

Random inspection report

Care homes for older people

Name:	Richmond Village Care Centre
Address:	St Josephs Way London Road Nantwich Cheshire CW5 6LZ

The quality rating for this care home is:	three star excellent service
The rating was made on:	

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:							
Val Flannery	0	4	0	5	2	0	1	0

Information about the care home

Name of care home:	Richmond Village Care Centre
Address:	St Josephs Way London Road Nantwich Cheshire CW5 6LZ
Telephone number:	01270629080
Fax number:	01270625020
Email address:	Lynne.griffin@richmond-villages.com
Provider web address:	www.richmond-villages.com

Name of registered provider(s):	Richmond Village Care Centre Limited
Name of registered manager (if applicable)	
Hilary Minshull	
Type of registration:	care home
Number of places registered:	41

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	41

Conditions of registration:								
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: Old age, not falling within any other category - Code OP The maximum number of service users who can be accommodated is: 41								
Date of last inspection								
Brief description of the care home								
Richmond Village Care Centre cares for up to 41 older people. The home is on a residential estate on the outskirts of Nantwich, close to local amenities and the town								

Brief description of the care home

centre. The home is on two levels and there is a passenger lift to the first floor. There are a variety of aids and adaptations around the building to help residents with mobility problems. All the bedrooms in the home are single with en-suite toilet and shower facilities. Staff are on duty twenty four hours a day to care for residents.

Please contact the home for information on accommodation fees and other charges.

What we found:

This short, focussed inspection was carried out by one inspector on the 4 May 2010 and took four hours. The purpose of the inspection was to see if the personal and health care needs of the people living in the home were being met. We also looked at the procedures in place within the home for dealing with complaints and safeguarding the people who live there from harm and abuse.

During our visit we looked at the care folders of three of the people who live in the home. The documents in the folders identified people's care needs and showed the level of help they needed from staff to ensure these were being met. Information was included in the care plans about the level of support the person needed with personal care such as using the bathroom, dressing and moving about the home. The care plans also showed how people living in the home are supported with their medication and attending medical appointments. There was information in the care folders about their specific health care needs and the action staff should take to ensure the person's safety and well being. We could see that this was being monitored to make sure that the right actions were being taken. We saw risk assessments that included ensuring the safety of the people who live in the home when staff were helping them with their mobility and action taken to reduce the risk of falls.

The home is in the process of improving the way information about the people is kept in 'care profiles'. The introduction of the new person centred planning and the improvements to the way information is maintained about people's personal and health care needs will help to further improve the support provided for people who live in the home.

We were told that the people living in the home need help to make sure they take their medications safely as prescribed. The record of the medication administered by staff to the people living in the home was seen and was satisfactory. The medication is kept in lockable trolleys which are kept in secure cupboards in the home. The home's manager told us that senior care staff have received medication training and are due to receive refresher training in August so that they are able to maintain the well being of the people living in the home.

During our visit we saw staff helping people with their meals and with their day to day personal care and health needs. The support was offered in a caring and sensitive manner so that the person's privacy and dignity was maintained. We spoke with people who live in the home and they told us that staff are very caring, kind and that 'nothing is too much trouble' for them. One person told us that staff from the home had visited them before they came to live in the home and had asked them 'a lot of questions'. They also told us that members of their families had helped them as 'it is a big decision to leave your own home'.

During our visit we saw a copy of the complaints procedure for the home which included details on how to contact the Care Quality Commission. We also saw the record of complaints received by the home since our last visit there. There was one complaint recorded and we could see that had been dealt with satisfactorily by the home. The procedure we saw for investigating complaints at the home shows that complaints or

concerns would be investigated and the outcome would be properly recorded so that people raising concerns could be confident that these would be taken seriously and acted upon. We spoke with people who live in the home, they told us that they know who to speak to if they have any complaints or worries. One person said they had spoken to staff about a number of 'minor concerns' and was more than satisfied with the response from the home.

There is a safeguarding adults policy for the home and the procedures in place include the Department of Health guidelines 'No Secrets'. We were told by senior staff that the home has made one referral under the safeguarding procedures and this was being investigated at the time of our visit. We were also provided with a record which showed that all staff have received safeguarding adults training within the two years before our visit.

Seven people who live in the home and five staff who work there sent us back completed comment cards with their views about the home. The comments received from the people who live there included: 'activity and art-fantastic'; 'take care of me well and the home is very clean. I am happy here at Richmond Village'; 'I have never been in a care home before and I have to say I was very favourably impressed by the care. The staff were always polite and caring and seemed to enjoy their work'.

The staff comment cards told us that: 'It meets all the individual cares and needs of service users'; 'Managers are always approachable at anytime even when not on duty. I would like to think that everyone at Richmond Village delivers excellent care from all the staff'; ' Provides excellent care for the residents and clients'.

The last main inspection of this service was carried out on the 27 June 2007 and at that time our judgement was that the service was providing excellent outcomes for the people living there.

What the care home does well:

The care needs of people living at Richmond Village are identified in their care files, together with information about how they should be met, so that people receive the care they need in the way they prefer. Improvements are being made to the care planning documents to make them more person centred to help to further improve the support that people living in the home receive.

Medication for people living in the home is managed well to make sure that people receive their medicines as prescribed by their doctors. Staff who give out medicines have received training to help make sure they do this safely, without errors, so that people's health and wellbeing is maintained.

The complaints procedure for the home is clear and easily accessible. Complaints and concerns are recorded, together with the action taken to investigate and resolve them. This helps to make sure that people living in the home can be confident that their concerns are taken seriously and that action is taken to resolve them.

There a clear guidelines available for staff and they have all received training on safeguarding adults so they know what to do to protect the people living at Richmond

Village from harm and abuse.

The support and care staff offer is provided in a way that maintains people's privacy and dignity. People living in the home told us that staff are very caring, kind and that nothing is too much trouble for them.

What they could do better:

Richmond Village Care Centre continues to provide excellent outcomes for the people living there. The way it operates is continually reviewed to make sure that the high standards we have found at our visits continue to be maintained so the home is run in the best interests of the people living there.

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 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

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