



Making Social Care Better for People

Inspecting for better lives

Random inspection report

Care homes for adults (18-65 years)

Name:	Hollyrood
Address:	Heath Road Coxheath Maidstone Kent ME17 4NP

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

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

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

Lead inspector:	Date:
Suni Chotai	0 9 0 3 2 0 0 9

Information about the care home

Name of care home:	Hollyrood
Address:	Heath Road Coxheath Maidstone Kent ME17 4NP
Telephone number:	01622743185
Fax number:	
Email address:	k.reeves@mcch.org.uk
Provider web address:	www.mcch.co.uk

Name of registered provider(s):	MCCH Society Ltd
Type of registration:	care home
Number of places registered:	4

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0

Conditions of registration:							
The maximum number of service users to be accommodated is 4.							
The registered person may provide the following category/ies of service only: Care home only - (PC) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Learning disability (LD).							
Date of last inspection							
Brief description of the care home							
Hollyrood is one of a group of small care homes managed by MCCH Society Ltd. It is a detached ex police house, which has been adapted to provide 24-hour residential care for four ladies with learning disabilities.							
There are two bedrooms on the ground floor that are equipped with fully assisted ensuite bathrooms. The home has a large kitchen / dining area and a lounge. A further two bedrooms are situated on the first floor and these share a main bathroom							

Brief description of the care home

equipped with a bath seat, toilet and washbasin. The staff sleepover room/ office is also based on the first floor. The home has ramps and grab rails at both the front and back garden areas and around the premises.

Staff work on a roster system with one member of staff providing sleep in cover. A minimum of two staff are on duty between 9 am and 9 pm.

The home is situated on the main road of Coxheath at the traffic light junction with the main A249 to Maidstone and Hastings. The home has good local amenities and shops in the village of Coxheath, and is on main bus routes into Maidstone town centre.

Information on the Home's services and the CSCI reports for prospective service users should be detailed in the Statement of Purpose and Service User Guide.

The range of fees was not available at the time of this inspection. Fees do not cover personal items such as toiletries, clothes, magazines, leisure and social activities (though the fee does cover some staffing costs), extra furniture and fittings, the service users' own possessions or holiday costs.

The e-mail address for this home is: Hollyrood@mcch.org.uk

What we found:

There are systems in place to manage medicines well. The staff have been trained in given medicines. The home had notes on identified improvement to be made to the policies as an audit had been performed recently. The medicine Administration chart did not reflect current medication profile as medicine that had not been received this month because there were enough supplies were not printed on the chart. This was evident for all the people in the home. Medicines are managed well when the people want to go out for the day.

What the care home does well:

A person centred approach is followed around medicine use.

What they could do better:

The home needs to ensure staff follow the homes policies at all times to protect the wellbeing of the residents

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
1	43	26	Visits by registered provider. The registered person shall ensure that there is full compliance with the provisions of this regulation. Breach is an offence.	31/07/2008

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
1	20	13	to have medicine administration record chart which reflect the current prescription from the doctor so that continuity of treatment is possible	03/04/2009

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

Reader Information

Document Purpose:	Inspection Report
Author:	CSCI
Audience:	General Public
Further copies from:	03000 616161 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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