

Random inspection report

Care homes for older people

Name:	The Hall Nursing Home
Address:	100 Old Station Road Bromsgrove Worcestershire B60 2AS

The quality rating for this care home is:	two star good 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:								
Sandra Bromige	1	2	0	3	2	0	1	0	

Information about the care home

Name of care home:	The Hall Nursing Home
Address:	100 Old Station Road Bromsgrove Worcestershire B60 2AS
Telephone number:	01527831375
Fax number:	01527873746
Email address:	
Provider web address:	

Name of registered provider(s):	Southern CC Limited
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	43

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	12	0
old age, not falling within any other category	0	43

Conditions of registration:								
Age: Dementia (DE) age 55 and above.								
The maximum number of service users who can be accommodated is: 43								
The registered person may provide the following category of service only: Care Home with Nursing (Code N); To service users of the following gender: Either; Whose primary care needs on admission to the home are within the following categories: Dementia (DE) 12, Old age, not falling within any other category (OP) 43								
Date of last inspection								

Brief description of the care home

Operated by Southern CC Limited, The Hall is a 43-bedded care home offering nursing care including for a number of residents with dementia related care needs. Situated close to the centre of Bromsgrove the home is a timber-framed building with brick-built additions. Set in attractive grounds, with car parking to the front, accommodation comprises 39 single and 2 double bedrooms with most having the benefit of en-suite facilities. The Home comprise four discrete sub-units - namely 'Poppy' and 'Roses' providing care for residents with general nursing needs, 'Sunflower' for residents with dementia related needs. Each unit has a lounge and dining room. There is passenger lift access to the first floor. Although the Registration Certificate states the home can accommodate six people with a terminal illness the 'terminal illness' category no longer exists for any care home with nursing and will be removed from the Home's registration categories. It is, of course, expected the home will be able to provide 'end of life care' to residents.

Fees charged are determined following pre-admission assessment and, therefore, are not stated in published information, such as the Home's brochure or Service User Guide. Physiotherapy and occupational therapy are provided as part of the basic fee, with additional charges made for chiropody, hairdressing and newspapers.

What we found:

This was a random unannounced inspection carried out by one inspector, which took place on 12th March 2010 between 12:45 - 14:15hrs.

We carried out this inspection because we received concerns about the home, with regard to staffing levels, management and care of the people who use the service.

This service does not have a registered manager. The deputy manager told us the manager (designate) is currently off sick for one week and is expected back at work next week.

We did not find any poor outcomes of care for the people who use the service.

What the care home does well:

We looked at the staffing rotas and saw the home had sufficient staff on duty at the time of the inspection. We saw these same staffing levels had been provided for the last week. There are two nurses and six care staff in the morning, one nurse and five care staff in the afternoon and one nurse and two care staff at night. The deputy manager told us the number of care staff on each morning will increase from tomorrow as they were expecting a new admission later that day. From tomorrow there will be seven care staff on each morning.

We spoke to a care assistant who told us they work days and nights. She told us they have recently had three care staff on at night, but this was reduced to two care staff as the numbers of people using the service had reduced. The deputy manager told us when they reach 35 people using the service they have three care staff on night duty.

The deputy manager told us nine people are assisted to bed by the night staff and six people are assisted to wash and dress by the night staff each morning. We looked at two care records and we saw there was information in one care record about the preferred times of going to bed and rising for one person. There was no information in the second care plan about the preferred times of rising and going to bed for the identified person.

We spoke to two people who use the service and they told us the times they liked to go to bed and get up. We looked at the care charts for these two people and the times recorded by the care staff were in accordance with the preferences of these two people.

We looked at the staff rotas for the catering staff and saw there are two chefs on duty five days each week. When there is not a second chef on duty a kitchen assistant works alongside the chef. We spoke to the chef and she confirmed these are the normal staffing levels for the kitchen. We looked at the amount of fresh, frozen and dried food in stock and there was plenty of food available for the people who use the service. We saw the chef had prepared homemade cake for afternoon tea. We saw bowls of fruit in the sitting rooms in the home. The chef told us there has been no changes to the catering budget and she 'orders what they need to order' for the home. A person who uses the service told us they have plenty to eat.

What they could do better:

We were invited into the home and we were not asked for our identification. Staff need to ask professionals visiting the home for their identification to ensure the people are protected from any potential harm.

The preferred times of rising for people who use the service needs to be written in the care plan and this needs to be agreed by the person using the service or their representative.

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
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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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