



Making Social Care Better for People

Inspecting for better lives

Random inspection report

Care homes for older people

Name:	Lindau Retirement Home
Address:	104 Littlestone Road Littlestone New Romney Kent TN28 8NH

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.

Lead inspector:	Date:								
Christine Lawrence	0	4	0	3	2	0	0	9	

Information about the care home

Name of care home:	Lindau Retirement Home
Address:	104 Littlestone Road Littlestone New Romney Kent TN28 8NH
Telephone number:	0000
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Care Excellence Limited
Type of registration:	care home
Number of places registered:	26

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	26

Conditions of registration:								
The maximum number of service users to be accommodated is 26.								
The registered person may provide the following category/ies of service only: Care home only - (PC) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category (OP).								
Date of last inspection								
Brief description of the care home								
Lindau is a residential home providing care and support for up to twenty-six people over the age of sixty-five. Care Excellence Ltd owns the home and the registered manager is Mr Steven Cooper. The company owns another home in the area and also has homes further away. Lindau is situated on a main road, near the seafront at Littlestone. The small town of New Romney is about a mile away. There are good local facilities including a post office, shops, pubs, restaurants and a library. Wider facilities								

Brief description of the care home

are available at the towns of Hythe, Folkestone and Ashford, which are approximately a half hour drive away.

The home has good communal facilities that include a large open-plan lounge/dining area, a quiet room/library and a large, safe and accessible rear garden. Building works are currently in progress to extend the building. There is parking space to the front of the home and on-street parking nearby.

Further information about this service can be obtained by telephoning the registered manager, on 01797364371.

What we found:

We had received information from social services indicating that an alleged incident of abuse had not been properly notified or dealt with. We carried out a management review meeting and subsequently a letter from the Business Relationship Manager was sent to the registered manager of the home detailing our concerns and expectations. This inspection visit was to confirm what actions had been taken by the home in response to that letter.

The assistant manager had replied to the letter as the manager was off sick. We discussed her response and confirmed the following things. Training, regarding safeguarding adults, has been arranged for the 30 and 31 March, for all staff to attend. All staff have been briefed about Regulation 37 (notifying incidents to the commission), and a senior member of staff confirmed this. The assistant manager has updated the in-house information and guidance about the prevention of abuse and a copy was seen. This is an improvement on the previous document. She has also introduced a shift handover sheet. The assistant manager has taken further steps regarding the alleged abuse, including a referral to POVA, ensuring that residents are not at risk. She has a copy of the Kent and Medway referral guidelines but not a copy of the full protocols.

The assistant manager has identified that the information and guidance in care plans needs to be improved and she is currently doing this.

We asked to see copies of reports from visits by the provider under Regulation 26 but the assistant manager was not able to locate them. We asked that copies of the last three be sent to us.

What the care home does well:

The assistant manager responded promptly in arranging for training to take place. She plans on compiling a regular newsletter for staff to keep them up to date and informed. She has instigated weekly meetings with senior staff.

What they could do better:

Copies of Regulation 26 reports should be available in the home for inspection.

Ensure that every member of staff has access to policies and procedures and that the policies and procedures are kept reviewed and up to date.

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
1	18	26	<p>Copies of reports from visits by the provider must be available in the home for inspection.</p> <p>To demonstrate that they are monitoring the care provided at the home.</p>	31/03/2009

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	18	A full copy of the Kent and Medway protocols regarding adult protection would be useful for ensuring that the in-house guidance is appropriate.
2	18	Subsequent to the safeguarding training all members of staff would benefit from having their own copy of the in-house guidance.
3	18	Information about the 'dignity in care' challenge would be useful for staff.

Reader Information

Document Purpose:	Inspection Report
Author:	CSCI
Audience:	General Public
Further copies from:	03000 616161 (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 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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