

## Key inspection report

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

<b>Name:</b>	The Bungalow
<b>Address:</b>	Dennes Lane Lydd Kent TN29 9PU

**The quality rating for this care home is:**

two star good service

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.

<b>Lead inspector:</b>	<b>Date:</b>
Kim Rogers	2   7   0   8   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](http://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](http://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

Document Purpose	Inspection report
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Audience	General public
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## Information about the care home

Name of care home:	The Bungalow
Address:	Dennes Lane Lydd Kent TN29 9PU
Telephone number:	01797321612
Fax number:	
Email address:	bangalow.lydd@craegmoor.co.uk
Provider web address:	

Name of registered provider(s):	Parkcare Homes (No2) Ltd
Name of registered manager (if applicable)	
Mr Richard William Mott	
Type of registration:	care home
Number of places registered:	5

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	5	0
Additional conditions:		
The maximum number of service users to be accommodated is 5.		
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	1	4	1	1	2	0	0	8
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Brief description of the care home
The Bungalow is registered to provide accommodation and personal care support for up to 5 adults with a learning disability. The property is a detached colt bungalow with five single bedrooms one of which has an ensuite shower and two have a wash hand basin fitted. All rooms have a television point. The clients also have the use of a kitchen, utility, lounge/diner, shower room and bathroom. The bungalow has a well-maintained garden with patio and lawn.

## Brief description of the care home

There is a parking area to the front of the home. The Bungalow is situated in a quiet lane on the outskirts of Lydd. The home has transport available for clients. Within Lydd there is a regular bus service, golf club, pubs and club and a selection of shops. The fee for the home ranges from about £1100 a week to £2000. For more information about the fees and services please contact the Provider.

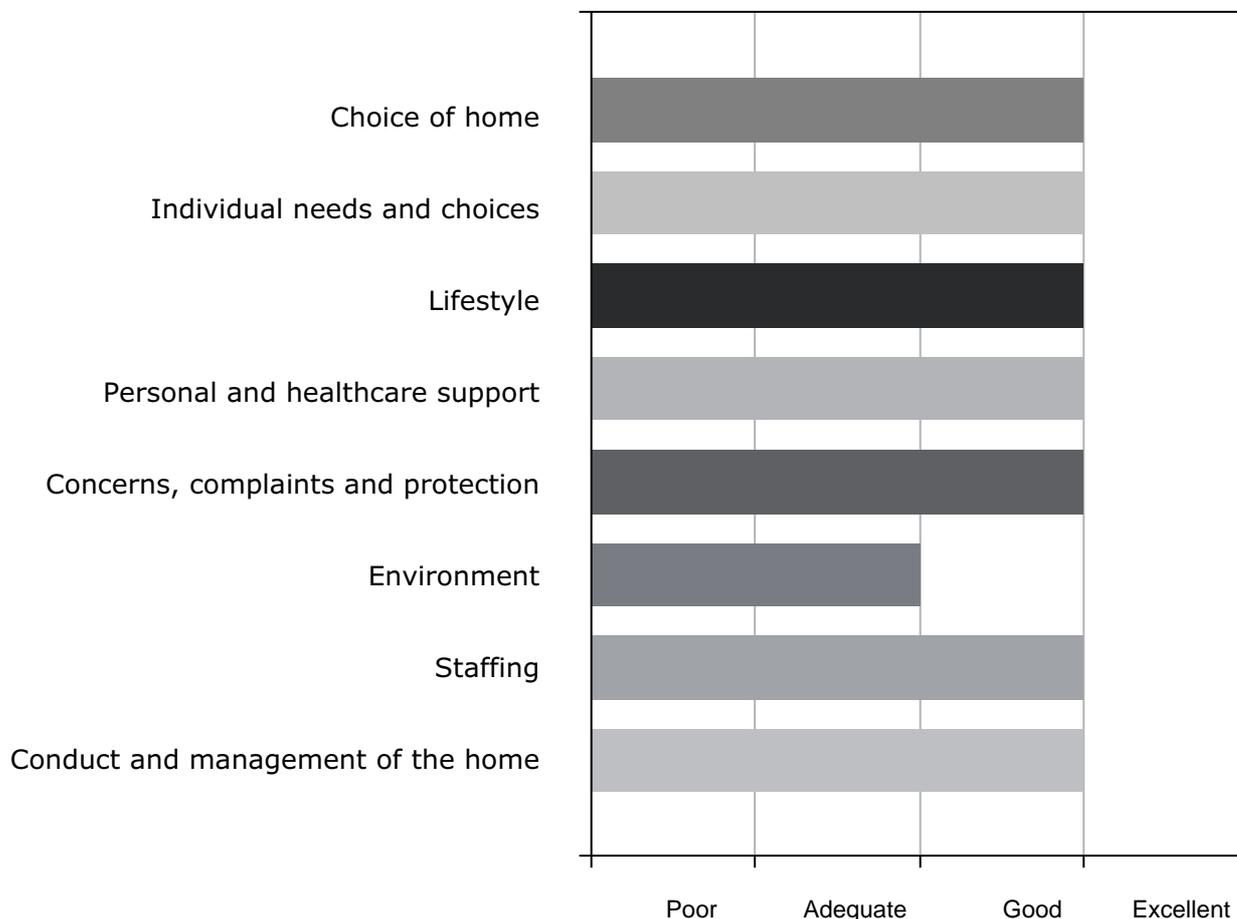
## Summary

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:

This was a Key inspection of the service which included an unannounced site visit. We assessed the Key Minimum Standards.

The last Key inspection of this service was carried out on 8/09/08. We served a Statutory Enforcement Notice after this inspection as a requirement had not been met. We carried out a random inspection on 14/11/08 to check they had complied with a Statutory Enforcement Notice that we served. We found that they had taken steps to meet the requirements of the Statutory Enforcement Notice. Copies of these reports are available from the Provider or can be viewed on our website.

During this inspection we spoke to the people who use the service. Two people showed us their rooms and we had a look around the home. We spoke to staff and the manager and sampled various records. We made observations.

We looked at the Annual Quality Assurance Assessment or AQAA. The manager completed this and he sent it to us when we asked for it. It gives information about how the home has improved and how they intend to improve further. The AQAA is well completed and gives us the information we need.

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

We sent surveys to the people who use the service and to other stakeholders. People told us what they think about the home. We received three surveys back from staff and four back from service users.

All of the surveys we received were positive.

Comments from staff include,

The home involves clients in many aspects of decision making.

The decisions of clients are treated as important by the manager and staff.

The home could benefit from a more creative and imaginative use of the grounds.

Two staff said communication between staff could be better.

Service users said they feel safe, that staff treat them well and they can choose how they spend their days.

Two service users said the home is only sometimes clean and fresh.

A service user said,

We have fun here.

We have house meetings once a month to make sure everything is alright.

### **What the care home does well:**

People have free access to the garden so can get fresh air when they want to. There is free access to the kitchen so people can get drinks and snacks when they want to.

There is day service held nearby so service users have opportunities to attend a range of events and activities.

People have the support they need to access the community and stay in touch with family and friends.

People have the support they need to be involved in the cooking and cleaning. This means that people can develop and increase their skills.

Some staff are longstanding so know service users well.

### **What has improved since the last inspection?**

Staff have worked with people to ensure that everyone has the opportunity to take part in activities including life long learning. The AQAA says that they are looking into more activity opportunities and trying to find more college places.

People have had support to develop skills with their money and taking more control of their medication.

Personal goals and aspirations have been identified, recorded and supported with involvement from service users. People told us they have achieved some of their goals. Care plans have more detail about peoples needs so staff know how people prefer to be supported. The review and evaluation of plans has been improved and is more detailed so staff can identify any change in needs and act if required.

There have been some improvements to the home including new carpets, new furniture and a new bathroom. The manager said that further improvements are planned.

The audit of the service by the company is more detailed and relates to the Minimum Standards.

They have updated the information about the home so it is user friendly and up to date.

The manager is now registered with us so he has passed the fit person process. Staff now have more opportunities to attend regular staff meetings and supervision meetings to get some support and mentoring.

The requirements made at the last inspection have been met.

### **What they could do better:**

Some parts of the home need to improve to ensure that service users live in a safe well kept home. For example the area around the front door is dirty. Ventilation should be sufficient in bedrooms so that peoples safety is not compromised by having windows

wide open. A bedroom carpet seen needs cleaning. The manager said he has plans to improve the environment further.

Some parts of care plans need more detail so that staff know what to do to give people the support they need and want. The manager agreed to address this.

The daily audit of records including medication administration records needs to improve so that any mistakes can be picked up early. The manager agreed to do this.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto: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.

People needs are assessed before they move in. There is some information available about the home.

Evidence:

There is some written information about the home including a Statement of Purpose and Service User Guide. This information gives details of the facilities and services on offer. This information has been updated by the manager and colour photographs added to make it more user friendly.

We found that each person has a copy of this information. This means they have up to date information about what the home offers.

The AQAA gives detail of the assessment and admission procedure. The manager said he carries out an assessment of a persons needs before they move in. This is done to ensure the home has the right facilities and staff skills to meet the persons needs. The assessment tool used is a needs lead assessment. This means that personal goals and aspirations are not assessed at an early stage.

Evidence:

The AQAA says they plan to improve the service user agreement so it is more user friendly.

We received three surveys from service users. All said that they had enough information about the home before they moved in. Two out of three said they were not asked about moving in.

## 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.

People know that their needs and goals will be supported. People are supported to take reasonable risks. Communication needs are recorded and supported.

Evidence:

We found that each person has a care plan that details the support they need. Peoples needs are recorded and the action that staff need to take to meet those needs. People or their representatives have been involved in developing the plans. In one plan sampled we found that personal goals have been identified and are being supported by a clear plan for staff to follow. The manager agreed that it would be a good idea to add timescales, dates, to actions so that people know when things should be done by. We found that plans including goals are reviewed regularly.

We found that potential risks to people are identified and assessed. This means that staff know what to do to keep people safe without restricting them. We found two risk assessments in one plan sampled lacked detail. This means that staff may not know exactly what to do to keep people safe. The manager agreed to add the required

Evidence:

detail.

We found that communication needs are recorded in individual plans. We observed staff communicating effectively with service users. Most of the staff have had training in Makaton, a sign language that some people use. The manager said there are plans to provide this training to new staff and service users. We found that some work has been done to improve communication. For example activity plans are now presented in a way that means more to everyone and these are displayed.

We found a system showing what the meal choices and activity choices are for the day or week. This means that service users can find things out for themselves.

The AQAA says that they have improved the storage for information about service users including care plans. This means that people's personal information is now held confidentially.

## 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 the support they need to take part in a range of activities. People are involved in preparing meals and snacks and have a choice of food. Relationships are supported.

Evidence:

We found that people have the opportunity to take part in a range of activities. Each person has an activity planner showing what they are doing from day to day. This is produced in a way that is meaningful to people and is on display for people to see. People said they enjoy going to college and attending daily sessions at the local community centre including karaoke and music.

The AQAA says they are planning to introduce new activities and hope to access more college places.

## Evidence:

People are supported to access the community and enjoy meals out and shopping trips. One person said they really enjoy going to markets and boot fairs. The surveys received from service users said that people can choose how they spend their day.

People have had support to plan and book their holidays this year. We found that hobbies are supported.

We found that relationships are supported. People have support to keep in touch with their family and friends. Visitors are welcome at reasonable times.

We found that people have support to take part in planning and preparing meals. One person told us they enjoy cooking. There is a menu and rota on display showing that service users take turns to cook.

Nutrition and weight is monitored to ensure that people have a healthy diet. One person has lost weight and is more healthy since the last inspection. The manager said that people have been cycling and gardening more.

People are involved in the household tasks like vacuuming and the laundry.

## 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 have the support they need with personal and health care. Medication practice is safe protecting service users.

#### Evidence:

We found that detail about peoples personal care needs is recorded in individual service user plans. There is detail about how people prefer to be supported. This means that people get the support they need in the way they prefer. People said that staff give them the support they need with personal care. One bedroom has an en suite shower and there is a WC, shower room and bathroom close to other rooms.

We found that the support people need to remain healthy is recorded in individual plans. Staff work with health professionals and support people to attend health appointments. We found that specific health needs are recorded including what staff need to do to ensure people are safe.

Outcomes from health appointments are recorded and changes made to support plans when necessary. Everyone is registered with a GP and people see dentists and opticians when they need to. We found that people have a health action plan showing

Evidence:

what support they need to remain well and healthy.

The manager said that people have been cycling and doing more gardening. As a result people have lost weight and feel healthier.

We looked at the storage of medication and found that this is safe. People have had support to take more control of their medication. This means that they can take more responsibility with the right support. Records are kept showing the receipt and administration of medication. We found that one record showed that a person had not had their medication two nights ago. However the manager checked and found that the person did have their medication but staff had not signed to confirm this. The daily audit must improve so that mistakes and discrepancies are picked up and investigated early to protect service users. The manager said he will be talking to staff about this and investigating.

The manager said that staff have training before they can administer medication to people.

## 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 their complaints will be listened to and acted on. People feel safe and are protected from harm and abuse.

Evidence:

We found that there is a complaints procedure. This has large text, symbols and pictures to help make it more user friendly. The home has dealt with one complaint from a service user who used the company whistle blowing help line. We found that this system works as the complaint was received, investigated and resolved.

Surveys showed that service users know who to talk to if they had a complaint. Staff know service users well so can identify when they are not happy about something.

We found that staff have training in how to recognise and respond to abuse. There is a safeguarding adults and whistle blowing policy. People said in surveys that they feel safe living at the Bungalow.

Staff are checked before they work at the home to make sure they are safe to work with vulnerable adults.

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

Improvements are needed to ensure the home is clean and a safe place to live.

Evidence:

We had a look around the home with the manager and staff. Two service users showed us their bedrooms. Bedrooms are all single and one has an en suite shower. Rooms are personalised with photographs and pictures so people can make it feel like home. People said that they are happy with their rooms. People have the opportunity to have a key to their bedroom and to the front door.

One person said they like to have their bedroom window wide open. The restrictor on this ground floor window is broken so poses a security risk. The manager agreed to make sure that the windows are safe also ensuring sufficient ventilation.

We found that parts of the home are not clean and do not smell fresh. For example there is an unpleasant odour when you enter the home through the front door. The area around the front door is dirty. We found that a service users bedroom carpet has white marks and stains. The person said they would like a new bedroom carpet. We saw dead insects on window sills and ceilings.

Surveys from service users said the home is only sometimes clean.

## Evidence:

People said they have support to take part in keeping the home clean and doing household tasks like the laundry. This means that people can increase their skills and be involved. However we found that more support may be needed in keeping the home clean.

There is a lounge with dining area and kitchen. The AQAA says there are some new carpets and some new lounge furniture. There is a new bathroom suite and radiator covers. There has been some redecoration of the home.

There was a maintenance man at the home during the visit replacing the damaged kitchen work surface.

To the rear of the home is a large garden with seating and flower beds. The manager said service users have been encouraged to be more involved with the gardening. One staff survey said they feel the garden could be used more imaginatively and creatively.

Following the last inspection they sent us an improvement plan saying how they plan to improve the home so it is a nicer place to live. The manager said this work is ongoing.

## 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 trained staff to meet peoples needs. Recruitment checks are carried out which protects service users.

Evidence:

We found that there are usually two staff on duty during the day and two staff at night. Extra staff can be called on when necessary. Staff said in the surveys they returned that they feel they have enough staff. There are currently no staff vacancies.

The company organises mandatory training courses for staff including first aid and food safety. The manager said that all staff are up to date with mandatory training. The AQAA shows that half of the staff have a National Vocational Qualification in care. Some staff have attended training relating to service users needs including Makaton, a sign language. The manager said that further Makaton training is planned for the rest of the staff and service users will have the opportunity to attend.

Staff said they feel they have the training they need to do a good job. Staff said they have the opportunity to attend regular staff meetings and one to one meetings with the manager. The manager said he tries to have staff meetings every month. This means they have the opportunity to talk about their role and have some coaching and mentoring.

Evidence:

We found that recruitment checks are carried out before someone starts working at the home. Staff confirmed this in the surveys they returned. This protects service users. Staff said they had a thorough induction so they got to know service users and how the service operates.

We observed staff supporting people respectfully and positively. Staff spoke with understanding and knowledge of service users needs. All three surveys returned by service users said that staff treat them well.

## 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 well managed and is run in service users best interests. Peoples health and safety is protected. There are systems in place to monitor practice.

Evidence:

The same manager is in post since the last key inspection. The manager has been at the home for about a year and is now registered with us. This means that he has passed the fit person process. The manager was at the home on the day of the site visit inspection.

The manager has a Registered Managers Award qualification. The manager has attended one day courses in subjects relating to peoples needs although does not have an accredited qualification in learning disabilities. The manager has gained a qualification relating to health and safety since the last inspection.

The manager completed the Annual Quality Assurance Assessment that homes are required to complete yearly. This gives us information about service users and staff and tells us what could be better, what has improved and how they intend to improve

## Evidence:

the service further. The AQAA was well completed and gives us the information we need.

The AQAA shows that issues relating to equality and diversity are understood and supported. The manager has identified barriers to improvement and has ideas of how to overcome this so the service continues to improve.

We found that they seek peoples views about the service by holding monthly service user meetings and monthly company forum meetings called Your Voice. This means that service users have the opportunity to talk about the service provided. We found that surveys are sent to relatives and other stakeholders giving them an opportunity to air their views. Changes have been made based on peoples views. People are more involved in writing and reviewing their care plans and are increasing their skills with money and their medication.

An area manager continues to make regular visits to the home to monitor practice. The company also carries out audits to make sure practice is safe. The manager said they have had a recent audit.

We found that staff have training in areas related to health and safety including infection control, fire awareness and food safety. Staff have had training in fire awareness. The manger has sought advice from a fire officer as required at the last inspection.

The AQAA shows that checks of the premises and equipment are made. This protects service users.

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
1	30	23	The manager must ensure that all parts of the home are clean and hygienic.  To ensure that service users live in a clean hygienic home.	30/09/2009

### 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](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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