

# Random inspection report

## Care homes for older people

Name:	Spratslade House
Address:	Belgrave Avenue Dresden Stoke-on-trent Staffordshire ST3 4EA

The quality rating for this care home is:	one star adequate service
The rating was made on:	14/07/2009

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

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

<b>Lead inspector:</b>	<b>Date:</b>								
Joy Hoelzel	0	5	0	1	2	0	1	0	

## Information about the care home

Name of care home:	Spratslade House
Address:	Belgrave Avenue Dresden Stoke-on-trent Staffordshire ST3 4EA
Telephone number:	01782311531
Fax number:	01782311532
Email address:	
Provider web address:	

Name of registered provider(s):	Pearlcare (Spratslade) Ltd
Type of registration:	care home
Number of places registered:	30

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	10	0
old age, not falling within any other category	0	30

Conditions of registration:									
The maximum number of service users who can be accommodated is: 30									
The registered person may provide the following category of service only: Care Home Only (Code PC); To service users of the following gender: Either; Whose primary care needs on admission to the home are within the following categories: Dementia (DE) 10, Old age, not falling within any other category (OP) 30									
Date of last inspection	1	1	1	1	2	0	0	9	
Brief description of the care home									
Spratslade House is located in Stoke On Trent, Staffordshire. The home is accessible via public transport, and is close to local amenities. The large detached property provides residential accommodation for up to 30 older people. The home can also accommodate people with dementia needs and or have a physical disability. Corridors									

## Brief description of the care home

and door frames are of a suitable width to accommodate people who use wheelchairs. Ramp access is also provided. The two-storey property offers 30 single occupancy bedrooms, 28 of which are equipped with an en suite facility. Bedrooms are located on both the ground and first floor. The installation of two passenger lifts allows access to all facilities within the home. Bathrooms and toilets are situated on both the ground and first floor and are found close to bedrooms and communal areas. All bathrooms are equipped with an assisted bath to promote the independence of people who have restricted mobility. The home is divided into units, having a small kitchen adjacent to each, allowing people access to drinks and light snacks. Three lounges are provided on the ground floor that are pleasantly decorated and equipped with essential furnishings and items to allow relaxation, and to enable people to socialise with other people living in the home. There are sufficient dining areas within the home. There is a pleasant and safe garden area. Sufficient parking is available at the front of the property.

Information of the home and the provision of the service are available in the statement of purpose and service user guide, both documents are available directly from the home.

The service user guide does not include information on the current level of fees for the service. The reader may wish to obtain more up to date information from the care service.

Care Quality Commission reports for this service are available from the provider or can be obtained from [www.cqc.org.uk](http://www.cqc.org.uk)

## What we found:

The purpose of this visit was to check that the home had taken action to comply with the statutory requirements notices that we issued. The home did not know that we would be visiting.

We conducted a key inspection of the service in July 2009 and found that there were some omissions of information to ensure that a persons care needs are fully met. We made a requirement for improvements to be made. We made a random inspection visit in November to check the action taken. We found that there were still omissions of important information regarding peoples care with the potential for the person to be at risk. We issued a requirement notice following the random inspection for the home to take urgent action to make the improvements. The home responded to the notices confirming the action they had taken.

We looked at the same persons care plan that we had looked at at the key and random inspection. We found that the care plan had been reviewed and the documentation updated. Risk assessments have been completed and where there is an identified risk a care plan has been developed. This will ensure that staff have full details of the care that is to be provided and the action needed to reduce the risk of harm to the person. We saw that specific care needs are being closely monitored, with records kept. This ensures that there is a consistent approach to providing the care. We saw instructions for staff on what to do in the event of an emergency or when any changes are noted.

The manager informed us of the work in progress to update and review each persons care records. A key worker system is being introduced with staff taking responsibility and ownership of the record keeping. The manager has agreed a completion date of the 31st March 2010.

From our observation of the care documentation and discussions with staff we consider that the service has complied with the requirements in the statutory notices. No further action will be taken. We will continue to monitor the service through our regulatory inspection programme.

## What the care home does well:

People told us that the staff are good and that they are satisfied with the care provided.

## What they could do better:

The care plans should all be reviewed by 31st March 2010 and then reviewed at regular intervals.

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

### 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 Older People can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

## Helpline:

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