

# Key inspection report

## Care homes for older people

<b>Name:</b>	Hempstalls Hall Care Home
<b>Address:</b>	Hempstalls Lane Newcastle Under Lyme Staffs West Midlands ST5 9NR

<b>The quality rating for this care home is:</b>	two star good service
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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.

<b>Lead inspector:</b>	<b>Date:</b>
Keith Jones	2 2 0 6 2 0 1 0

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 Older People can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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- 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:	Hempstalls Hall Care Home
Address:	Hempstalls Lane Newcastle Under Lyme Staffs West Midlands ST5 9NR
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Avery Homes Newcastle UL Ltd
Name of registered manager (if applicable)	
Mrs Lorraine Jeanette Ford	
Type of registration:	care home
Number of places registered:	40

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	40
old age, not falling within any other category	0	40

### Additional conditions:

The maximum number of service users who can be accommodated is: 40.

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 category/ies: Old Age, not falling within any other category, Code OP (40) Dementia, Code DE (40)

Date of last inspection

### Brief description of the care home

The accommodation is new and purpose built. The home offers a total of forty single occupancy bedrooms across two floors. All 40 bedrooms meet the National Minimum Standard with regards to square metre space. All bedrooms have ensuite facilities, including a shower, a toilet and wash hand basin. Communal space available includes

#### Brief description of the care home

two dining, sitting rooms, all very well furnished with high quality armchairs and sofas, a Loop System and large screen televisions. The home offers two assisted bathrooms (one on each floor) equipped with appropriate bathing facilities. Open plan landscaped outdoor space is provided for use by people using the service. The enclosed safe garden is available for use by people who have a dementia related condition. Kitchen and laundry facilities are available and are appropriate for the size and ethos of the home.

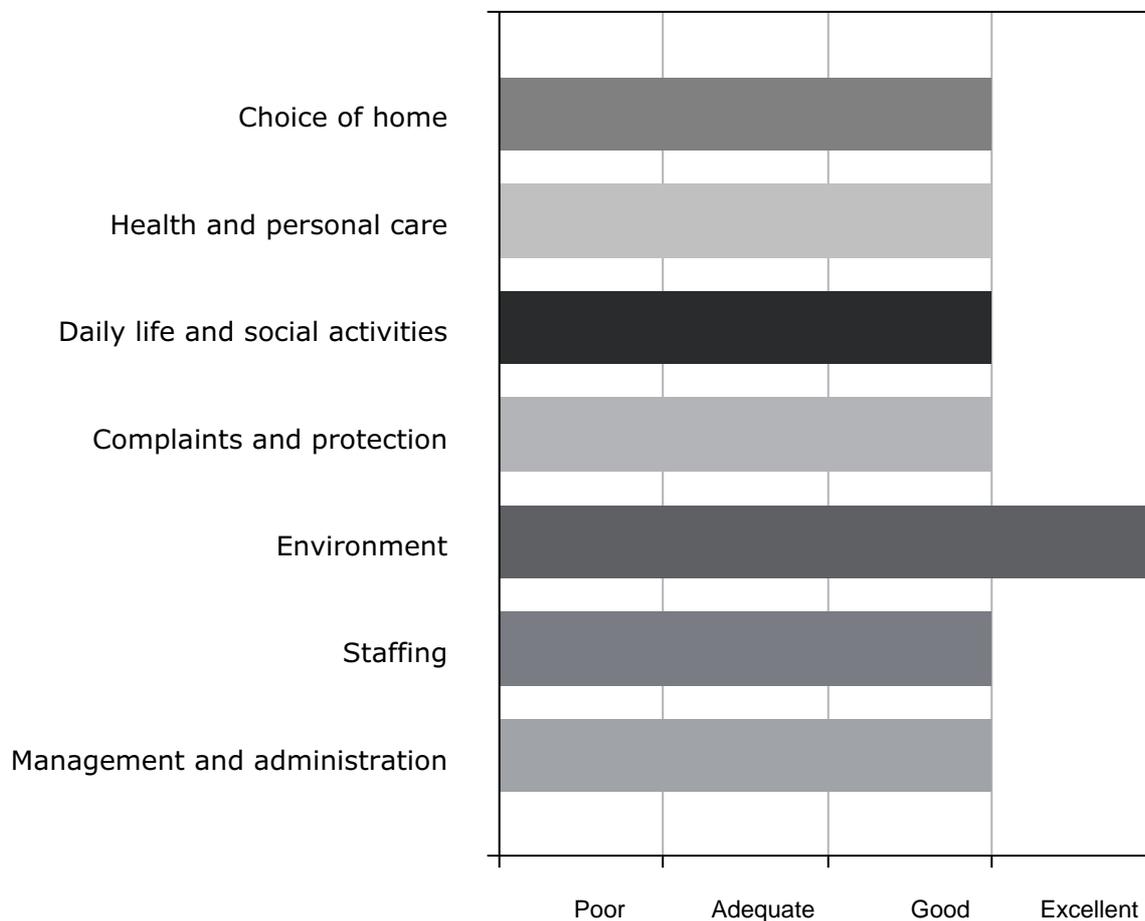
## Summary

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:

We conducted this unannounced inspection with the Registered Care Manager, and care staff on duty, whose input contributed to this report. We were also helped by the Clinical Development Manager representing Avery Healthcare, who stayed for the morning session. Our inspection of the building allowed us free access to all areas and open discussion with people who use the service, relatives and staff. There were 37 people in residence on the day of our inspection. We looked at how care is being arranged and supported for a range of people with personal, residential and dementia care needs. To do this we looked at (case tracked) four people's care records from pre-admission to the present time, and four staff records were examined. We also looked at other information such as complaints, events, other professional reports, and what the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

We took the opportunity to speak with a number of people who use the service,

relatives and members of staff, who took an active role in the inspection process, and contributed to the subsequent report. We acknowledged receipt of the Annual Quality Assurance Assessment (AQAA), and five survey forms we received from those we issued to people who use the service some weeks before the inspection. The AQAA is a self-assessment that focuses on how well outcomes are being met for the people using the service. It also gave us some numerical information about the service.

Relatives who were present were complimentary of the family approach to care, the freedom they enjoyed, and the involvement that the Care Manager and her staff encouraged. It was evident that they were inclusive in the process of care. Everyone appeared comfortable and at ease with their surroundings.

We inspected a sample review of administrative procedures, practices and records, confirming consistent good practice and effective management. There followed a report feedback, in which we offered an evaluation of the inspection, indicating those recommendations resulting from the inspection.

## **What the care home does well:**

We found that Hempstall Hall presents a high quality commitment to care with an open and highly personable approach. Staff are competent and friendly, and understand the needs of the people living here. People can feel confident they will be treated with respect and dignity at all times. We were told:

"The service looks for the positive way forward, helps people live their lives, and respects everyone", which reflects the professionalism and homeliness of a confident relationship between carer, and those people using the service:

"They offer an excellent standard of care and provide us with peace of mind knowing that my mother-in-law is well looked after".

"The care that mum gets here is outstanding, all the staff, are committed to giving their best, for the resident's benefit. Before she came in here she showed no interest in her surroundings, which has changed enormously over the past six months, for the better".

"The Home environment is excellent; it feels more like an hotel rather than a home for the elderly. The staff are really caring and attentive; they try their best to make everyone feel important".

From our examination of care records we established that there was a thorough assessment, care planning and review of individual needs, which are meaningful and robust in formulating an excellent standard of care. When we discussed the quality of care with those people using the service, it was made clear that they appreciated this highly personable attitude and approach to care. The service's Statement of Purpose states: "We are committed to providing Person Centred Care which recognises the individual needs of the residents choosing to live in our Home", this we found to be true.

We considered that the overall management style demonstrated a very positive approach in maintaining an environment conducive to the care of the elderly and people with dementia. There is a highly organised, regular audit and review process of facilities and services, conducted by the Providers, to maintain the quality of care.

## **What has improved since the last inspection?**

This key inspection is the first since Registration, some six months ago.

## **What they could do better:**

The achievements in establishing an excellent standard of care have been recognised, areas of detail, outlined through recommendations, will continue to play a part in the ongoing development and maintenance of a good service.

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](http://www.cqc.org.uk).  
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order line 0870 240 7535.

## Details of our findings

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## 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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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.

The needs of people who may use the service are appropriately assessed before they are offered a place.

They and their relatives can be confident that the service will be able to meet their needs.

Evidence:

We examined the service's Statement of Purpose and Service User Guide, and found them to provide an excellent, informative description of the home's aims, objectives, and the way it operated. We acknowledged that the documents were presented to all enquirers, and that information concerning fees payable are included in the Service User Guide. We saw that the Statement of Purpose could be produced in large print, as and when necessary. We consider that the Service User Guide presented in an audio and pictorial version would help people to make an informed choice. It is stated in the AQAA, and we recognised, that the Statement of Purpose represents the basis

## Evidence:

on which the Home operates upon, offering those people who may use the service, and their relatives, the opportunity to make an informed choice about where to live. Comments received from surveys we sent out before the inspection to people who use the service, and from people we met on the day of inspection :

"The Home staff are excellent, and I am very happy to be a guest".

"Before I decided to come here I received plenty of comments and descriptions from the manager who came to see me at my home".

"The information I received was very informative and helpful".

Through our case tracking of four people's care records we clearly identified that the Care Manager, or her Deputy, at the point of reference, conducted the pre-admission assessment. We found that the documentation identified a clear dependency assessment, forming a comprehensive foundation for care planning to meet needs, which includes a copy of the care plan from social services, if appropriate. The objective is for this assessment to be produced with the full involvement of people who may use the service and their family, allowing them to influence the direction of care. We found this to be true, with each individual having a plan of care, which included a detailed care plan, daily care programme, risk assessments with goals and outcomes. Any special needs of the individual were discussed fully and documented, ensuring their personal needs would be met. A letter confirming the arrangements for admission is sent to the person and the family immediately.

During the course of our inspection we had opportunities to sit and talk with people who use the service, staff and a number of visitors. We found evidence that much care had been taken in involving people, and their families in the admission process.

"On talking with the nurse, the information I received was very informative and helpful".

From our discussions it was clear that people are able to visit and assess the facilities and suitability of the Home at any reasonable time, and to meet with staff and management. Staff are aware of the special period of personal anxiety that people have under those conditions, a point well illustrated when talking to people, and examining records on case tracking.

No intermediate care took place in the home.

## Health and personal care

**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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them 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.

The health and personal care, which people receive, is based on meeting personal needs, with clear principles of respect, dignity and privacy put into practice.

Medicine administration systems are safe and secure.

Evidence:

Those care records we examined, and case tracking provided clear evidence to show that the pre-admission assessment represented the foundation for a well considered, and detailed care planning process, in some cases in association with Social Services reports. The AQAA stated, and we verified that those people who use the service, families and friends are invited to participate in the care planning process, development of the plan, write up the personal profile, and sign the support plan to help establish monitoring systems, and evaluation of quality care plans. We found that the application of the 'Avery Resident Involvement and Experience Strategy' (ARIES) was seen to be generated from a 'Person Centred Approach' to care planning, ensuring a full involvement in the care and services is afforded to people.

## Evidence:

A profile of each person's social, physical and psychological status offered an individual plan of care, based upon a process of dependency assessment and activities of daily living, in an individual plan of care that is reviewed monthly to reflect their changing needs and adapting care profiles, supported with a substantial and very detailed daily progress report system, disseminated within the support plan structure of a process of goals, care and evaluation of high quality care plans, appreciated by those people receiving care, and relatives alike. Risk assessments are carried out on an individual basis, and reviewed as required, these include tissue viability, continence and nutrition. The strength of purposeful planned care lies within the frequency of the review process in monitoring and adapting care profiles. The 'Person Centred' care plan has established a firm understanding of dementia care needs, and was found to be well maintained and accurate.

Case tracking of four people living in the Home confirmed to us that specialist support and advice are sought as needed, with each person having access to appropriate professional services, including local Doctor, Dentist, Optician, Chiropodist, and Occupational Therapist as required. We also recognised the pivotal role played by close links with District Nurses and Community Psychiatric Nurses in performing daily observance of care and liaison. Our observations showed that generally people using the service appeared to be content, comfortable and happy with their lifestyle, complimentary regarding the quality of their lives, and the care they were receiving. Comments we received during the course of inspection from people using the service, visitors and professionals:

"I have always found Hempstall Hall to be clean, and smells nice and fresh. The bedrooms and bathrooms are always clean and tidy. It has very good medical care, who come in regular and see to mum when she has been unwell, the staff are very approachable and friendly".

"They offer an excellent standard of care and provide us with peace of mind knowing that my mothering law is well looked after".

We confirmed that the administration of medicines adhered to procedures to maximise protection for people who use the service. We found that the Care Manager is responsible for overseeing all matters relating to medicines, supported by her senior care staff. She has effected a well developed, and smooth process of ordering, receiving, storing, administering and disposing of medicines. Records were seen to be complete and easy to follow through, with no observed breaches in the system. Controlled Drug management was comprehensive. There was one person self medicating at the time of inspection, although each person has the opportunity of

Evidence:

their own lockable facility in their bedrooms on request.

It is stated in the services Statement of Purpose and the AQAA, that independence, privacy and dignity are encouraged, with the full involvement of family in all matters concerning the well being of people. This was confirmed in our discussions with people who use the service, visitors and staff. Issues of cultural, personal and ethnic diversity was discussed, reiterating an open policy on admissions, and consistency of care plans in respecting and celebrating diversity. Relatives and friends have freedom of visiting, emphasising the importance of maintaining social contact.

We looked at bedrooms presented to facilitate privacy for the individual, which included medical examinations and personal care procedures being performed in private. We were impressed with the confidence and closeness within the Home and the mutual respect that prevailed.

## Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

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.

People's rights to live a meaningful life are promoted, and people are offered opportunities to exercise choice and control over their lives.

People are offered a healthy, well balanced diet.

Evidence:

We found daily life to be flexible to accommodate people's needs and capabilities, offering choices at meal times, and during personal and social activities, including recognition of varied religious needs. Our discussions with people who use the service and staff, identified a relaxed atmosphere in which people's preferences were respected, with the security that there are familiar events to the day they could relate to.

We acknowledge that Hempstall Hall employs a Recreation and Leisure Organiser, who was seen to offer '1:1' and group activities, and to provide a diverse programme of activities and individual assessments of need. We acknowledge that people's social needs and interests are documented in individual support plans, and that people's life histories are discussed, and used as a basis for individualised social care, offering choice and support. We identified that the Home accommodates the needs of people

## Evidence:

with dementia in providing materials and activities to focus on reminiscence, encouraging people to reflect on their lives, families, and achievements. Our discussion with managers and staff identified a clear vision of care for people with dementia, and to participate in the process of change in environmental and social facilities. This would be consistent with a 'Person Centred Care' approach as stated in the Statement of Purpose. We also recognised, and saw, that people liked the opportunity to enjoy outside activities, and using a very attractive garden and patio area

Families and friends are actively encouraged to participate in the daily life of the home, with no restriction being placed on visiting times. During the course of the inspection we saw staff and visitors interact with people in a positive and polite manner. Comments from visitors, and one person who came every day were:

"The care that mum gets here is outstanding, the staff, all the staff, are committed to giving their best, for the resident's benefit. Before she came in here she showed no interest in her surroundings, which has changed enormously over the past six months, for the better".

"Hempstall Hall provides the best, all round care that I've seen anywhere, all the residents are treated as people and as individuals, in a loving environment".

It is stated in the Statement of Purpose and AQAA, that personal choice, dignity and self determination are respected in policy and action, which we found to be true. Those individual's rooms we inspected showed a very positive influence of personalisation in the inclusion of belongings, some furniture and general decor, demonstrated a high degree of expressed individuality.

We found high standards of catering at Hempstall Hall, offering a very good service, to which all those people we spoke with being complimentary of all aspects of quality. A menu on a four weekly cycle offered a wholesome, varied and excellent choice, including a cooked breakfast, if wanted, choices at lunch and a varied supper. We saw that every Friday is an International Cuisine day offering interesting, and popular choices at lunch and supper time. We confirmed that the catering manager knew each person using the service, and some of the relatives. We also discussed diversity with the cook, who indicated an awareness in meeting individual needs and preferences, who met with people to discuss their requirements, and confirmed that there were no special cultural needs at the time. A pleasant lunch of choice was served during inspection, in tastefully furnished, and clean dining rooms. The choice of dining room, lounge or bedroom was at the discretion of people in the Home. Staff were seen to

Evidence:

offer discreet assistance to those who required it. Snacks and drinks are available to people any time of day and night. People interviewed confirmed that that the quantity and quality food provided was nutritious, varied, well presented, and incorporating as much choice as possible following consultation with people at resident's meetings, and communicated through an informative monthly Newsletter.

## 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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

**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 are given opportunities to freely express any concerns, and these are quickly responded to.

People are protected from abuse, and their human rights are promoted.

Evidence:

Through the course of inspection we confirmed that people's legal rights are protected by the systems in place in the home to safeguard them, including the continual review and assessment of care planning, and policies in place, including the complaints procedure.

The complaints policy and records of complaints dealt with were examined, which evidenced handling of people's, and families' concerns in a meaningful and effective manner. From our discussions with people who used the service it was evident that any small matters were handled immediately, discretely and to the satisfaction of all concerned. There were a few minor complaints, which we feel would be better dealt with through a record of 'Concerns, Complaints and Safeguarding', to record people's, and their families' concerns in a meaningful and effective manner. Comments we received in the course of inspection:

"If I'm not happy, I know I can ask the Manager, or a member of staff, who have always been attentive and responded well to suggestions made, to make mum's life a

Evidence:

little better".

"Sometimes it is necessary to mention things that are not quite right, but staff are ready to listen when we point things out".

"I have absolutely no complaints to make, up to date".

No formal complaints had been received by us since our last inspection. The overall policy of openness and transparency was acknowledged. We were informed that all the people who used the service had received information on the procedure to complain, including reference to us. This process was evidenced on examination, and case tracking, as previously reported upon.

Discussion with the Care Manager confirmed that there is a satisfactory protocol, and response to anyone who may report any form of abuse, to ensure effective handling of such an incident. There have been no safeguarding issues raised concerning people who are living in the home. The Annual Quality Assurance Assessment completed by the service prior to the inspection confirms all staff employed in the last six months have undertaken a satisfactory Criminal Records Bureau (CRB) check, confirmed by examining three staff files. It is positive that there are arrangements in place for all staff to have training to highlight their responsibilities under the Mental Capacity Act, including Deprivation of Liberties and Dementia awareness.

## 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, 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.

**This is what people staying in this care home experience:**

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The Home provides a safe, well-maintained, clean and comfortable environment for the people who use the service, which encourages independence.

Evidence:

External access is satisfactory for visitors, with adequate parking. The enclosed patio gardens offer very pleasant areas for recreation, fresh air and reflection. A new purpose-built home with 40 single bedrooms, is situated in an urban setting with good communications to Newcastle and the Potteries. The state of repair and maintenance is of a very high standard, offering a comfortable, homely, yet secure environment. Visitors and people who use the service take advantage of the very attractive gardens and grounds; pathways were safe and recently attended to, and those comments we received were highly complimentary.

On admission the Care Manager or her deputy assesses each individual person's needs for equipment and necessary adaptations. A letter confirming those arrangements was seen in each case file. Internal access was facilitated with ample fittings of hand and grab rails in well lit and airy corridors, facilitating wheelchair access throughout all areas of the home, especially in meeting dementia care needs, in pathway recognition, reminiscence and familiar recognition. The Care Manager confirmed to us a willingness on the part of management to meet any reasonable demand for special needs.

## Evidence:

All communal areas were seen to be of a high standard, providing four main lounge areas, well organised to provide areas for quiet reflection, socialisation and activities. All were pleasantly decorated, providing good quality furnishings and items to provide comfortable areas where people were able to interact with their friends, or to entertain their guests. The dining areas offer clean and pleasant environments, each serviced with a kitchenette. At lunch time staff were observed to be assisting people with their meal, reinforcing contact and confidence.

Our inspection of bedrooms found them well equipped and maintained to provide for people's individual needs and preferences, personalised, with most displaying the personal furniture and belongings, all are en-suite and provide shower facilities. Efforts had been made to provide a homely atmosphere, and the decor was found to be of a good standard. We found that each bedroom has adequate space to assist with personal care and dressing assistance, and variable height beds (Profile beds) are available if needed. The nurse call alarm system was satisfactorily tested, with a good response from staff on duty. Personal electrical equipment (PAT), that is televisions, radios, etc, were seen to be tested. The outcome is a comfortable and familiar private domain that reflects the resident's preferences. Several people we spoke to expressed a sense of belonging and satisfaction in the quality and presentation of their living areas.

"The Home environment is excellent; it feels more like an hotel rather than a home for the elderly. The staff are really caring and attentive; they try their best to make everyone feel important".

"The Home is set out beautifully, and its surrounding areas. With a good team of care staff it will go far".

Bathrooms and toilets are fitted with appropriate aids and adaptations to meet the needs of people who use the service, and are of a high quality, clean, uncluttered and odour free. Adequate attention has been given to ensure maximum privacy within risk assessed boundaries. Toilets and bathrooms were located on both floors and were in close proximity to bedrooms and communal areas. We tested the water temperature and found it appropriate following a busy morning, when all the bathing had gone ahead as scheduled.

Sluice facilities have suitable arrangements to assist in control of infection. Notices regarding chemical handling in the areas that store chemicals are displayed. We discussed the high quality of the housekeeping and maintenance services in the Home with the Clinical Development Manager, who demonstrated a commitment to offering

## Evidence:

a safe and comfortable environment. All those people spoken to remarked that they find the environment always very clean and fresh. Comments from people we met on the day, including visiting professionals:

"Hempstall Hall is always clean and pleasantly presented, and smells nice. We have found that the bedrooms, toilets and bathrooms are always clean and tidy. The lounges and dining areas are great centres of activity, which mum enjoys, and the garden areas are lovely".

"I have been very impressed. The home achieves a high standard of cleanliness".

Heating and ventilation were found to be satisfactory, and lighting was domestic in style. Aids, adaptations and equipment were available throughout the Home. Fire equipment was inspected and seen to be serviced and up to date. The treatment rooms were fit for purpose, including air conditioning. The laundry was well organised and equipped to a good standard. COSHH regulations were clearly displayed and relevant to solutions in use.

The kitchen presentation showed good standards of cleanliness and evidence of sound food hygiene practices. All fridges and freezers were seen to be used in the appropriate manner, and were checked daily by the kitchen staff. A cleaning schedule was in place, up to date and comprehensive, although requiring a signature from the cook of the day. We spoke with the cook who confirmed to us that he actively engages with people who use the service to determine their needs and likes and dislikes. He was aware of the issues of culture, ethnicity and age diversity, having had experience in dealing with a diverse population. We observed his participation in serving out meals in a lounge area at lunch, engaging with staff and guests effectively.

The Annual Quality Assurance Assessment completed by the service prior to the inspection confirms that the building complies with the requirements of the local fire service and environmental health department, and records are kept accordingly.

## 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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

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.

Staff in the Home are trained, skilled and in sufficient numbers to fulfill the aims of the unit and meet the changing needs of people using the service.

Evidence:

We confirmed that there were 37 people living in the home on the day of the inspection. Three weeks of staffing rotas showed to us a satisfactory balance between skills, experience and numbers to provide a good standard of care. The Registered Manager, who is supernumerary, is supported by a Deputy Manager and a satisfactory complement of senior care staff. Discussions with staff also confirmed their commitment to providing a quality service and their awareness of the principles of good practice. There are teams identified for each person living in the Home, providing personal care and support and ensuring personal needs are met. At the time of the inspection there were two Senior Carers and six care staff on duty, which represents a provision exceeding minimum recommendations. The Home has a full time Recreation and Leisure Organiser, and a satisfactory complement of housekeeping, laundry, maintenance, administrative and catering staff, all of whom receive induction, training and ongoing supervision.

We sampled four staff files, and found them to be consistent and up to date. Staff are employed in accordance with the code of conduct and practice set by the General Social Care Council. We recognise that the management have established a

## Evidence:

comprehensive procedure for interview, selection and appointment of staff, reinforcing the policy that the thoroughness of staff selection has a significant effect upon the provision of care to ensure protection of people.

We saw that all new team members receive a thorough induction programme, which meets prescribed standards, and an ongoing training and development plan for all staff. Avery Healthcare provides a range of training courses for staff members; these include, safer manual handling, first aid, adult protection and fire safety, all organised through an effective training plan. The records we examined showed that 30% of care staff are in receipt of National Vocational Qualification (NVQ) level II or level III, with a further 20% undertaking NVQ training at the time of inspection. 12 members of staff are certificated first aiders, and all care staff have undertaken a Dementia awareness course. Overall the evidence shows a substantial account of a meaningful schedule of training to meet mandatory and specific demand. Comments received from people we talked with on the day and with staff on interview:

"All the senior care staff, carers and other staff are very committed and dedicated".

"The Home has a good choice of staff, feels welcoming and friendly. It provides good choice in food and plenty of it. The care is good, nothing is too much trouble. The Home is beautifully furnished, it is a home from home where the guests, after a few days settle down well".

"They usually listen and try to meet our needs".

"I have found the Manager to be very supportive, both personally and professionally, she sets the standards of good practice and behaviour, which we follow. The organisation is a great company to work for, always trying to improve and provide the best possible framework for staff to work with, and care for people".

Records were available to demonstrate an on-going process of regular supervision and supervised practice, showing training sessions and appraisals to be a routine feature of staff development.

## Management and administration

**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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

**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 can be assured that the home is run in their best interests. The ethos of the service is based on openness and respect.

The care team, through good working practices, promote the health, safety and welfare of people who use this service.

Evidence:

We acknowledge that Hempstall Hall has only been Registered for six months, but during this short period the Care Manager Lorraine Ford, has demonstrated clear leadership and professional competence, in establishing a solid professional management style that has been implemented, to achieve high standards of set aims, objectives and care. A very experienced Registered General Nurse who is presently undertaking a Leadership and Management course, and has actively promoted, and enhanced, the 'Person Centred Planning' process. The Registered Providers have demonstrated a high profile and involvement in the smooth running of the home, and are prepared to delegate a wide range of management responsibility to good effect.

## Evidence:

We acknowledged the openness and confidence in the observed interactions of staff, relatives and people who live in the home. The relationships were seen to be of mutual trust and respect. Several comments made by people who live at Hempstall Hall, and visitors we spoke with, reinforced the strong foundation of confidence they had in the management leadership. Comments we received from people and staff interviewed on the day:

"We found that all the staff treats the residents as individual people, the quality of loving care is very high from everyone who works at Hempstall Hall. It's so reassuring to know that mum is well looked after, and that she is so settled and comfortable".

"The Manager is very good and gives us support, nothing is too much trouble".

Our examination of records showed appropriate risk assessments are in place for people, through care planning and recording, staff selection and of the general environment, these are up to date and accurate. The service's completed AQAA states that the Home has quality monitoring systems in place, and they also consult the people who use the service and their relatives about the service. We examined the concept and application of the Avery Resident Involvement and Experience Strategy (ARIES), and found it an accurate reflection of a commitment on behalf of the Provider to maintain service user involvement, and improve service facilities. We recognise that the Providers, represented by the Clinical Development Manager on the day, with the Care Manager, have developed a formal approach to monitoring quality across a wide range of activities, arranged through the Avery Optimise system. An examination of administrative, monitoring, planning and care records showed an organised and a professional attitude to effective record keeping. They were found to be well maintained, accurate and up to date, ensuring that people's rights and best interests are safeguarded.

We identified that small amounts of cash were handled by the administrator, through the Provider's office, which would be enhanced with a clearer, structured system. Through case tracking we examined the records of those people, and found the system to be straight forward and uncomplicated. We acknowledge that the Providers audit the accounts on a six monthly basis.

Evidence was secured to acknowledge achievements, ongoing and planned objectives. Involved within this process are the views of people using the service and relatives, confirmed at case tracking and informal discussion. There is strong evidence of openness and honesty in receiving comments, and speaking with people living in the Home, relatives and staff, in which day to day events and episodes are freely

## Evidence:

discussed. We acknowledged the outcome of the recent internal survey in which the results showed a clear indication that the home is run in those people's best interests. Standards are discussed at staff meetings, daily reports, direct observation involvement, and one to one staff meetings, held regularly in which staff are encouraged to participate fully in the management and direction within the home. The inspector observed at first hand the confident interrelationship that exist between management, staff, people who live at Hempstall Hall and their visitors.

We made a random sample examination of the procedures manual, and found it to offer a very comprehensive reference. Policies on Missing Person, Safeguarding, Movement and Handling and Challenging behaviour were examined, and found to be accurate and informative. We found that the health and safety of people who use the service and staff, are promoted with safe storage of hazardous substances, regular electrical PAT, servicing of hoists, gas appliances and regulation of the water system . The accident book was seen and found to be in order for staff and people using the service, with a three monthly analysis of trends and frequency undertaken by the Manger, to facilitate audit of accidents, and effectiveness of action taken.. The Care Manager was advised that completed records are to be held in people's care plans to facilitate Data Protection requirements

The Home has an open door policy and a commitment to equal opportunities. As previously mentioned there is a willingness to create a training environment, and a staff supervision policy and procedure is in place in the home. Cascading supervision programmes are established as part of the normal management/training process, with staff expected to receive six sessions of individual formal supervision annually. Equality and diversity issues were also discussed covering a wide range of issues, including food, religion and staffing.

We found the administration and management of the home is efficient, uncomplicated and sensitive to the needs of people living in the home.

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

### 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	16	A Concerns, Complaints and Allegation book be established to more effectively monitor incidents.
2	28	The Registered Manager shall ensure that a minimum ratio of 50% staff at level II is achieved by 2011.
3	35	That accident logs be kept in the person's care file, and not held in a communal file, to comply with the requirements of the Data Protection Act, and good practice.

## Helpline:

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