

Key inspection report

Care homes for adults (18-65 years)

Name:	The Bay
Address:	29 Dymchurch Road St Marys Bay Kent TN29 0HF

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:
Kim Rogers	0 4 1 1 2 0 0 9

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

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- 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:	The Bay
Address:	29 Dymchurch Road St Marys Bay Kent TN29 0HF
Telephone number:	01797367538
Fax number:	
Email address:	dymchurch.road@craegmoor.co.uk
Provider web address:	

Name of registered provider(s):	Parkcare Homes (No2) Ltd
Type of registration:	care home
Number of places registered:	11

Conditions of registration:								
Category(ies) :	Number of places (if applicable):							
	Under 65	Over 65						
learning disability	11	0						
Additional conditions:								
The maximum number of service users to be accommodated is 11								
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	0	6	1	1	2	0	0	8

Brief description of the care home

The Bay is a residential care home for up to eleven people with learning disabilities. It is part of the Craegmoor group of companies and the registered provider is Parkcare Homes (NO. 2) Ltd. The Bay consists of two detached, adjacent houses with a communal garden at the rear. It is situated in a small close about a mile from the coastal town of New Romney. The sea, churches and local shops are within walking distance. Larger shopping areas, colleges and other amenities are available at Ashford, Hythe and Folkestone. The Registered manager of the home is Louise Ford. The fees range from about 514 to 890 pounds per week. For information about fees and services please contact the Provider.

Brief description of the care home

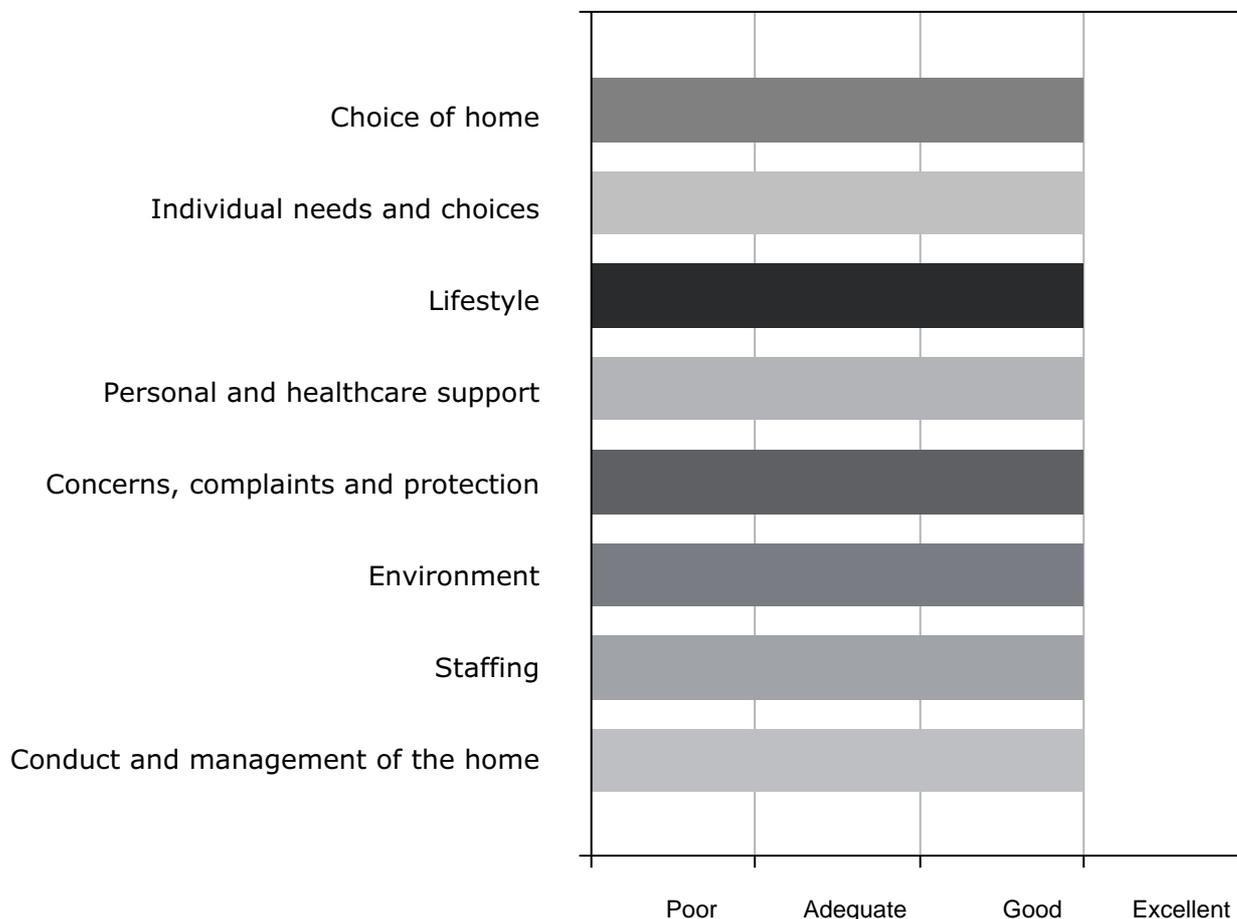
Summary

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:

Please note that the address for the service is no. 30 and 31 The Bay.

This was an unannounced Key inspection of the service. This means that we assessed the Key Minimum Standards. The last Key inspection of this service was 6/11/08. Copies of this report are available from the Provider or can be viewed on our website.

We spoke to the people who use the service. We spoke to staff and the manager and sampled various records. We made observations and had a look around the home.

We looked at the Annual Quality Assurance Assessment or AQAA. The manager completed this and it gives information about how the home has improved and how they intend to improve further.

We looked at any notifications from the home about accidents and incidents. We looked

at other information we have about the home including things like comments and complaints.

We sent surveys to the people who use the service and other stakeholders. People told us what they think about the home. We received 6 surveys back from service users and 5 from staff. All made positive comments about the service.

Service users said in surveys,

Staff help with problems

Staff take us to appointments

The staff are nice

I would like more trips out

Very nice houses

I am very well looked after

Staff said in surveys,

We could do more individual trips and outings

We could do more trips out to cinemas, zoos etc to break away from routine.

The management provides a good support system for all members of staff.

We told the manager about the comments and she has plans to address the issues and improve the service.

We made four requirements at the last inspection relating to care planning, risk assessments, holidays for service users and safeguarding people. We found that these requirements have been met.

What the care home does well:

The same manager is in post as at the last inspection. The manager and staff are stable and know service users well.

Everyone has had a holiday this year. People who did not go away last year have had a second holiday this year.

People can get out into the back garden and get fresh air when they want to.

The manager said that people are more involved in the running of the home including planning meals, going food shopping and doing the housework.

People have the opportunity to attend community based activities. One person said they enjoy practising Christmas carols for a concert.

What has improved since the last inspection?

Information about the home is now more user friendly as there are colour photographs, pictures and quotes from current service users. This means that prospective service users will have some up to date information about what the service has to offer.

Service users have been involved in developing their care plans. Staff are talking to people about their personal goals for the future. Personal goals are being recorded and most have plans for staff to follow to help people achieve their goals. The manager said she will add timescales to plans to make sure that staff know when things have to be done by.

Staff have added more detail to plans to make sure that people get the support they need in the way they prefer.

The manager said she has reviewed risk assessments to make sure that all potential risks have been identified and assessed so people are safe.

The review of care plans by staff is more detailed in that staff now write out a monthly review of a persons care plan. This means that any changes in a persons needs can be picked up and acted on quickly and staff know if they are providing the right support or not. The manager agreed to include a regular review of health needs.

Some parts of the home have been redecorated and there are some new carpets. Service users have been supported to grow their own vegetables and the manager said there are plans to expand the size of the vegetable plot.

Information about people is now stored in line with the Data Protection Act.

What they could do better:

We found that personal goals have been identified and recorded but in one plan sampled we found some parts including a My Life Story page still blank. The manager said she has some information and will complete blank pages with the information she

has.

So that staff have the skills and competencies to support people to develop individual person centred plans we recommend that staff have training about what person centred planning is and how to support it.

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.

There is information available about the home to help people decide about moving in. People know an assessment will be carried out before they move in.

Evidence:

There is information available about the home. This information is written with pictures, photographs and symbols. Since the last inspection the manager has updated this information and added colour photographs and pictures. Quotes and comments from current service users about what they think about the home have been included.

This means that the information is more meaningful to people who may be thinking about moving in and service users have been involved in producing it. The AQAA says they plan to improve the terms and conditions of residency so it is easier to read.

We received five surveys from service users. All five said they were asked about moving into the Bay and four said they had information to help them decide about moving in.

Evidence:

There have been two new admissions to the home since the last inspection. Two people have moved in from another home run by the same provider company. The manager said that the two people have settled in as they know current service users well.

We found that the provider company is in the process of improving the assessment tool so that it meets the Minimum Standard.

This means that prospective service users will have their aspirations as well as their needs assessed before they move in so the manager can be sure the home can meet their needs.

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.

Service users know that their needs and goals will be supported. Risks are assessed and managed and people have the support they need to make choices and decisions.

Evidence:

We found that each person has a care plan that details the support they need. We sampled one care plan in detail.

We found that since the last inspection service users have been involved in developing their care plans. People have been talking to their key workers about their aspirations and goals for the future. The manager said that staff have been working with service users to improve the care plans to make sure that everyone's needs and personal goals are recorded.

We found that plans of support are in place so staff know what to do to help people achieve their goals. The manager agreed to add timescales so staff know when things need to be done by.

Evidence:

We found that people are achieving things like having holidays and doing activities they enjoy.

We found that all plans are written with some pictures and symbols. The manager agreed that there is potential to produce individual plans in a way that is more meaningful to the person.

The manager said that although she and staff have attended a one day course in person centred thinking, they have had no training in person centred planning and so this recommendation from the last inspection remains. We found that risks are identified and assessed. The manager has met the requirement from the last inspection in that she has reviewed risk assessments to ensure that all potential risks to people have been identified, recorded and assessed. This means that strategies can be put in place to reduce any risks. We saw some updated risk assessments in the service user plans sampled.

We found that there is a page about communication in individual plans. In the plan sampled it said the person prefers to communicate by talking. However on talking to and observing the person it was clear that the person has more of a communication need. The manager said she is in the process of improving the information in plans about communication and showed us an example. This was more detailed about the persons communication needs and means that staff have the information they need to communicate more effectively.

Information is available to people including the staff duty rota and the menu and activities for the day. There are laminated pictures of activities and meal choices to help people make choices about things. Photographs of staff are displayed showing who is on duty so people can see for themselves rather than having to ask.

The manager said service users have been involved in choosing their holidays. People who did not have a holiday last year have had a second holiday this year.

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 have opportunities to take part in leisure activities but opportunities for employment and life long learning should be further explored and offered.

Relationships are supported and people are more involved in the running of the home.

Evidence:

We found that people have the opportunity to take part in a range of activities in the community and when at home. People told us that they like going to music sessions at a local community centre. There are a range of sessions on offer and this is run by the company who run the home. We found films and books available in the home for people to help themselves to.

There are also evening activities like discos. Each person has a weekly activity plan covering seven days. We found that choices of activities are displayed using photographs and pictures. This means that people can point at what they want to do.

Evidence:

In one service user plan sampled we found a table called what I do now. For employment, education and learning it showed N/A or not applicable. We found that the person is interested in playing the guitar so may be interested in learning more about it. We discussed the importance of continually offering opportunities for life long learning and the fact that this is applicable for all of us. The manager agreed to review this and consult with the person about future possibilities and opportunities.

We found that people have the support they need to keep in touch with family and friends. Relatives details are recorded and visits to and from family are supported.

The manager said that since the last inspection people are more involved in the running of the home. For example people are more involved in the cooking, laundry and cleaning. This means that people have opportunities to be involved and increase their skills.

The manager said that everyone is involved in planning the menu and although most of the food is ordered over the internet, daily items are purchased from local shops. People also go shopping for personal items and clothes. Meal choices are displayed in pictures and words so people know what is on offer.

People have support to access the community like local pubs, shops, and cafes. People said they use the local shops. There is a vehicle that staff can use to support people to access community facilities.

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 know their personal care and health needs will be supported. Medication is safe protecting service users.

Evidence:

We found that the support people need with their personal care and health needs is recorded in individual care plans. We found that additional information has been added so staff have more detail about how people prefer to be supported.

We found that people have booklets in their care plans about being healthy called All about my health. The manager said that staff are in the process of completing the booklets with individual service users. There will be an action plan of what support people need to remain well and healthy.

Health needs are recorded so staff know what support people need. We found that staff monitor peoples weight and nutrition. Service users told us that they have support to attend health appointments.

The manager said people are having support to take more control of their medication.

Evidence:

Medication is now stored in individual rooms giving more privacy and some control to service users. The manager said that staff have training in how to administer medication safely. They then have a yearly competency assessment by the manager which includes an observation.

We sampled medication administration records and found these to be in order with no gaps. We found records to show the receipt of medication into the home.

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 know who to complain to and are confident their complaints will be acted on. People are protected from harm and abuse.

Evidence:

We found that there is a written complaints procedure displayed in the home. This is also produced with text, photographs and symbols. The manager said that there have been no complaints about the service since the last inspection. The Commission has received no complaints about the service since the last inspection.

People meet up regularly to talk about things like activities and menus. The manager said this also gives opportunity for people to raise any concerns or complaints.

Service users told us in surveys that they know who to talk to if they have a complaint. Service users said that staff would sort it out for them.

There is a safeguarding vulnerable adults and whistle blowing policy and procedure. We made a requirement at the last inspection that staff and the manager must be aware of these policies and procedures. The manager said staff attend training in safeguarding vulnerable adults so are aware of the procedures. The policies and procedures are displayed in the office for staff to refer to. The manager told us what she would do if abuse was reported to her and this is in line with the homes policy.

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.

The home is clean and well maintained.

Evidence:

The home is well maintained with adequate furniture and fittings. There are communal areas like lounge, dining area and conservatory and each bedroom is single with a wash hand basin. This means that people can have some private space if they need it.

People said there are enough bathrooms and showers for them and that they are happy with their rooms. Service users have support to take part in keeping the house clean. The home was clean and smelled fresh on the day of our visit.

People told us in surveys that the home is always clean and smells fresh.

There is unrestricted access to the back garden so people can get fresh air when they want.

Some parts of the home have been redecorated since the last inspection. The manager said there are some new carpets and new plants and pictures to make it feel more homely.

Evidence:

The manager has moved the office to an empty bedroom which has made the office more central and accessible to everyone.

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.

There are enough staff to meet service users needs. Staff have access to mandatory and other training. Recruitment checks are carried out before people start working at the home.

Evidence:

We found that there is usually three staff on duty. The manager said that the rota is planned around service users appointments and activities and that extra staff come in when needed. There is always a team leader on duty.

On the day of the visit there was three staff on duty with the manager. Service users said they have enough staff to give them the support they need. Staff said in surveys that there is enough staff. The manager said the staff team is stable with some longstanding members of staff who know service users well.

We found that staff have access to mandatory training courses. The manager said that staff are up to date with this training and more courses are planned to ensure people have the updates they need.

The manager said that all staff have attended a one day course about person centred thinking since the last inspection. No staff have attended person centred planning

Evidence:

training as recommended at the last inspection. The manager said staff will be having training in nutrition, autism and learning disability awareness in the future. More than 70 percent of staff have a National Vocational Qualification in care at level 2 or above.

Staff told us that they have the training and support they need. We found that recruitment checks are carried out before a person starts working at the home. Staff told us in surveys that they had recruitment checks and an induction.

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.

The home is managed in service users best interests. There are quality assurance systems in place to monitor practice and peoples health and safety is protected.

Evidence:

The same manager is in post as at the last inspection. The manager is registered with us so she has passed the fit person process. The manager said she is working towards a National Vocational Qualification at level 4. She has attended training about the Mental Capacity Act and a one day course about Person Centred Thinking since the last inspection. The manager said she would like to complete a qualification relating to learning disabilities in the future.

The manager has reflected on the homes aims and the systems that staff use including the care planning system. She said that they have made changes which she feels have improved outcomes for the people who use the service. Service users now have some control over things like their medication and their money.

We found that there are some quality assurance systems in place. The manager

Evidence:

completes weekly and monthly returns for head office. Surveys are sent out to stakeholders by head office to gain peoples views about the service. We found that service users meetings are held so people get to air their views. Service users told us they discuss the menu, holidays, activities etc.

The manager said the manager of another company home or the area manager makes monthly visits to the home. These visits monitor practice. We found that reports are completed and show that service users and staff are spoken to. The manager said she has regular supervision with a line manager so gets the support and mentoring she needs. The manager said she has increased the frequency of staff meetings and staff supervision.

The company carries out audits of the service including a financial audit and health and safety audit.

The last AQAA shows that health and safety checks are carried out. We found that staff attend training related to health and safety including food safety and first aid. We found that regular fire drills are held and fire equipment is checked regularly. The manager said that a service user now takes part in health and safety meetings.

The AQAA shows that the home does not have policies relating to relationships and sexuality, code of conduct and volunteers. The manager said she will look into this so that staff and service users have a reference point on how the company plans to support these issues.

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
1	32	Staff should have training about person centered planning so they have the knowledge and skills to develop individual person centred plans with people and support people to lead the lives they want.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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