

Key inspection report

Care homes for adults (18-65 years)

Name:	The Old Vicarage [Fishponds]
Address:	250a Fishponds Road Fishponds Bristol BS5 6PY

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.

Lead inspector:	Date:
Odette Coveney	0 1 1 2 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

The mission of the Care Quality Commission is to make care better for people by:

- 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 Old Vicarage [Fishponds]
Address:	250a Fishponds Road Fishponds Bristol BS5 6PY
Telephone number:	01179512525
Fax number:	01179512525
Email address:	the.old.vicarage@craegmoor.co.uk
Provider web address:	www.craegmoor.co.uk

Name of registered provider(s):	Parkcare Homes (No.2) Ltd
Type of registration:	care home
Number of places registered:	9

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	9	0
Additional conditions:		
May accommodate up to 9 persons with learning disabilities aged 19 - 64 years, two of whom may also have physical disabilities		
Date of last inspection		

Brief description of the care home
<p>The Old Vicarage is registered with the Commission for Social Care Inspection to provide accommodation and personal care to nine residents with learning disabilities. The home aims to encourage residents to live independent and fulfilling lives within a community setting. It is a two-storey house set back from the main road, which blends in well with local surroundings. It is close to local amenities and major bus routes. Residents benefit from having single bedrooms, the ground floor, including the kitchen is accessible for wheelchair users, and the home has a good-sized garden wrapping around the house. The cost of placement is in the region of £503.44 - £1,365.20, the price is dependent upon individual assessed need. Additional charges are made for chiropody and transport, which are listed in the homes brochure. Prospective residents can be provided with information about the home and this will detail the services and facilities available. The manager described the ethos of the home as being person centred.</p>

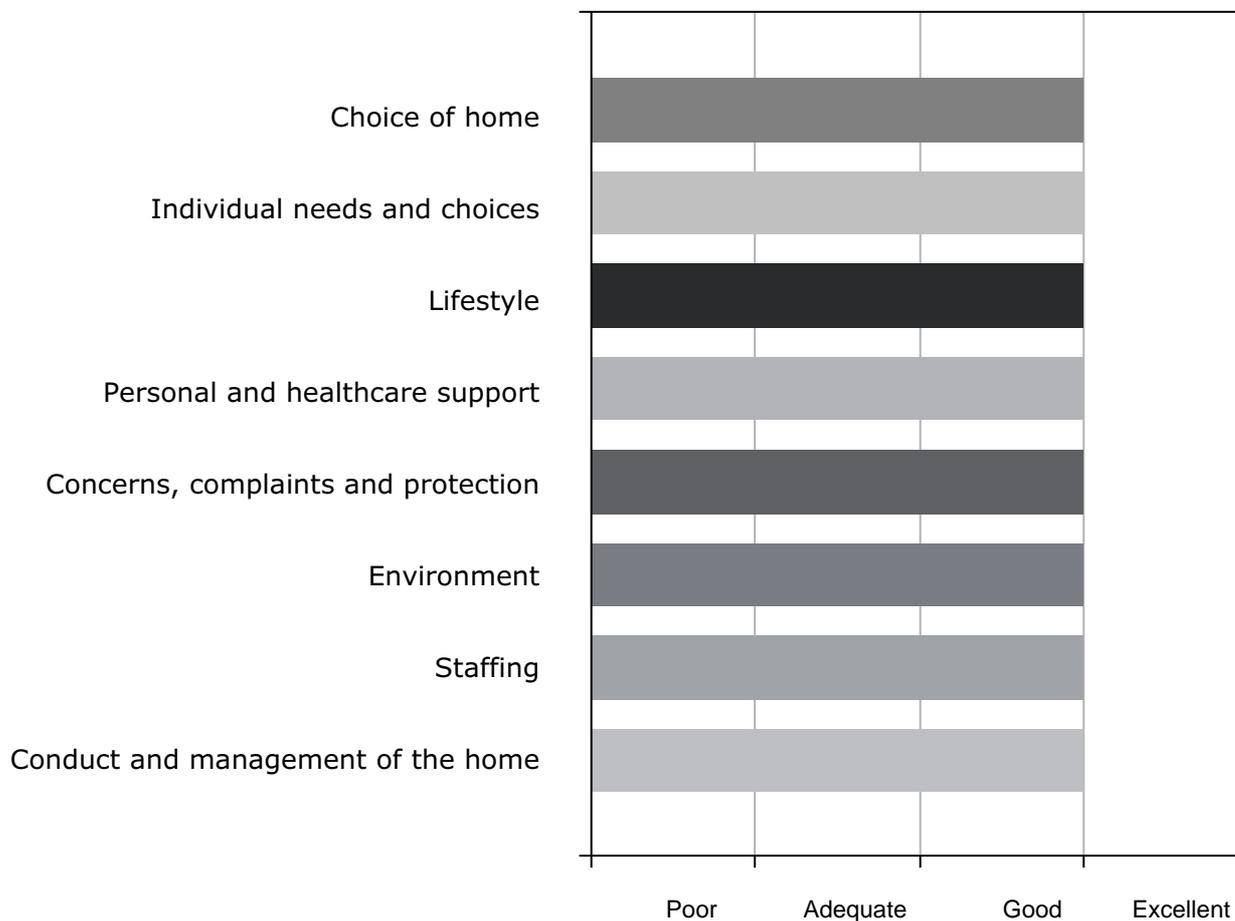
Summary

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 unannounced key standard site visit was carried out in one day over a 8-hour period by one inspector for the Care Quality Commission.

The purpose of the visit was to establish if the home is meeting the National Minimum Standards and the requirements of the Care Standards Act 2000 and to review the quality of the care provision for the individual's living in the home.

Prior to the site visit the Commission received from the manager a completed Annual Quality Assurance Assessment (AQAA). This was sufficiently detailed and well written, information provided within this report was checked by us during our visit.

An opportunity was taken to view the home and a number of the records relating to the management of the home and plans of care for three individual's were reviewed in depth, records for others living at the home were sampled. Staff records in respect of

recruitment, supervision and training were also reviewed. The registration certificate for the home was reviewed at this site visit.

What the care home does well:

People who live at The Old Vicarage are well supported to make decisions and are given advice and information in order to assist them.

Care and health records for the people who live at home are well written, sufficiently detailed and are kept under review. These included care plans, health action plans, daily journals and minutes of review meetings. These documents all evidenced that the services provided are 'person centred' and are tailored to the needs and expressed wishes of those who live at the home. Staff are skilled at communicating with individual's in the method preferred by them and have developed a sound understanding of the diverse needs of the people who live at the service.

People are supported to make decisions and these are well documented, people are encouraged and enable to engage in activities of their choice.

Medication administration and recording and support for people are all well managed at the home.

There are ongoing training courses that are attended by the manager and staff in order to enable them to meet the individual and collective needs of people who live at The Old Vicarage and to ensure that those who live there are protected from harm and abuse.

A stringent recruitment procedure is followed to ensure that appropriate staff are employed at the home. The home is adequately staffed.

The home is well managed and is run in the best interests of those who live there. The management at the home monitors the quality of the care and there are sound systems in place to underpin this.

What has improved since the last inspection?

Those who live at The Old Vicarage have formal care plan reviews at least every six months, these are completed sooner if the need for this is identified.

The registered person ensures that all who live at The Old Vicarage have their health needs met promptly. we found that health records are reviewed to ensure that the information within them is an accurate reflection of the actual medication people are taking.

What they could do better:

Contracts have been developed internally by the home for those who live there, however, the organisation must provide those who live at The Old Vicarage with up to date contracts. This is in order that those who live at the home have clear, correct information about the terms and conditions of their placement.

'Advanced Decisions' records should be signed by a witness and dated. The documents currently in place are well written, however, these must be fully detailed in order that records of how decisions are reached and to show how the decision making processes have incorporated Mental Capacity legislation as well as the rights and wishes of the

individual.

When we were looking around the home a number of required improvements were noted by us, these were that the upstairs shower room has black mould in it on the ceiling and walls, attention must be given to this and this area should be redecorated. The paintwork on the skirting boards to the stairs and halls were chipped and are in need of repainting, furthermore the carpet on the ground floor is shabby and stained in areas, this should be replaced.

We also noted that not all people have a lockable facility in their room in order for them to lock away items of value, these must be provided.

We saw that the home has manual handling risk assessments in place, these were sufficiently detailed, however, for one person we saw that this document had not been fully completed. It is recommended that manual handling risk assessments are dated and signed and evidence who had completed the assessment, this will aid review and monitoring of this area of risk.

Copies of the 'Power of Attorney' documents should be obtained, this will provide information of what this means for the individual's concerned. These documents should be obtained and retained, these will show what the responsibilities of this role are.

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

Contents

Choice of home (standards 1 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and healthcare support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

Outstanding statutory requirements

Requirements and recommendations from this inspection

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 comprehensive information describing the service available to individual's living at The Old Vicarage. Contracts which have been produced by the home are in place, however, the Organisation must ensure that the contracts which outline the terms and conditions of the placement are reviewed and updated where required.

Individual's needs are assessed prior to admission and these are kept under review.

Evidence:

The home has a comprehensive Statement of Purpose in place. This was on prominent display in the entrance hall of the home. We saw that the information within this document was comprehensive and contained clear information, for those who live at The Old Vicarage and their relatives, about the services and facilities provided at the home. Furthermore, the Statement of Purpose contained information about the staffing arrangements at the home and outlined what qualifications and skills the staff and manager have. Information is given about the admissions process into the home and how to raise issues of concern and how these would be responded to.

Evidence:

Although there have been no admissions into The Old Vicarage for sometime we saw that there is a clear process in place in order to ensure that the service is able to meet the assessed care needs of prospective people moving to the home. There is an admission procedure, which is included in the Statement of Purpose and full assessments of needs were undertaken for those already living in the home.

During this visit we saw that the manager and staff team at the home have developed contracts for those who reside at the service, these have been produced in an 'easy read', pictorial format and clearly outline the terms and conditions of the placement. We saw that information within these documents included how people would be supported with their health and how they would be assisted to access the community. These documents also gave service users information about their care plan and the reviewing process, these documents were well written. However, the contracts produced by the organisation, had not been reviewed or updated for a number of years. It is required that these are reviewed and updated where needed to ensure that correct contractual information regarding the placement are in place.

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 living at The Old Vicarage can be confident that their needs are fully assessed and that they are involved in decision making which balances rights and risk, consequently they have a lifestyle that they are happy with. They know about the information that is held confidentially and are respectfully supported in their daily lives.

Evidence:

Care plans seen were detailed and explicit and the daily journal reports and health action plans seen by us contained entries of what, when and how care was provided. Information recorded on care documentation corresponded with information given from residents the manager and staff about the level and individualised levels of support that those living at the Old Vicarage received. Information seen recorded included specific details of individual's likes, dislikes, allergies and healthcare support and provided guidance for staff in order that they support those who live at The Old Vicarage in a way they prefer. Through reviewing individual's records we saw that in particular an individual's complex mental health and emotional needs are well

Evidence:

supported and understood by staff at the home and this information and how they will be supported is fully recorded within the persons care plan. Clear examples were given to guide and direct staff in order that they support people who live at The Old Vicarage in the way they prefer.

It was clear that support provided was flexible and tailored to individual's identified and requested support needs. We also saw that people's right not to be involved with the reviewing of their plan of care had been respected and recorded by staff. Staff continued to monitor this individual's wellbeing formally and this was recorded on a daily basis, the individual is asked on a regular basis if their wish not to be involved has changed to ensure that they continue to be listened to.

We saw that the home had worked closely with one of the individual's living at the home in order to produce aspects of their care plan in a photo format, involving the individual concerned, providing detailed and explicit instructions for staff on how they wished to be supported, this level of detail and commitment is excellent and the home is to be commended for the progress in this area.

It is evident at this home that staff support people to make decisions which affect their life, these are recorded within 'best interests meetings' and care and health planning records. The home has arranged for people to have independent advocacy support in order to assist them with decisions about their life. Within peoples records we saw that the home had recorded some areas of 'advanced decision making' for people about their end of life choices, preferences about where they want to live, now and in the future and who within their life they would like to assist them about the decisions that have made if they are unable to voice these themselves. In order to enhance the documents it is recommended that 'advanced decisions' are signed by a witness and dated and are fully detailed in order that they record decisions reached and also incorporate Mental Capacity legislation and the rights of the individual. It is fair to say that the home has grasped the concept of the mental capacity act and support people well with the decisions they make. We found during our visit that one resident is a member of the 'review and development' board for the organisation, they participate in discussion, debate and are involved with decisions that are made by the company about the services and facilities that are provided. One of the residents was voted by the other people who live at the home to 'chair' residents meetings and to feedback to the manager issues raised. One of the residents is actively involved with the interviewing of prospective staff members and had been provided with communication cue cards to support them in this area.

There are people who live at the home who are supported with their finances by the

Evidence:

organisation in the form of a 'power of attorney', it is recommended that copies of these powers and what this means for the individual's concerned should be obtained and retained, this will show what the responsibilities of this role are.

Within the AQAA completed by the registered manager prior to our visit, within the section of the report where the service is able to tell us what they do well they had reported; 'We, the team, ensure residents are provided with a calm safe, clean environment where views are actively sought, listened to and acted upon'. 'Residents choose the way in which they want to live within a risk assessed framework'.

Within the section of the AQAA of 'what we could do better', and how we are going to do this', the service had reported to us; 'We intend to support individual's to recognise their abilities and move on to a more independent life, also recognising the increasing needs of residents who may require a different type of service to what we offer'. 'We aim to continue creating documents into easy read formats with the use of 'Communication in Print' programme that is now available to the service'.

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 living at The Old Vicarage are supported appropriately to develop in response to their identified social, health and dietary needs. People take part in their local community and keep contact with family and friends. Rights and choices are always taken into account in an effort to ensure a quality of life that supports the individual and enables them to experience a lifestyle they prefer and benefits them.

Evidence:

Upon arrival to the home in the morning people were leaving to attend their day activities. People were going to work at a farm and off to a day centre. At the end of the day one of the individual's returned with a Christmas wreath they had made, at the individual's request it was displayed on the front door with pride for all to enjoy.

We saw recorded that individual's have their own schedule and are supported to attend college, swimming, arts and crafts, trips out, relaxation and visits to places of

Evidence:

interest, on a regular basis. Annual holidays are arranged for those individual's that benefit. For some of the individual's a holiday would not be beneficial due to the way the individual's react to change however from conversations with the manager it was evident this is constantly kept under review.

Records contained reference to a wide range of activities including: college, social events, holidays, shopping trips, massage, and 'dance voice'. all of which are appropriate to identified individual needs.

The attitude and approach of the staff team promoted independence and supported people, where able, to make decisions about lifestyles and daily routines. We saw that staff support people to maintain relationships with others through supporting them to visit family and friends and to attend social events.

We saw notes to confirm that meetings are held with the people who live at the home. The last meeting held was in September this year, areas that were discussed included; menus and meals, staff, how to raise concerns and complaints and what to do in the event of a fire. We saw that individual's comments and views were encouraged, recorded and acted upon, where required.

Within records we saw that individual's likes, dislikes and special dietary requirements had been recorded and in discussion with staff it was clear that they knew these and that these were catered for.

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.

Individual's personal and health care needs are being met.

Individual's are protected by the home's medication practices and procedures, these are robust.

Evidence:

Care planning documentation, health action plans and daily journal entries contain clear details of how individual's are to be supported. Very specific details were recorded that ensured that care staff are clear about how the person wants to be supported. Regular reviews and consultation take place, involving the service users (if they so wish) this ensures that any changes in care needs are identified and promptly responded to.

There are people who live at the home who do not fully communicate verbally, we saw that within people's records there was clear direction and guidance for staff on the best method of communication for individual's. This included signs, symbols, photographs and an understanding of individual's behaviour and non verbal body language. During our visit staff were seen to respond well and promptly to the wishes

Evidence:

and requests of the residents.

During our last visit to the service a requirement was made that the Registered Person shall ensure that all residents have their health needs met promptly and that the health records are reviewed to ensure that the information in them is an accurate reflection of the actual medication residents are taking. This was because we were not satisfied that one individual had been supported with their diabetes and the blood tests associated with this. At this visit we discussed this with a staff member and then separately with the manager, this persons notes were reviewed and we are satisfied that the requirement had been met.

We saw that care records and health documentation evidenced that individual's are well supported with their health care requirements in order to access services. There were records of when individual's have visited the dentist, optician's district nurses and general practitioners. Records showed that where there had been concerns about individual's health the home had made prompt contact with the GP or other services that have been needed, such as hospital appointments and specialist services. We saw that all individual's are seen by a clinical psychologist on an annual basis that the medication and the wellbeing of the individual are reviewed, other professionals are consulted and an action plan is set for the continuing support of the person, this support plan is tailored to the needs of the individual and changes are prompt if needed to ensure peoples emotional needs are met. Records read by us demonstrated that individual's health and personal care needs were being met. The home has developed links with the community learning disability team and the community district nursing service and individual's are referred as their needs change. We also saw in people's records that they are supported to attend health screening and hospital appointments in order that they can access treatments as required.

The medication administration procedure and policies were discussed with one of the staff. The medication administration records were seen for a sample of the people who live at the home and it was found that there were no gaps within the records and that samples of staff signatures were recorded. There was a photo of each person at the front of their medication administration record so that any new staff can be sure that they are giving medication to the right person. It was noted that allergies and key information about medicines was recorded on the medication administration records. The medication cupboard was seen, this was secure. No controlled medication is required at the home at this time, the manager was aware of the legislative requirements in this area should this change.

Medicines were being stored correctly with the home using a monitored dosage

Evidence:

system. Stock records of medication to be given 'as and when required' and medication which was not in the monitored dosage system were clearly accounted for. Medicines no longer required by people who live at the home is disposed of appropriately and this is recorded. Those living at The Old Vicarage can feel confident that their medication is being given to them correctly. Medication given by staff corresponds with records maintained at the home.

During the visit we observed the staff talking and assisting individual's. This was always done in a sensitive, caring and respectful manner.

The atmosphere in the home on the day of the visit was relaxed. Staff, the manager and those living at the home were observed to have good relationships. Staff responded to the needs of people in a polite and professional manner.

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.

There are sound and robust complaints and adult protection protocols in place.

Those living at the Old Vicarage can be confident that staff have the knowledge and skills needed to ensure they are kept safe.

Evidence:

There is a copy of the South Gloucestershire Council and Bristol City Councils policy on The Protection of Vulnerable Adults from Abuse at the Home to ensure that the Home is aware of the protocol to be followed if incidents of abuse occur. We also saw on prominent display a copy of the 'no secrets- whistle blowing policy', this is to provide staff with information on how to raise concerns about poor practices without fear of reprisal.

The complaints policy and procedure shows a clear timeline and action to be taken in event of a complaint. It also directs the complainant to the Care Quality Commission and to Social Services. A copy is made available to all who live at the home, this had been produced in an 'easy read' format and was seen in individual's files. These documents are also available to relatives should they request it. The Commission has received no complaints since the last site visit to the home.

However, since our last visit to the home there has been one safeguarding issue, this is being investigated by the local authority. We reviewed information in respect of this

Evidence:

during our site visit. No concerns were found by us about an identified persons care, safety or welfare during our visit.

Of the two people we asked who live at the home, they both knew who to speak with if they wanted to make a complaint; individual's said they would speak with the manager, staff or a family member. No concerns were raised to us during this site visit. Whilst we were at the home we reviewed the homes complaints record book. We saw that the last recorded complaint was in June this year, this related to an issue between two people who live in the home. We saw that the manager and staff team dealt with the situation in a professional manner, ensuring the welfare and wellbeing of the individual's involved.

Within the AQAA completed by the registered manager prior to our visit, within the section of the report where the service is able to tell us what they do well they had reported; 'We have an open door policy where anyone can raise concerns and make complaints etc'.

Records of recently employed staff members were viewed and contained personal information and record of identity. Other information seen included, record of previous employment, and satisfactory Criminal Records Bureau disclosures.

There are staff working at the home that have either achieved or are undertaking a National Vocational Qualification in Care, (Health and Social Care, Level 2 & 3) and this has a core unit that incorporates adult protection and staff responsibility should they have any suspicions or concerns. It was noted when reviewing staff training files that staff have completed training in the safeguarding of vulnerable adults.

One of the staff members was asked about their understanding of what constitutes abuse and what their responsibilities in this area would be; the staff member told the inspector of the protection of vulnerable adults training they had undertaken, ensuring the rights of the resident were upheld, not making judgements and the importance of reporting and recording. This staff member demonstrated a sound understanding of this subject and linked it into their knowledge obtained whilst undertaking a NVQ, National Vocational Qualification in care practice.

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.

People at The Old Vicarage live in a clean, homely, safe environment that reflects their choices and enables them to be involved in daily activities in the home and the community, however, some improvements are needed to ensure that the home is well maintained.

Evidence:

The house is situated within the residential area of Fishponds, close to Bristol City centre and enables people who live at The Old Vicarage to integrate into the local community. The home is set back up a narrow lane away from the main road. There is some parking for visitors.

Upon arrival at the home we saw that the home was decorated for Christmas with trimmings, Christmas trees and decorations, some of the people who live at the home had helped staff with this task and they had done this together.

During our visit to The Old Vicarage individual's were observed sitting in the lounge, the kitchen and going into their rooms, looking very relaxed and comfortable in their environment. The home is 'homely' with soft furnishings such as plants, ornaments, pictures and photographs, all enhancing the areas within the home. We saw arts and craft work done by people who live at the home in prominent display, these were

Evidence:

showed to us by the people who had painted and created them.

All communal areas and two bedrooms were seen during this visit which were clean and reflected individual choice. There is a self-contained kitchen adjacent to the dining room where people living at the home can be supported to make drinks and snacks. We were informed by the manager that the home was awarded a five star food hygiene award following a visit from an Environmental Health Officer from Bristol City Council in 2008. At this visit we saw that the kitchen was clean and tidy

The home has sufficient bathroom areas for individual's with both shower and bathing facilities in place; these are close to individual's private rooms. At this visit we found that the ground floor bathroom had been extensively re furnished, a new hi/low bath with hoist style seating has been installed as well as a new bathroom suite and redecoration, making this facility more appropriate for the needs of those who live at the home.

Individual's private rooms were seen to have been personalised by those who lived there in order to reflect their own personal tastes. Furniture within these rooms were generally of a good quality, we did note that not all people have a lockable facility in their room in order for them to lock away items of value, these must be provided.

Since our last visit to the service there have been some improvements to the environment, both interior and exterior. Outside of the house ramps and rails have been installed to the front and rear entrances to the house in order to provide better access for those with mobility difficulties. Improved lighting has also been installed to the outside of the building, for increased safety in the event of fire evacuation, and to also improve security in this area. Also within the home we saw that the lounge had been redecorated and new patio doors had been installed, making this a better environment for those who live at The Old Vicarage. When we are looking around the home a number of required improvements were noted by us, these were that the upstairs shower room has black mould in it on the ceiling and walls, attention must be given to this and this area should be redecorated. The paintwork on the skirting boards to the stairs and halls were chipped and are in need of repainting, furthermore the carpet on the ground floor is shabby and stained in areas, this should be replaced.

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.

Those who live at The Old Vicarage benefit from clarity of staff roles and staff who are trained and recruited in line with the home's policies and procedures.

Evidence:

There is a well-established staff team at The Old Vicarage. During the visit staff were able to demonstrate a clear understanding and knowledge of the individual's who use the service, and of their role in the home.

On the day of our visit staff were undertaking training, this training is provided by the organisation and was presented 'In house', whilst we were there staff were undertaking training about infection control, this incorporated risk factors and how staff practice can minimise these.

We spoke to staff on duty at the time of our visit and some who were at the home due to the training they were completing. staff told us that they are well supported by the organisation to undertake training, that they had completed core training in areas such as manual handling, first aid, safeguarding vulnerable adults, medication competency and food hygiene. Staff told us about the induction they had completed which had included the principles of care practices, equalities and diversity and conduct of staff in order that they are working in line with the aims and objectives of

Evidence:

the organisation. We saw in staff records, certificates and on a training audit that staff had also completed training in more specialist areas in order to support those with more complex needs at the home, this had included epilepsy awareness, effective communication which included makaton and signs and symbols. We saw that the training provided had improved staff understanding in these areas and that they had incorporated into their practice what they had learned in order to benefit and meet the needs of those at the home, for example; picture communication cards are used for people with limited speech in order that they can tell staff what they do and do not want to do, likes/dislikes etc.

Staff also told us that they were looking forward to attending a conference in December which has been devised to focus on the autism spectrum and is entitled 'let's understand more', the manager told us that this training would provide an opportunity to develop new skills and to bring what is learned back to the home, which in turn will benefit those who live there.

The manager has completed training about the Mental Capacity Act and told us that this training is planned for all staff, future training planned is also sensory deprivation to further enhance their skills in this area.

We saw minutes of staff meetings and saw that these are a regular occurrence at the home. The last meeting was held in September this year and had been well attended by staff. Each staff member gave clear and detailed feedback to the rest of the staff team and the manager about the person they supported within their role as a key worker and provided information about current and future support and aspirations for the people whom they were supporting. Discussions about how these would be met were well recorded and implemented within individual's plan of care, progress is monitored and kept under review.

Staff supervision was reviewed. Evidence from the records viewed showed that staff have received supervision. This provides the opportunity to express their opinion about the services provided at the home and to discuss areas of concern in relation to the care of people who live at the home. Staff members spoken with said that this support was valuable to them in order to ensure clarity of their role and the expectations upon them, furthermore it ensured effective communication and continuity and consistency of service provided for the people who live at The Old Vicarage. We also saw that staff have an annual appraisal of their performance which provides a further opportunity to look at staff development.

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 benefits from good leadership and management, its practices have offered protection to the health and safety of residents.

The home is run in the best interests of those who live there. The home is well managed ensuring that individual's interests and rights are promoted and protected by a committed staff team

Evidence:

The Registered Manager of this service is Mrs Carol Clay. Mrs Clay has a wealth of knowledge and experience in working with and supporting and of care of young adults and has management experience in developing and supporting a staff team. During the inspection Mrs Clay was able to demonstrate a clear understanding of the aims and objectives of the home and of her role and responsibilities for both those who live and work at the home.

The home has good systems for monitoring the quality of the care provided to the individuals living at The Old Vicarage these included regular reviews of care plans,

Evidence:

review meetings where the individual was involved, supervisions, staff meetings and a quality assurance tool, which encompasses the Care Homes National Minimum Standards. Prior to the site visit to the home the manager had completed an Annual Quality Assurance Assessment about the facilities and service provided at the home, this document was found to be extremely detailed, well written and honest. The document provided a clear reflection of how life is at the home.

The area manager for the organisation visits the home, unannounced, each month, the purpose of these visits it to review and monitor the service that is being provided for the people living at The Old Vicarage in line with their plan of care as well as requirements which are set by legislation such as health and safety and employment law. This manager also supervises the registered manager, this is done formally, once a month and is recorded.

Staff spoken with said that they are positive that the manager is committed to ensuring the needs of service users are met, that ideas and suggestion are listened to with regular individual supervision being held for continuity of care and effective communication.

There was evidence that the home ensures so far as is reasonably practicable. the health and safety of residents staff and visitors. The home has robust policies and procedures in relation to aspects of health and safety and welfare of those who live and work at the home. These include missing person's procedure, staff code of conduct, fire and equipment checks, and regular maintenance of equipment.

We saw that the home has manual handling risk assessments in place, these were sufficiently detailed, however, for one person we saw that this document had not been fully completed. It is recommended that manual handling risk assessments are dated and signed and evidence who had completed the assessment, this will aid review and monitoring of this area of risk.

We saw that the home has sound risk assessments in place in respect of the environment and the activities undertaken by staff at the home, the assessments seen by us included lone working, violence to staff and emergency procedures. We found that these had been reviewed for accuracy by the manager in June 2009 and updated/amended where required.

The fire logbook was viewed and was well maintained. The home was completing the appropriate checks on the fire equipment and recording of training and testing of equipment were satisfactory. Staff have attended fire drills to ensure that they have

Evidence:

clear knowledge of action to be taken in the event of fire emergency. The home have a fire risk assessment, this was sufficiently detailed and had been reviewed by the manager for accuracy in September 09. We saw that the home had been visited in May 2009 by both the fire authority and the organisations own fire management contractors, the manager confirmed to us that actions required, as identified during these visits had been acted upon. We saw that the home also had individual evacuation plans for each person who lives in The Old Vicarage, this outlines the support and assistance they would require in the event of an emergency, this informs staff and would guide their practice should an emergency evacuation occur.

We were informed during our visit, by the manager, that on 25th November 2009 the home had been subject to a financial audit, this is undertaken on an annual basis and no concerns were found. The home was awarded the maximum five stars in this area and are to be commended for this.

The accidents and incidents that have occurred at the home since the last inspection have been properly recorded, reported and dealt with appropriately.

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	5	5	<p>The Registered Person must ensure that the contracts for people who live at the service are reviewed.</p> <p>This will ensure that contracts which have been produced by the organisation contain clear and accurate information about the terms and conditions of the placement.</p>	02/02/2010
2	24	23	<p>The Registered person must ensure that the home is kept in a good state of repair.</p> <p>Action must be taken to rectify those areas within the house which have been identified within the report.</p>	02/02/2010
3	26	23	<p>The Registered Person must ensure that suitable facilities are provided for storage, for service users use.</p>	02/01/2010

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
			A lockable facility must be provided for people in their room in order for them to lock away items of value.	

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	7	'Advanced Decisions' records are signed by a witness and dated. These documents must be fully detailed in order that records of how decisions are reached have incorporated Mental Capacity legislation and the rights and wishes of the individual.
2	7	Copies of the 'Power of Attorney' documents should be obtained, this will provide information of what this means for the individual's concerned. These documents should be obtained and retained, this will show what the responsibilities of this role are.
3	42	Manual Handling risk assessments should be dated and signed.

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