshire WA16 0HB |

The quality rating for this care home is:

three star excellent service

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: |
| Joan Adam | 0 9 0 4 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 Older People 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

| | |
|---------------------|--|
| Document Purpose | Inspection report |
| Author | CSCI |
| Audience | General public |
| Further copies from | 0870 240 7535 (telephone order line) |
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| Internet address | www.cqc.org.uk |

Information about the care home

| | |
|-----------------------|--|
| Name of care home: | Tabley House General Nursing Home |
| Address: | Tabley House General Nursing Home Tabley Knutsford Cheshire WA16 0HB |
| Telephone number: | 01565650888 |
| Fax number: | 01565653230 |
| Email address: | karenlynskey@cygnethealth.co.uk |
| Provider web address: | |

| | |
|---------------------------------|----------------------------|
| Name of registered provider(s): | Cygnnet Healthcare Limited |
| Type of registration: | care home |
| Number of places registered: | 59 |

| | | |
|--|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| dementia | 0 | 15 |
| old age, not falling within any other category | 0 | 44 |
| physical disability | 2 | 0 |
| Additional conditions: | | |
| One named service user under the age of 65 to be accommodated for eight weeks until 12 November 2006. | | |
| This home is registered for a maximum of 59 service users to include:- MAIN HOUSE * Up to 44 service users in the category OP (Old age, not falling within any other category) of which :- * Within the 44, up to 2 agreed service users in the category PD (Physical disability aged under 65 years) WEST WING * Up to 15 service users in the category DE(E) (Dementia over 65 years of age) | | |

| | | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|--|
| Date of last inspection | | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|--|

| |
|---|
| Brief description of the care home |
| Tabley House is an eighteenth century country house set in acres of parkland in the Cheshire countryside. The accommodation, set on two floors, caters for up to 44 service users in thirty-eight rooms. All rooms have en-suite facilities. The majority of rooms are single, however a small number of shared rooms are available. The home caters for people over the age of sixty five and provides both personal and nursing |

Brief description of the care home

care. The current charges for the home are #850 to #1,300 per week. This information has been provided by the home manager.

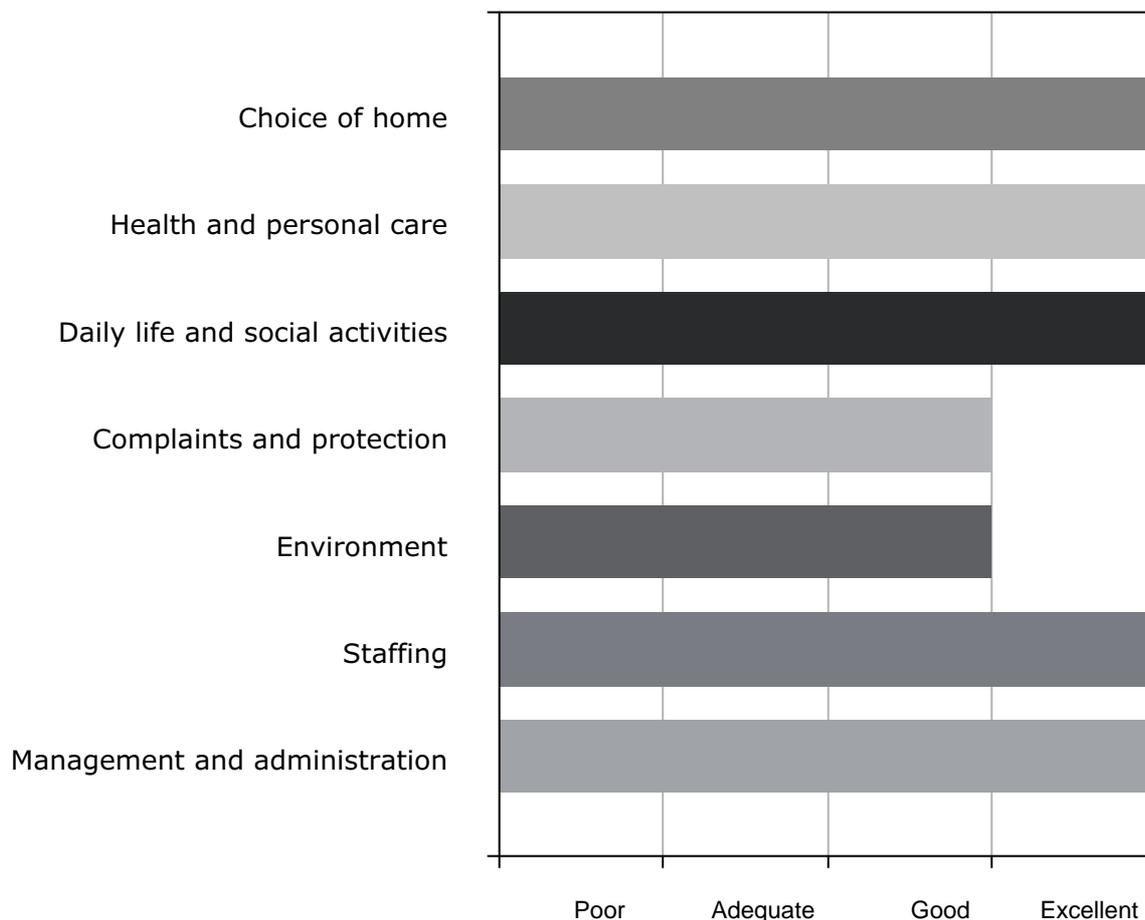
Summary

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

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

This unannounced inspection took place over six hours by two inspectors. This was to assess if people's needs were met at the home. A tour of the premises took place and included a majority of the bedrooms and the shared areas such as the lounges, dining rooms, bathrooms and toilets. The manager, deputy manager, some staff and people cared for were spoken with and their views contributed to the report.

The visit was just one part of the inspection. Before the visit the home was asked to complete an annual quality assurance assessment (AQAA) to provide up to date information about services of the home. Other information since the last key inspection was also reviewed.

Feedback was given to the manager and deputy manager at the end of the visit.

What the care home does well:

A senior staff member visits people wherever possible to carry out an assessment of their care needs before they move in to the home to ensure that their needs can be met there.

Individualised care and attention is provided and there is a welcoming cheerful environment so that people who are cared for feel comfortable and at home.

People's plans of care were well documented and reflected each person's individual needs.

The home has an established team who were keen for standards to be maintained. We found people receive care and support that matches their expectations. Staff are quick to respond to changes in people's health care needs and have an excellent understanding of the importance of treating people as individuals and promoting their privacy and dignity.

Meals were varied and offered choice and variety.

The home provides a varied range of activities so that people who live in the home have enough to do.

A good standard of hygiene was seen throughout the home and the standard of decor was good.

Comments from relatives were " we are looked after as well as my relative" " the staff work as a team and my mother had the best care she could have had in the last weeks of her life" " all the staff are fantastic" " " it is the extra touches that make the difference" " you made my mum feel safe and protected"

Staff were seen to treat people they cared for with respect and had an easy friendly manner. Staff were seen to provide support in a sensitive and caring way.

We found that the management team are involved in the day to day running of the home and that a number of systems are in place to check that peoples expectations are being met .

What has improved since the last inspection?

The home is at present undergoing a major refurbishment. The areas that have been completed are to a high standard and work is on going on some corridors and areas in the West wing.

What they could do better:

The home should continue to maintain the high standard it has achieved.

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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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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are given good information and their needs are fully assessed before they live at Tabley House so they know their needs can be met.

Evidence:

We looked at the AQAA and this told us that each person and their family is given good information regarding the home before they are admitted. A brochure and the statement of purpose is given to people in the form of a welcome pack which also contains an activities programme , menus, complaints procedure and gives the name of a senior person to contact if they wish to discuss any aspects of the home. People are informed of the home's web site so that they can gain more information regarding the home if they so wish. Advice is also given in regard to advocacy services to help them to understand the finances when living in a care home. When we visited the home we found this to be true. The care plans for two newly admitted people were looked at. These contained detailed pre-admission documents which had been fully

Evidence:

completed by senior staff before the person had been admitted to the home. Details from the hospital were also present. This information was used to write a plan of care to let staff know what their needs were and how they could meet them.

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

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

People who live at Tabley House have their health, personal and social needs met in a dignified way.

Evidence:

We looked at the AQAA. This showed us that people who live in the home should expect to receive care in a way that they choose. We saw that each person has a plan of care, which gives staff clear instructions on how to provide care in a way which people preferred. These were core care plans which were individually adapted to the individual's needs. All plans of care were reviewed each month so that any changes were up dated and all staff would know what changes if any had been made. A moving and handling assessment had been completed on each resident so that staff would know how to move them safely. A nutritional assessment had been filled in so that staff would know if the residents were at risk of losing weight. Weights were recorded on a weekly or monthly basis.

Evidence:

Choices were recorded such as when they liked to get up, where they spent their day and how their spiritual needs were met. Visits from other health care professionals such as G.P's, nursing home co-ordinators and district nurses were recorded so staff would know when these visits had taken place and why. The daily records were detailed so that all staff would know what had taken place during the shift. Care plans had evidence that the person who lives at the home or their family had been involved in the care plan. The manager or a senior staff member audited the care plans on a monthly basis so that areas of concern could be acted upon.

We saw staff that had the skills to care for people properly by providing them with specialised equipment to reduce the risk of their health deteriorating and by consulting with doctors and other health care professionals when their condition deteriorated.

The atmosphere in the home was warm and welcoming and all staff were seen to be friendly and appeared to have good relationships with the people in their care. When spoken with staff were aware of peoples' needs and their likes and dislikes. Residents spoken with said " it is a very nice home" " the staff are really good" " very professional staff." " everything runs smoothly."

The home cares for people who are at the end of their life and are at present working toward a gold standard framework for end of life care. Staff are undertaking training at present regarding this.

Medicines are managed well. Policies and procedures are in place for the safe management of medications and staff training has taken place so that staff are aware of their responsibilities regarding the safety of medicines in the home. The home uses a blister pack system for medication so that staff can see which medicines have been given out each day. All medication administration sheets had been completed.

Controlled drugs were looked at and the checking of these by staff had been recorded appropriately. Items with a short shelf life in the drug fridge had been dated and signed so that staff would know when these had been opened. The medication management was audited every three months so that any errors were identified and dealt with quickly.

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

People who live at Tabley House are able to take part in a range of activities and mealtimes were a positive experience.

Evidence:

We looked at the AQAA which told us that the provision of activities on offer is varied and takes in to account the needs and wishes of the people who live in the home. When we visited we found this to be true. We found a varied activities programme was on offer each day for people to join in if they wish. When we asked people they said could choose to join in or not. Activities on offer ranged from entertainers coming in to the home to days out to local supermarkets or to the coffee shop in the museum which is adjacent to the home. Excercises to music, quizzes or crafts are some of the things on offer at Tabley House.

Choices are recorded in the care plan such as how the people who live in the home like to spend their day.

There is a varied menu on offer and people who live at the home have regular meetings with the chef so that they can discuss changes they may want to make. More basic food are on offer following one meeting with the chef. The dining room has been refurbished to make a pleasant place to dine and there are two sittings for meals so

Evidence:

that everyone can enjoy a relaxed meal. Staff were seen to assist people in a sensitive way. people spoken with said that the food was " very good" " a good variety on offer".

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

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 who live at Tabley House are confident that their complaints are listened to and staff have received training so that they know what to do to protect people.

Evidence:

We looked at the AQAA which told us that two complaints had been made to the home. It also told us that staff have received training in how to protect people rights and the complaints procedure. People spoken with said that they knew how to make a complaint.

" I would speak to the manager, but I have no complaints " People could be confident that their complaints would be listened to.

The home had policies and procedures on the prevention of abuse and whistle blowing. The safeguarding procedure is how the local council and other agencies respond to allegations of abuse against vulnerable people. Staff have received training about safeguarding people from abuse so that they know how to deal with any incident or suspicion of abuse.

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, 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.

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 who use live in Tabley House live in a well maintained environment, which is equipped to meet their needs.

Evidence:

We looked at the AQAA which told us that there is an ongoing programme of maintenance and replacement. Areas that have undergone a major refurbishment are the dining room, the main lounges and corridors. New furnishings, curtains and carpets have been purchased. At present work has commenced on upgrading the the West Wing.

The bath on the top floor has been out of service for some time due to a specialist plumber being called to repair the drainage system on the bath as a flood was caused in the museum. There are a parker jakuzzi bath and three shower rooms on the ground floor which can be used by people who need help with bathing. A high number of bedrooms are en suite.

The home was cleaned to a high standard and there were no unpleasant odours.

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

People receive care and support from skilled staff that they like.

Evidence:

We looked at the homes AQAA which showed us that a variety of staff are employed to provide care and support to the people who live in the home and that the staff was recruited correctly. We found this to be true.

We found that staff are supplied in sufficient numbers to meet peoples needs and people

who live in the home said they thought that there was enough staff on duty on each shift.

People said that if they needed help this was supplied quickly. " All the staff are very helpful" The AQAA said that each registered nurse is allocated supernumerary time to complete care plans and formal supervision of staff.

We saw that most of the staff working in the home have achieved a national vocational qualification in care. This shows that staff have had formal training to carry out their roles and is above the expectations of the national minimum standards.

We saw staff training is on-going and that all staff have received mandatory training in key subjects. This means that staff have been given the skills to promote people's health

and welfare. The home is working toward a gold standard framework for end of life

Evidence:

care. All

staff have received training regarding end of life care so that people who live in the home are looked after by competent staff.

The home facilitates student nurses and adaptation students. Tabley is a partner of the Cheshire consortium in the provision of staff training and has close links with the Primary Care Trust nursing home training co-ordinator.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** 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 and the views of people who live there are obtained.

Evidence:

The manager of the home is an experienced nurse with relevant management qualifications and has been at the home for some time. She is supported by a deputy manager and trained staff. The AQAA states that the service " responds well to service users needs at point of contact, To treat each individual as a unique person and protect their privacy and dignity. To ensure that the transition in to nursing home life is smooth and all anxieties are dealt with immediately by thoroughly assessing needs To acknowledge our weaknesses and create strategies to solve these and to continuously improve and progress." When we visited the home we found that this was true. Staff feel supported by the management of the home and feel that they receive good training. This was told to us on survey forms that had been given out to staff prior to the visit. We viewed records that showed that monthly checks are carried out on all systems in the home which gives support and care. This is

Evidence:

good practice and shows a commitment from the home to provide a good service. We looked at how the people who live at the home and their relatives are consulted about the service. Regular meetings are held and topics are discussed which affects their day to day lives. Questionnaires are sent out and a report is written and shared with the people who live there.

We looked at how the health and safety of the people who live at the home is protected and found that there are regular checks on all equipment. We also saw that necessary checks are carried out to the services of the building.

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

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

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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