

# Random inspection report

## Care homes for adults (18-65 years)

Name:	Parkcare Homes (No 2) Ltd (Alexandra Road)
Address:	17 Alexandra Road Enfield Middlesex EN3 7DD

The quality rating for this care home is:	one star adequate service
The rating was made on:	

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

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

<b>Lead inspector:</b>	<b>Date:</b>							
Wendy Heal	0	7	0	5	2	0	1	0

## Information about the care home

Name of care home:	Parkcare Homes (No 2) Ltd (Alexandra Road)
Address:	17 Alexandra Road Enfield Middlesex EN3 7DD
Telephone number:	02084435240
Fax number:	02088046518
Email address:	alexander.road@craegmoor.co.uk
Provider web address:	

Name of registered provider(s):	Parkcare Homes (No2) Ltd
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 10								
The registered person may provide the following category of service only: Care home only - Code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Learning disability - Code LD								
Date of last inspection								
Brief description of the care home								
Alexandra Road is managed by Craegmoor Healthcare services. It is a home, which is registered to provide a service to ten younger adults with a learning disability. Alexandra Road is located in Ponders End. The home is purpose built and first opened in 1994. It is an attractive detached house. The accommodation is over two floors. On								

### Brief description of the care home

the ground floor there is a large lounge and dining room and a kitchen. The lounge leads out to a small-enclosed garden with chairs. In a separate building accessed through the garden there is a laundry. On the ground floor there are bedrooms which are in the process of being converted into flats with en-suite bathrooms for disabled people. On the first floor there are the remaining flats and the office. The house does not have a lift. The stated aim of the service is to treat the service users as individuals and to promote independence and ensure that privacy and dignity is maintained. The service promotes a holistic approach to care where physical, social and psychological needs are given equal importance and appropriate care plans and interventions are put into place. The purpose and function document and last inspection report are available to be viewed at the entrance of the home and in the staff office. The fees are available on request.

## What we found:

The inspection was carried out to monitor the providers progress in changing the service from a registered care home to supported living with care provided by the provider's new domiciliary care service.

We arrived at the home at 11:30am to undertake an unannounced random inspection, and we were met on arrival by the manager. On entering the premises we found the home to be free from offensive odours and following a tour of the premises found all areas to be clean. The home is now divided into individual flats which also have fully accessible shower rooms.

We looked at the supported living tool for two of the four residents they contained information in relation to residents personal details, contact information in relation to their relatives, information in relation to physical and mental health needs, medication and personal care needs. The assessment indicates that identified residents are fully dependent on staff in relation to cooking, cleaning, mobility and when outside the home needed help with shopping. The assessment is being used to develop the personal support plans which are being completed by the manager and the staff team. The support plan was very good and person centred.

The risk assessments included areas such as smoking, food safety , falls, and medication. We were of the opinion that these were very good assessments and they were all dated April 2010.

The one identified care plan seen was good and developed from individual assessments.

The manager has agreed that all other support plans will be completed by an agreed date.

One identified resident's assessment tool that was comprehensive and indicated that this person required full staff support in a range of areas as they were fully dependent and needed one to one staff support. The manager agreed to discuss and review the allocated hours with their area manager with regard to this identified resident.

The manager was asked to forward a copy of the environmental risk assessment to the Care Quality Commission as this was not available on the day of the inspection.

We contacted the manager after the inspection to ask for information to be forwarded with regard to training which was in relation to a requirement made at the time of the last inspection.

## What the care home does well:

The organisation have appointed an experienced manager. The service have developed the home into individual flats with adapted shower rooms.

## What they could do better:

The service are in the process of completing care plans for each individual person. The

manager has also agreed to review the support hours for one identified person. This is to ensure that this residents needs can be fully met.

The environmental risk assessment needs to be available at the home at all times to ensure that residents and staff are fully safeguarded when working at the home.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

## Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

## Requirements and recommendations from this inspection:

### Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

### Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
1	6	15	<p>The Registered Manager must ensure that the identified residents care hours are reviewed.</p> <p>This will ensure that their individual needs are fully met.</p>	27/05/2010
2	6	15	<p>The Registered Manager must ensure that the care plans are completed for the residents living in the home.</p> <p>This will ensure that the residents individual identified needs are met.</p>	27/05/2010
3	42	13	<p>The Registered Manager must ensure that an environmental risk assessment is forwarded to the Care Quality Commission.</p> <p>This will ensure that the health and safety needs of the residents living in the home are fully safeguarded.</p>	27/05/2010

## 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:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Adults (18-65 years) can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

## Helpline:

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