

Key inspection report

Care homes for older people

Name:	Longlands Care Home
Address:	35 Longlands Road Middlesbrough TS4 2JS

The quality rating for this care home is:	three star excellent 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:
Valerie Daly	2 5 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 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 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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Information about the care home

Name of care home:	Longlands Care Home
Address:	35 Longlands Road Middlesbrough TS4 2JS
Telephone number:	01642211119
Fax number:	01642247838
Email address:	longlands@mimosahealthcare.com
Provider web address:	

Name of registered provider(s):	Mimosa Healthcare (No 9) Ltd
Type of registration:	care home
Number of places registered:	43

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	43

Additional conditions:

Date of last inspection

Brief description of the care home

Longlands Care Home is registered to provide personal care for forty-three older people.

The home is situated on the outskirts of central Middlesbrough and is close to shops, pubs and other amenities.

The home is a modern, two storey, purpose built facility. There are thirty-nine single bedrooms and two double bedrooms. All bedrooms have ensuite facilities, which comprise of a toilet and hand washbasin. All but one of the bedrooms meet space requirements of National Minimum Standards.

Communal lounge and dining areas are situated on the ground and first floor of the home.

A passenger lift is available to access the first floor.

Brief description of the care home

There is a paved area to the front of the home and a well maintained garden to the rear.

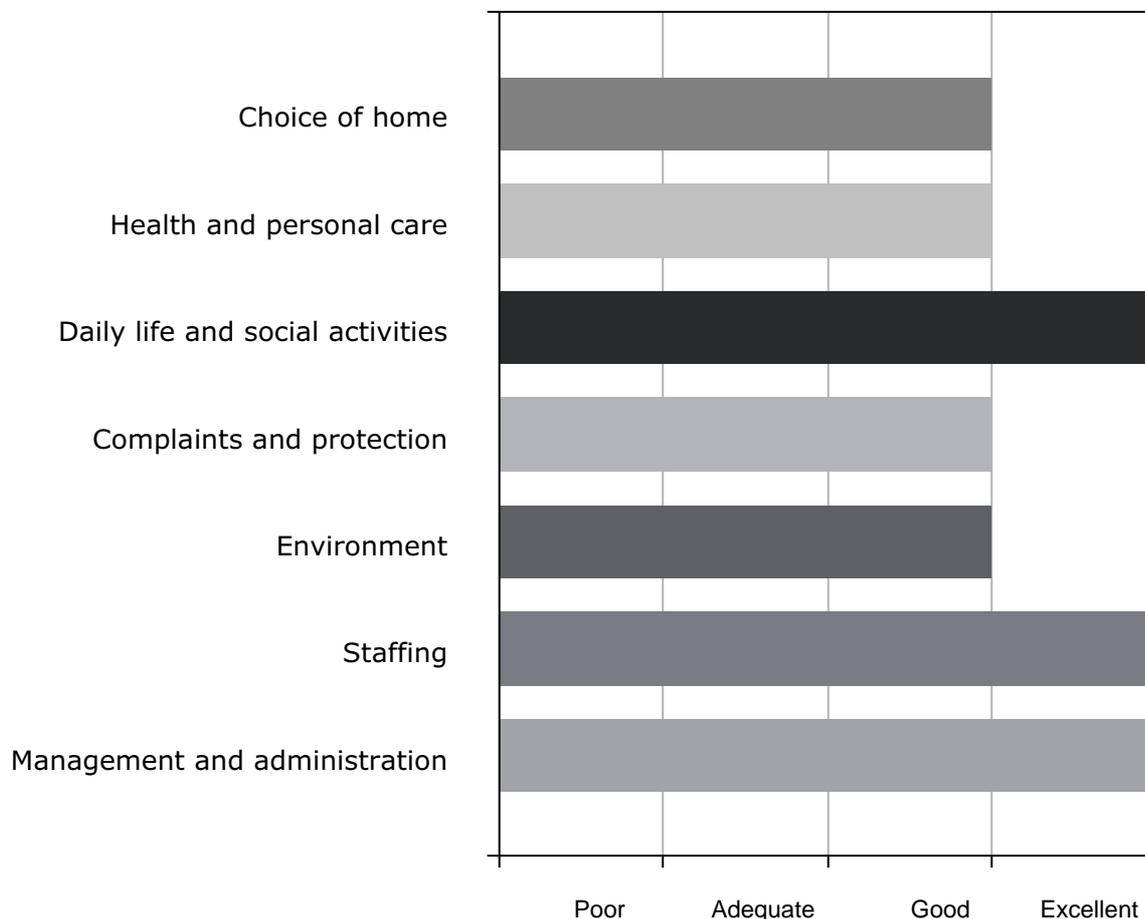
Summary

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:

The quality rating for this service is three star. This means people who use this service experience excellent quality outcomes.

This Key Inspection was to check that the home meets the standards that the Care Quality Commission say are the most important for the people who use the service, and that it does what the Care Standards regulations say it must. The inspection was conducted by a regulatory inspector in one inspection day. The manager was on holiday on the day of the inspection, however the administrator was able to provide all the documentation needed.

During the inspection a number of records were looked at, including records of people who use the service, along with staff recruitment and training records and maintenance.

There was also discussion with the administrator and care staff who work at Longlands.

The manager had completed the Annual Quality Assurance Assessment (AQAA), the services self-assessment of how well they think they are meeting the standards.

We have reviewed our practice when making requirements to improve national consistency. Some regulations from previous reports may have been deleted or carried forward into this report as recommendations, but only when it is considered that people who use the service are not being put at risk or harm. In future if a requirement is repeated it is likely that enforcement action will be taken.

What the care home does well:

Longlands provides a homely and friendly place for people to live. Staff interviewed clearly enjoyed working at the home. They know the people who use the service well and are committed to providing the best care that they can.

The staff work together as a team and are well supported by the manager. Good interaction was observed between the staff and people living at the home.

What has improved since the last inspection?

The quality assurance system has been developed further and includes the views of district nurses, a podiatrist and other health professional who visit the home.

Following on from a resident meeting the home has also started up a shop/trolley supplying cards, toiletries, chocolate, tissues etc. This has proved to be very popular and people who use the service are requesting the range of goods to be extended.

The manager said she has actively encouraged people who use the service to become members of the local Dial a Ride service, which enables them to go out into the community or visit family members when they choose.

A newsletter has also been developed, which is distributed around the home and also given to relatives and visitors.

The manager has responded to the 'Dignity in Care' campaign, led by the government. The home has now a dignity in care care co-ordinator and some of the staff are registered as dignity champions. As part of this initiative 'Care in Progress' signs have been introduced, which are placed on people's bedroom doors when personal tasks are being carried out.

What they could do better:

Daily records in the care plans should include information about any activities that the person may have participated in.

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

People have their needs assessed prior to admission, ensuring their needs can be met.

Evidence:

The care files of four people who use the service were examined, two of which were for the people most recently admitted to the home. In each file there was a copy of the assessment carried out by the home, which was completed prior to people being admitted to the home. There was sufficient information to determine if people's needs were able to be met by the home. there was also a copy of the local authority/care managers assessment, which detailed care needs.

People spoken to confirmed that they or their families had visited prior to moving into Longlands.

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

Four care files were examined. Within them there were further assessments such as, nutrition, dependency, pressure care. These were evaluated monthly and a care plan/risk assessment was in place where a need had been identified. However this information does not include activities, which the person may have participated in. This is kept in a locked cupboard by the activities co ordinator. On the day of the inspection the the information could not be viewed. Since the inspection the manager has stated that all information regarding people who use the service is kept together in their care plan.

Good interaction was observed between the staff and people living at the home. People had commented in surveys "All the staff are lovely and caring". "The home is marvelous, I could live at my family member's but I'm happy here. We get plenty of trips out". "When you are not well staff call the Doctor and then keep a check on you all night".

There is a detailed policy in the home covering medicine management. This means staff have access to up to date information on legal requirements and guidance. The arrangements for ordering, receiving and disposal of medication are good. Two

Judgement:

Team Leaders interviewed were able to explain the systems used and the audit, which is carried out monthly by the manager.

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There is a detailed policy in the home covering medicine management. This means staff have access to up to date information on legal requirements and guidance. The arrangements for ordering, receiving and disposal of medication are good. Two Team Leaders interviewed were able to explain the systems used and the audit, which is carried out monthly by the manager.

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 use this service have choices in their daily lives as much as is possible. Good contact is maintained between the people who live in the home, relatives and friends. A varied diet is provided.

Evidence:

The home employs an activity co-ordinator who spends time with the people who use the service on both floors. There are a variety of activities available such as quizzes, chair mobility, sing a longs. The home also have trips out and people particularly enjoy going to the Theatre for memory lane and other musical events. Regular entertainment is arranged in the home such as, Wilton Voice Choir, a Ballet School, Belly Dancers and parties.

People who use the service are also offered the opportunity to take part in all occupational activities, such as labeling of clothes, preparation of tables for meals and folding serviettes.

The manager said she has actively encouraged people who use the service to become members of the local Dial a Ride service, which enables them to go out into the community or visit family members when they choose.

Evidence:

The home have sourced a local Ice Cream van for people to use every 2 weeks on a Sunday afternoon. A newsletter has also been developed, which is distributed around the home and also given to relatives and visitors.

Two relatives interviewed said they can visit at any time and are always made welcome. One person interviewed said " Its a very nice place, the girls are all very nice, I get up when I like, I can always ring the bell and ask for a cup of tea, I enjoy reading and the activities".

Following on from a resident meeting the home has also started up a shop/trolley supplying cards, toiletries, chocolate, tissues etc. This has proved to be very popular and people who use the service are requesting the range of goods to be extended.

The menus showed that a variety of food is offered to the people who use the service and more alternatives are available. Information regarding people's likes and dislikes of food and any special diet is part of the assessment process prior to the person moving into the home.

At the time of the inspection the manager was in the process of making up individual table menus displaying the meals for the day. People spoken to said that the food is well cooked and tasty and there is always something that they like.

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 use this service are able to express their concerns and have access to a robust complaints procedure, are protected from abuse, and have their rights protected.

Evidence:

The home has a complaints policy and procedure in place, which includes the name and address of the funding/local authorities. From information in the completed surveys received and from talking to people during the inspection it was clear that people felt comfortable raising concerns to a member of staff.

There was evidence in training files to show that staff receive training in Safeguarding People on a regular basis. The home has a policy and procedure in place and two staff interviewed were confident in being able to follow the procedure.

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.

The physical layout of the home enables people who use the service to live in a well maintained and comfortable environment.

Evidence:

A tour of the home was carried out. Refurbishment and redecoration is ongoing in the home. Since the previous inspection a shower room on the ground floor had been refurbished, along with a small lounge on the first floor. The dining room on the first floor had also been re decorated.

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.

Staff in the home are trained, skilled and in sufficient numbers to support the people who use the service.

Evidence:

The home has a rota in place, which shows a skill mix of staff being on duty on each shift. There is a Team Leader on each floor and each shift, a Senior Carer and Care Staff. The Activity Co-Ordinator works 20 hours per week and there is also an Administrator working 25 hours per week. Ancillary staff consist of a Cook, Kitchen Assistants, Housekeeper, Domestic Assistants and a Handyman.

The home has a policy and procedure in place for the recruitment of staff. Four staff files examined showed that the required information, references and Criminal Record Bureau checks were in place prior to staff commencing work in the home. Staff files were tidy and well organised.

The home has a training plan in place and a Team Leader has taken on the role of planning and organising the training. Since the previous inspection staff had undertaken training in, Fire Safety, Moving and Handling, Nutrition, COSSH, Challenging Behaviour, Abuse Awareness, Falls Triggers, Death/Dying and the Seniors had also undergone Medication Training.

Evidence:

At the time of the inspection nearly all the care staff had achieved NVQ level 2 or above. This is well above the 50% required and is very good.

Staff commented in surveys "Staff work together as a team. Visitors comment on the friendly welcome they receive". "There is a good working relationship with management and a warm friendly atmosphere in the home".

Staff interviewed were very knowledgeable about the people who lived in the home. They felt supported by management and encouraged to further their training.

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.

Staff work as a team. People who use the service are protected by the health and safety policies and procedures.

Evidence:

The manager is competent and experienced to run the home and has both the Registered Managers Award and NVQ 1V in Health and Social Care. She has excellent leadership skills and has consistently received recognition from the company for the quality of service delivered in the home. Staff, people who use the service and two relatives all said the manager is approachable. One person commented in a survey "The management are very accommodating and the staff are good, I compliment the management and staff on their obvious dedication".

The home has a quality assurance system in place. Since the previous inspection this had been developed further and questionnaires had been completed by District Nurses, a Podiatrist and other professionals visiting the home. The completed questionnaires are then sent to Head Office, collated and the responses are displayed

Evidence:

on the notice boards in the home. Positive and negative comments are included, all the information is summarised and an action plan put in place where needed. The previous questionnaires highlighted that relatives were unsure what the key worker system was. This has since been discussed at relative meetings and information has also been placed in people's bedrooms.

The area manager completes a regulation 26 visit monthly. An inspection of the premises both internal and external is carried out and various records are viewed. The area manager speaks to staff and people living in the home to seek their views. The manager also carries out regular audits covering many areas of the home and service provided. The housekeeper, who is also responsible for Health and Safety within the home carries out risk assessments regularly and ensures the environment is safe.

The manager has responded to the 'Dignity in Care' campaign, led by the government. The home has now a dignity in care care co-ordinator and some of the staff are registered as dignity champions. As part of this initiative 'Care in Progress' signs have been introduced, which are placed on people's bedroom doors when personal tasks are being carried out. All the bedrooms displays a poster, which highlights the level of respect a person living in the home can expect to receive. This is called the 'Homes Charter'.

A number of maintenance records were viewed Gas Installation, Hoists and PAT testing and they were all found to be up to date.

A random selection of personal allowances were checked. The systems used for looking after peoples monies are good. Receipts are kept when any money is spent on behalf of the person.

The manager holds meetings regularly for people who use the service, relatives, health and safety, senior carers, carers, domestic staff. There are minutes kept for the meetings.

The home has a formal supervision system in place. There was evidence to show that staff received supervision regularly. This was also confirmed by staff during interviews.

A selection of policies and procedures were looked at. They had been reviewed and updated since the previous inspection.

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

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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