



Making Social Care Better for People

Inspecting for better lives

Random inspection report

Care homes for older people

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| Name: | Rosedale Manor Care Centre |
| Address: | Sherborne Road Crewe Cheshire CW1 4LB |

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|---|-----------------------|
| 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 assessment of the service. We call this a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed inspection. 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.

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|------------------------|-----------------|
| Lead inspector: | Date: |
| Wendy Smith | 0 7 0 4 2 0 0 9 |

Information about the care home

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|-----------------------|--|
| Name of care home: | Rosedale Manor Care Centre |
| Address: | Sherborne Road Crewe Cheshire CW1 4LB |
| Telephone number: | 01270259630 |
| Fax number: | 01270259640 |
| Email address: | |
| Provider web address: | |

| | |
|--|--|
| Name of registered provider(s): | Four Seasons 2000 Limited (wholly owned subsidiary of Four Seasons Health Care Limited) |
| Name of registered manager (if applicable) | |
| | |
| Type of registration: | care home |
| Number of places registered: | 80 |

| Conditions of registration: | | |
|--|-----------------------------------|---------|
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| dementia | 80 | 0 |
| mental disorder, excluding learning disability or dementia | 80 | 0 |
| old age, not falling within any other category | 0 | 80 |
| physical disability | 80 | 0 |

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| Conditions of registration: |
| The registered person may provide the following categories 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: Old age, not falling within any other category - Code OP Dementia - Code DE Physical disability - Code PD Mental disorder - Code MD The maximum number of service users who can be accommodated is: 80 |

Date of last inspection

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Brief description of the care home

Rosedale Manor care centre is a two-storey purpose-built home set in its own grounds. The home is in a residential area approximately one mile from Crewe town centre. It is close to local shops and other facilities and is convenient for public transport.

The home is divided into three discrete living units. On the ground floor, Willows unit provides accommodation and nursing care for ten younger adults with a physical disability, and Woodlands unit provides accommodation and nursing care for 24 people with dementia. The first floor of the home, provides nursing and personal care for a maximum of 46 older people.

What we found:

Two inspectors visited Rosedale Manor on 7th April 2009. The visit was in response to concerns, brought to our attention by social services, about the running of the home and the care of some of the people living there. 60 people were living at the home when we visited and Rosedale Manor is no longer providing an intermediate care service.

The registered manager was suspended following concerns about the running of the home and a very experienced peripatetic manager has been assigned to manage Rosedale Manor on a temporary basis. She told us that she expected to be working there for several months. The regional manager is visiting once or twice every week.

Social work professionals from the local authority and nurses from the primary care trust have been carrying out reviews of the people living at the home to find out whether people's needs are being met to a satisfactory standard. They have been giving feedback about their findings to the acting manager.

The acting manager told us that has been making a point of meeting as many visitors/relatives as possible. She has held meetings for the various groups of staff and the minutes of these meetings showed that important issues about staffing, routines within the home, and care of residents were discussed. A meeting with social services, and meetings with residents and relatives, were all planned for 22nd April 2009.

Seven complaints had been recorded in the complaints file during recent weeks and we saw that the acting manager was taking action to address issues with laundry, food and drinks service, cleaning, answering of call bells and care plans. She is reviewing the way that the three units of the home are managed and the way that daily routines in the home are organised, to ensure that the best interests of the people living at the home are paramount.

A lot of staff training is taking place. Letters have been sent to members of staff giving them dates for training that they are required to attend, which is within their contracted working hours. Night staff are included in all training. The subjects covered include safe moving and handling, end of life care, nutrition, falls prevention, safeguarding, diabetes, pressure care, health and safety, medicines and fire safety. The home is taking part in a dementia care project. Five members of staff are starting working towards a national vocational qualification in care.

We will be visiting the home to carry out a Key Inspection to determine whether the quality rating should be changed.

What the care home does well:

Not assessed at this visit.

What they could do better:

Not assessed at this visit.

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 |
|----|-------------------|-------------------------------|
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Reader Information

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| Document Purpose: | Inspection Report |
| Author: | CSCI |
| 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

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