

Key inspection report

Care homes for adults (18-65 years)

Name:	78 Park Road
Address:	78 Park Road Hampton Hill Hampton Middx TW12 1HR

The quality rating for this care home is:	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.

Lead inspector:	Date:
Sandy Patrick	0 8 1 0 2 0 0 9

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 Adults (18-65 years) can be found at 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

The mission of the Care Quality Commission is to make care better for people by:

- 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	78 Park Road
Address:	78 Park Road Hampton Hill Hampton Middx TW12 1HR
Telephone number:	02082555166
Fax number:	02089733932
Email address:	info@lcpcare.com
Provider web address:	www.icapcare.com

Name of registered provider(s):	London Care Partnership Limited
Name of registered manager (if applicable)	
Mr Gregory Anstead	
Type of registration:	care home
Number of places registered:	7

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	7	7
Additional conditions:		
The maximum number of service users who can be accommodated is: 7		
The registered provider may provide the following category of service only: Care Home only - Code PC to service users of the following gender: Male whose primary care needs on admission to the home are within the following categories: Learning Disability - Code LD		

Date of last inspection								
Brief description of the care home								
78 Park Road is a care home for up to 7 men with a learning disability and autism. The home is owned and managed by London Care Partnership Ltd, a private organisation. The home was registered in 2009.								
Everyone has their own bedroom with en suite facilities. People are supported throughout the day and night. The home is situated close to shops, other community								

Brief description of the care home

facilities and public transport.

There is a Statement of Purpose and Service User Guide which explain about the services and facilities on offer at the home. This is available on request. The local authorities responsible for organising the care of each person pay a fee which has been based on the person's assessed needs. The person pays a contribution towards this.

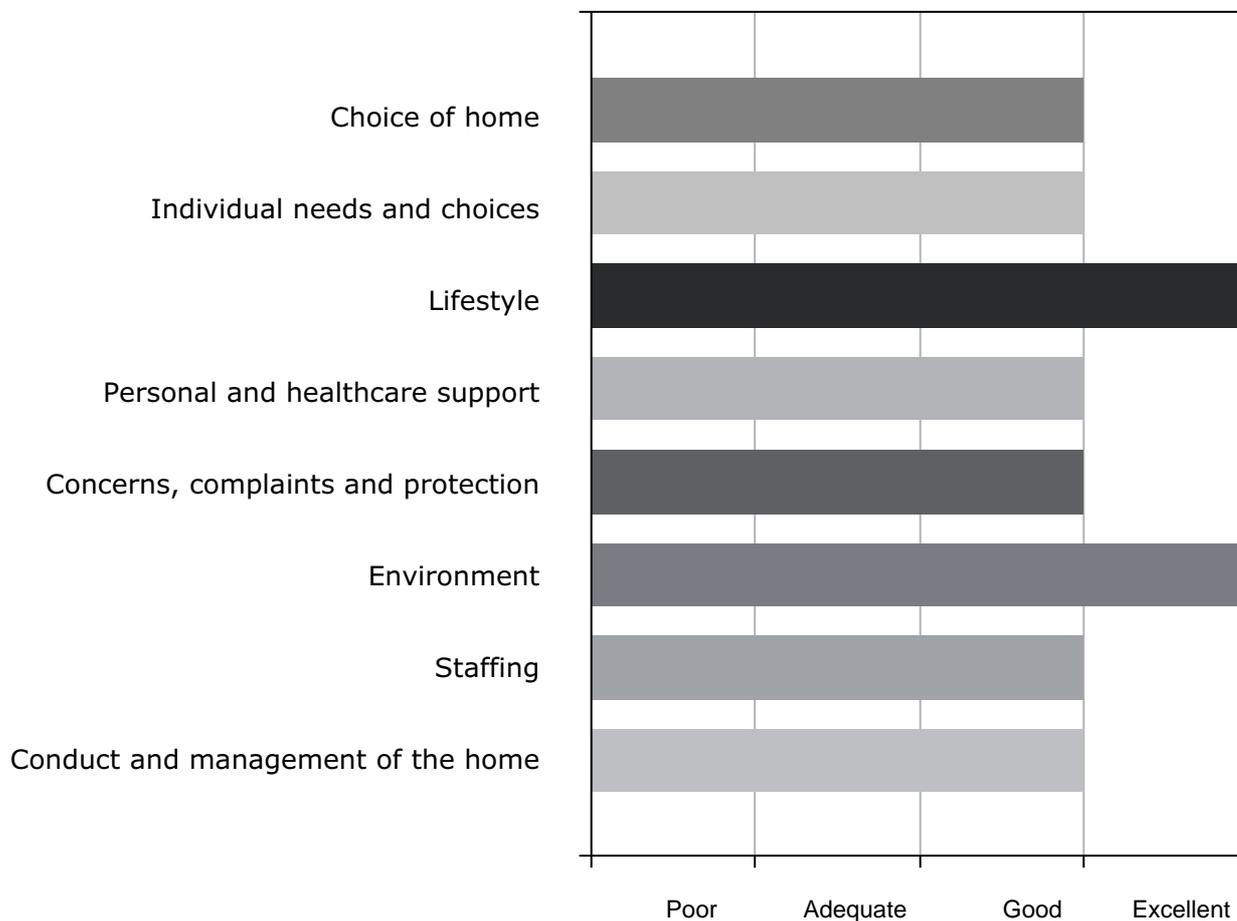
Summary

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:

The quality rating for this service is 2 stars. This means the people who use this service experience good quality outcomes.

As part of the inspection we made an unannounced visit to the home on the 8th October 2009. We met 2 of the people who live there, the manager and other staff on duty. We looked at the environment, records and how people are cared for at the home.

We wrote to the manager and asked him to complete a quality self assessment.

We looked at all the other information we have received about the service.

What the care home does well:

People are happy living at the home. They have recently moved there and have settled in well. The staff are kind and supportive and have worked hard to get to know everyone.

The building is well designed and people enjoy the space and facilities offered.

The staff make sure they stay in regular contact with families and value their important role.

People do a wide range of different things and have tried new things.

The service is well managed, records are organised and there are good systems in place for checking everything is working well.

What has improved since the last inspection?

This is the first inspection of the service.

What they could do better:

The service meets or exceeds all the national minimum standards we assessed at this inspection. The home has only been open a short time and there are ongoing changes and improvements as people move in and become more settled. The manager has a good awareness of the things he needs to do to continue to improve the service and make sure people living there stay happy and well cared for.

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. You can get printed copies from enquiries@cqc.org.uk or by telephoning our 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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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.

People who are interested in moving to the home have the information they need to help them make a decision about whether they want to live there. They have their needs assessed to make sure the home is the right place for them.

Evidence:

The service was registered earlier in 2009. Since this time 5 people have moved to the home. The manager told us that these people had been supported to visit the home and meet each other and the staff before moving there.

Other people have expressed an interest in moving to the home and the manager told us that he is in the process of assessing their needs. We saw copies of assessments by the manager, and information about the person from the local authority, health care professionals and other important people. This information is available for the staff to read so that they can learn more about the people who are moving to the home.

The manager showed us some photographs of the home and staff that they had given to people who were interested in living at Park Road. These are designed to help

Evidence:

familiarise the person with the environment and the people who will be supporting them.

People are also encouraged to visit and spent time at the home before making a decision about whether to move there.

The manager has produced a Statement of Purpose and Service User Guide which are documents that describe the facilities and services offered and the aims and objectives of the service.

Everyone has their needs reviewed after they have lived at the home for a short while. This means that the person, staff who support them and other important people who live at the home can discuss whether their needs are being met and whether they would like to continue to live at the home. The manager told us that some people had recently taken part in successful reviews.

Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

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 the support they need to do the things they want and to make choices. The staff work closely with others to make sure people are able to express their choices and be understood. Everyone has their needs recorded in a care plan so that the staff know how to care for and support them.

Evidence:

Everyone has their needs, wishes and strengths recorded in a care plan. These give the staff guidance on how to meet each person's needs and make sure the staff have a consistent approach. The care plans are based on pre admission assessments and the staff observations of each person's needs. Care plans are clearly recorded and information is regularly reviewed and updated.

Everybody has goals and objectives which the staff help them work towards. These are based on their personal preferences and specific needs.

People are supported to take risks and make choices about their lives. The risks

Evidence:

people experience have been assessed and we saw records of these assessments.

The people who live at the home have individual ways of communicating and expressing their needs. This means that sometimes the staff have difficulty understanding them and sometimes they cannot understand the staff. Care plans describe ways to help the staff have a better understanding of each person's reality and personal communication needs. The staff are supported by other health care professionals to make sure they understand each person's individual needs.

Even though people have communication difficulties the staff manage to support them to make choices. They use photographs and other frames of reference to help people make decisions about what they want to do and eat.

There is a board of staff photographs to help people see who will be supporting them.

All personal information is stored within a locked office. The staff we met had a good understanding of confidentiality.

Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

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.

People are supported to have full and active lives doing the things they want to do. Everyone is given opportunities to try new things and to learn different skills according to their needs. Family relationships are valued. The staff are kind, respectful and patient with people. People are supported to have a healthy lifestyle and eat well.

Evidence:

Everyone at the home is supported to do different things and have full and active lives. The manager told us that since people had moved to the home they had tried lots of different activities. We saw that the staff had made recorded plans for each person of activities they would like to do. Some people go to college. Everyone uses different aspects of the community such as the swimming pool and local parks. Some people have therapeutic sessions in massage and music. The manager told us that the staff were still finding out what everyone liked best and plans were changing to incorporate new ideas.

Evidence:

People are supported to participate in activities during the evening and weekends. The manager told us that they had made links with other organisations who provide a service to people with learning disabilities and this offered everyone opportunities to do new things and meet other people.

We saw photographs which evidenced the things that people had done.

The home is well equipped with entertainment systems and has a large garden with a swing. The staff on duty told us about how much people enjoyed the different areas of the home and the garden. The grounds are secure and safe so people who live there can walk around the garden whenever they want. The staff on duty told us that they liked to play musical instruments to the people who live there. We saw photographs of people enjoying this activity.

The atmosphere at the home was relaxed and welcoming on the day of our visit. People who live there were free to express themselves and to use any part of the building or grounds. The staff were kind and supportive. They showed respect and a great understanding of each person's needs and wishes. We felt that the staff were sensitive and friendly towards everyone. They had a flexible approach and responded to the things that the people who lived there wanted to do.

Everyone has a special member of staff who is responsible for making sure their needs are being heard and met. This person has a lead role in reviewing their care and informing other staff about how they should offer support. The manager praised some of the work that specific staff had done to support people. They told us that some people had experienced changes which had improved and enhanced their lives and a lot of this was down to the hard work of individual staff.

The manager told us that the staff worked closely with families to make sure they were well informed and felt supported and free to visit.

The staff help people to choose the things they want to eat. There is a planned menu, but people are able to choose something different if they want to. The staff told us that they encouraged people to eat fresh fruit and vegetables and made home made smoothies. The staff told us that some people were involved in preparing food but that others found this too challenging and therefore the staff did this for them. We saw that the planned menu offered a choice of nutritious and healthy food.

Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people 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.

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

People are given the support and care they need to stay healthy and well.

Evidence:

Everyone has their health and personal care needs recorded. We saw that people had detailed health care plans and that health care conditions were monitored and recorded. Everyone is registered with a GP and other health professionals as required. The manager has started to meet with local health care professionals and arrange assessments to make sure everyone is getting the support they need.

We saw evidence that the staff regularly check everyone's health and wellbeing and take action if they are concerned about this.

There is an appropriate procedure for the administration of medication. All staff are trained in this. We saw that medication was stored safely and securely and that records of administration were accurate. We saw that there were good systems for auditing medication supplies. The home is supplied by a local pharmacy who offer support and training.

Concerns, 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. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

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.

Procedures designed to protect people are in place and the staff are aware of these.

Evidence:

There is an appropriate procedure for complaints and a log to record any complaints and the action taken to investigate these.

The organisation has its own procedures on abuse and whistle blowing and the home has a copy of the local authority safeguarding procedures. The staff have all been trained in this area or were due to have training shortly after the inspection. The manager told us that he planned to create a safeguarding lead person within the staff team who would be responsible for monitoring concerns at the home and discussing best practice with the other staff.

People have made private arrangements for the management of their finances. Small amounts of cash are kept at the home and requested as needed from each person's appointee. This cash is used for personal purchases. We saw that records of transactions and balances of money held in the home were accurate and easy to audit.

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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

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.

People live in a very attractive, large and well maintained house, which is clean and beautifully presented.

Evidence:

The home was newly registered in 2009. The building has been refurbished to suit the needs of the people who live there but still retains some of the original attractive features.

Everyone has their own bedroom with en suite WC, bath and shower. We saw that rooms had been personalised and reflected individual tastes.

There are two communal lounges, a dining room and a large kitchen. There is separate staff accommodation.

The home is decorated and furnished to a high standard. The rooms are large, light and airy and are well equipped. The home feels cosy and comfortable and there is plenty of space for people to move around and express themselves.

The garden has a swing and other seating and people are able to access this at any time.

Evidence:

The home is situated close to shops and public transport links. Road side parking is available.

The home was immaculately clean and fresh throughout on the day of our inspection.

The staff on duty told us that they took a pride in the environment and this was evidenced through the care everyone had taken to make sure it looks and feels nice.

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, qualified 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. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

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 who live at the home are cared for by well trained and supported staff who have been appropriately recruited.

Evidence:

There is good information for the staff who work at the home about their roles and responsibilities. This includes clear plans for each day and information about how they should be supporting people. There is guidance for staff on different health care conditions and other relevant information.

The organisation has an appropriate recruitment procedure which includes checks on their suitability and a formal interview. Records of staff recruitment are kept. On the day of our visit a potential staff member visited the home. The manager told us that he invited all candidates for an informal meeting and visit to the home where they had the opportunity to meet the people who live there. They then might be invited to a formal interview.

The organisation has offered all staff training in essential courses or the staff were due to have this training shortly after the inspection. There are up to date and clear records of all staff training. The manager told us that he is looking at funding for NVQs and looking at different training providers for the future. The organisation is new so

Evidence:

this is an area in progress.

All staff have regular team and individual meetings with their manager, where they are kept informed and are able to discuss their development. We saw minutes of team meetings and saw that people were able to discuss different aspects of the running of the home.

There are good systems for communication between staff.

Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

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 live in a service which is well managed and is developing to reflect their needs.

Evidence:

The manager is experienced and worked in other residential homes before taking this post. He is appropriately qualified. He demonstrated an excellent knowledge of the people who live at the home and their needs. He showed us that he was committed to developing the service and looking at how to meet changing needs.

The staff on duty told us that the manager was very supportive and listened to them. We saw that he was open and allowed the staff to make decisions about what they did. He was keen to praise the staff team and talk about their hard work. He delegates responsibilities so that the staff are involved in the day to day running of the home.

The manager has a good relationship with families of the people who live at the home. He is starting to build relationships with local professionals.

The organisation is newly registered but is run by people who are experienced in the

Evidence:

care field. The manager told us that he is well supported.

The manager has set up systems to audit the service and monitor quality. At the time of the inspection the service had only been operating a few months and was still in the stages of developing.

The manager has set up a well run and very organised office. Records are clear, accessible and up to date. The manager takes a pride in an efficient and well run service and told us that he wants to make improvements which enhance the lives and wellbeing of the people who live there.

There are good systems for making checks on health and safety, including fire safety. We saw that records were up to date and accurate and that regularly checks were made on all aspects of safety.

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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