

Random inspection report

Care homes for adults (18-65 years)

Name:	Melling Acres Care Home
Address:	Giddygate Lane Melling Liverpool Merseyside L31 1AQ

The quality rating for this care home is:	two star good service
The rating was made on:	13/11/2008

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.

Lead inspector:	Date:							
Phil McConnell	2	0	0	4	2	0	1	0

Information about the care home

Name of care home:	Melling Acres Care Home
Address:	Giddygate Lane Melling Liverpool Merseyside L31 1AQ
Telephone number:	01515492100
Fax number:	
Email address:	moorfield.house@craegmoor.co.uk
Provider web address:	Craegmore.co.uk

Name of registered provider(s):	Park Care Homes (No 2) Ltd
Name of registered manager (if applicable)	
Mr Philip Pitchford	
Type of registration:	care home
Number of places registered:	31

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	31	0

Conditions of registration:									
The maximum number of service users who can be accommodated is: 31									
The registered person may provide the following category/ies 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	0	8	1	2	2	0	0	9	
Brief description of the care home									
Moorfield House is owned and run by Parkcare Home (no2) LTD, who are owned by an organisation called Craegmoor Healthcare. They are an organisation who provide different services for people who need support, across the country.									

Brief description of the care home

The home is in Melling, a semi rural area near to the local towns of Maghull and Kirkby. Although on a country lane, there is public transport to local shops and leisure facilities, within walking distance.

Moorfield House provides support and accommodation for 31 adults who have a learning disability.

Accommodation is provided over three main living areas, the main house and the bungalow have Staff 24 hours a day. The cottages have several hours of staff support during the day and support from house staff if needed, at other times.

Bedrooms are single rooms so nobody has to share. Four of these are adapted so that they can be used by people who also have a physical disability.

What we found:

A Pharmacist Inspector and a Regulatory Inspector from the CQC visited Moorfield House on the 20th April 2010 to carry out a Random inspection. The registered manager was available for the inspection. There were 14 service users living in the home at the time of this inspection

We discovered that Moorfield House was in a middle of a major redevelopment programme. The outcome of this development is that the service users living at Moorfield House have recently been in the process of moving onto other services. We were informed that all of the service users are going through this 'transition' period and that an appropriate consultation period had taken place, with service users, their representatives, funding authorities and members of staff. The funding authorities had all been given sufficient notice.

Although some concerns were initially expressed, it was stated that all concerned parties (particularly the service users) had all come to agree that the service needed to change. At the time of the inspection visit some of the service users had already moved on to more appropriate services. It is anticipated that the remaining people will leave Moorfield House by the end of May 2010. The registered manager said, " It's gone well for the people who have already moved and the people who are about to move, they are very positive".

As part of this inspection, we observed the complaints policy and procedures and we found that they were up to date. There is also an easy to read complaints procedure available to advise people how they can raise any concerns they may have. No complaints have been received since the last inspection visit. Staff training records were examined and they were found to be thorough, with evidence that Staff have received training specifically regarding, the safeguarding of adults including, the procedure for 'whistleblowing'. This helps to demonstrate that vulnerable people are protected from abuse.

As part of this visit we also looked at the homes medication arrangements to see how concerns identified at our previous visit had been addressed. We looked at how information within people's care plans supported the safe handling of medication. We found that there was some individual written guidance for staff about the use of 'when required' medicines and that if they were needed this was recorded within peoples records. This helps to ensure these medicines are correctly offered, when needed. We looked at a sample of medicines records and stocks. Most medicines were supplied in a monitored dosage system and this was used correctly. But, as seen at our previous visit it was not always possible to account for medicines in boxes and bottles because the quantity of any medicines carried forward to the next month was not always recorded.

We saw that medicines stock control had improved since the last inspection visit and generally adequate stocks of medication were maintained to enable continuity of treatment, without overstocking.

Recent medicines audits (checks) carried out at the home were quite narrow, but managers were in progress with a wider medicines audit on the visit day. It is important

that these audits continue to help ensure consistent practice, in accordance with homes procedures, throughout the home.

What the care home does well:

The recruitment procedures for Moorfield House were checked and it was evident that correct procedures are being carried out including, application forms, relevant references and criminal record bureau checks (CRB). The robust recruitment process helps to show that as much as possible is done, to ensure that only suitable people are employed to support and care for vulnerable people.

Staff training records were examined and they were found to be thorough, with evidence that Staff have received training specifically regarding, the safeguarding of adults including, the procedure for 'whistleblowing'. This helps to demonstrate that vulnerable people are protected from abuse.

All medicines were administered by staff who had completed certificated medicines training. And, the managers had plans to carry out competency assessments to ensure that staff understand and follow the homes medication procedures, helping to reduce the risk of errors.

We found that all medicines were safely locked away; this helps to ensure that they are not misused or mishandled. The home did not have any controlled drugs but we were told that cupboards that comply with current law were being fitted as the home was being refurbished.

What they could do better:

We found that overall suitable arrangements were in place for handling people's medication but there could be further improvement to medicines record keeping to better support and evidence the safe administration of medication.

Since our previous visit record sheets had been introduced for recording details and quantities of any medicines supplied for administration when people are away from the home. However, these forms were not consistently used; some recent records had not been completed. It is important that there is consistency in recording the handling leave medication to support and evidence their safe handling.

We were concerned that a recently used bottle of 'when required' medicine could not be found, this needs to be investigated and a new supply ordered to ensure it can be administered, if needed.

The issues identified were discussed with the registered manager during the inspection visit and an assurance was given that they will be addressed.

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	20	13	The registered person shall make arrangements for the recording, handling, safekeeping, safe administration and disposal of medicines received into the care home. Medicines records must be completely, clearly and accurately maintained to enable the safe handling of all medication to be accounted for.	30/06/2010

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 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

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.