



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for adults (18-65 years)

<b>Name:</b>	Travis Gardens (88)
<b>Address:</b>	88 Travis Gardens Hexthorpe Doncaster South Yorkshire DN4 0DP

The quality rating for this care home is:

two star good service

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.

<b>Lead inspector:</b>	<b>Date:</b>
Ian Hall	0 4 0 2 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. 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.

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) 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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- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

## Reader Information

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## Information about the care home

Name of care home:	Travis Gardens (88)
Address:	88 Travis Gardens Hexthorpe Doncaster South Yorkshire DN4 0DP
Telephone number:	01302852814
Fax number:	01302310687
Email address:	NONE
Provider web address:	

Name of registered provider(s):	Doncaster Health Care (NHS) Trust
Name of registered manager (if applicable)	
Jayne Harris	
Type of registration:	care home
Number of places registered:	8

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	8	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 8		
The registered provider 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 categories: Learning disability - Code LD		

Date of last inspection							
Brief description of the care home							
88 Travis Gardens is a registered residential home that provides twenty-four hour personal care and accommodation for a maximum of eight adults with a learning disability and associated physical impairment.							
The building is owned by Doncaster Metropolitan Council (DMBC). The Doncaster and South Humber Healthcare Trust staff the home. These organisations share the day to							

### Brief description of the care home

day running of the home with the trust being responsible for the employment and supervision of the staff group in accordance with Healthcare Trust Policy. The DMBC is responsible for the structure's maintenance and upkeep.

The Philosophy of the home is to integrate and enable people with a learning disability to become part of the community.

The home is located in the small community of Hexthorpe, approximately 3 miles from Doncaster. The home is easily accessed from the M18 has car parking spaces available and a regular bus service that stops nearby.

The purpose built bungalow style home provides all service users with single bedroom accommodation, shared lounge and dining area. There is a secure garden area that has both lawned and patio areas.

Information gained on the 4th February 2009 indicates the current fees are 879 pounds and 62 pence for residential care and additional charges are made for hairdressing and chiropody. These fee charges only applied at the time of inspection, more up to date information may be obtained from the manager of the home.

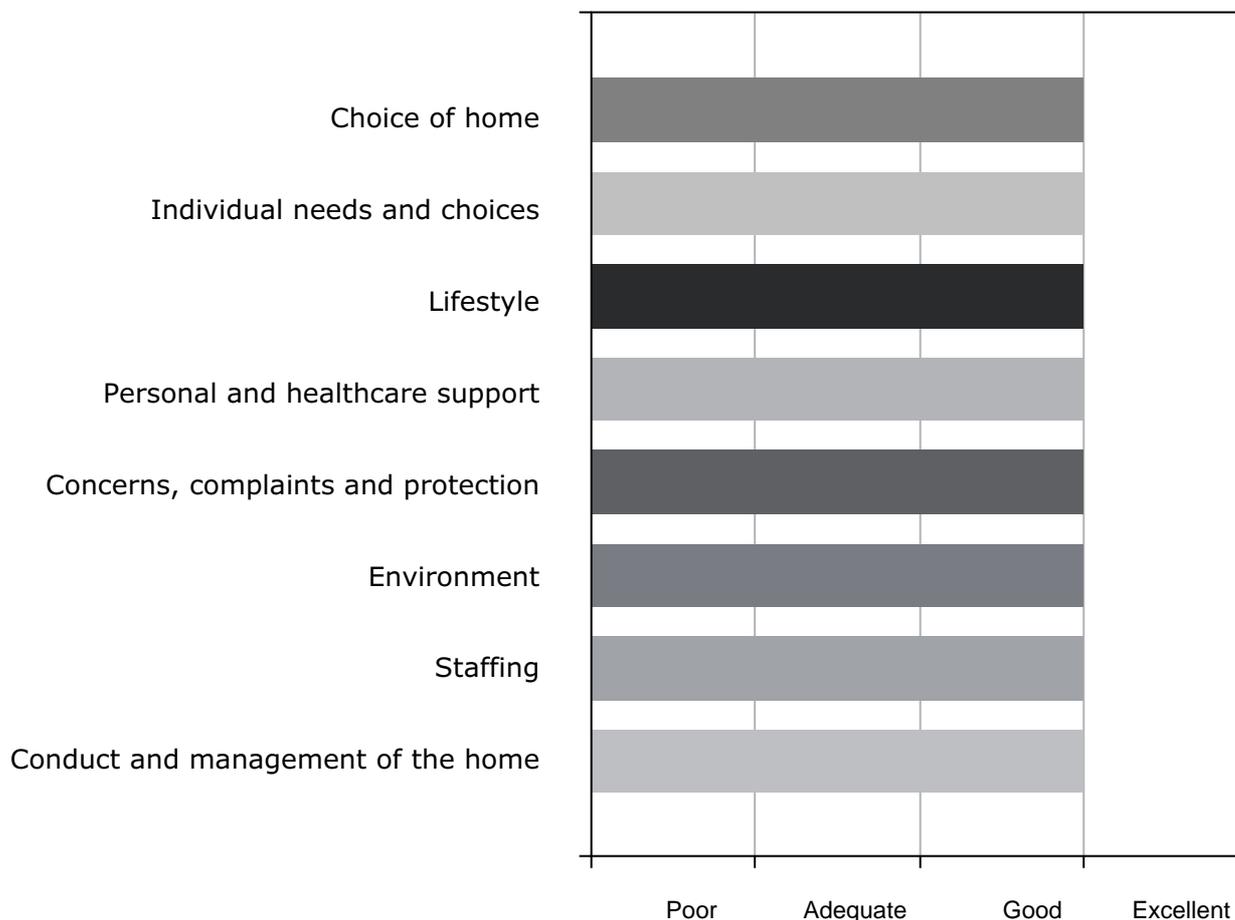
## Summary

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:

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

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations - but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

The unannounced site visit undertaken as part of the inspection started at 09:20 and concluded at 14:20 on the 4th February 2009. The inspection was conducted by the

link inspector Mr I Hall.

The site visit included a tour of the building, reading records, discussions with staff and observation of the meals provided.

In addition the inspection took account of information received about the service since the last key inspection on 4th January 2007. this included records of telephone conversations with staff, events notified to CSCI and records of management visits to the home.

Prior to the site visit the home carried out a self assessment of the service. This is called the annual quality assurance assessment (AQAA).

It was not possible to formally speak to people at the home on the day due to their high support needs. However, the inspector was able to observe the care provided and interactions between staff and people who live at the home.

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

Travis Gardens provides a welcoming and safe home appropriate to peoples needs.

Staff had close relationships with people living at the home and could describe individual needs in depth.

Equality and diversity was promoted, each persons individual differences, likes and dislikes were known and respected. Opportunities were available to all the people living at the home that took into account their individual needs.

People living at the home had a written care plan so their needs were identified. People's health care was monitored and access to health specialists was available to maintain good health. Relatives could visit the home at anytime to maintain contact.

Staff said they worked well together.

The health and safety, complaints and adult safeguarding procedures protected people.

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

Extensive redecoration and refurbishment of the lounge, dining area and kitchen had provided people with a comfortable and safe homely environment.

Increased opportunities for both individual and group activities had been provided to develop and stimulate people.

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

Continue to expand the use of symbols in care documents improving their accessibility to people living at the home.

Redecorate and refurbish areas identified in the business plan.

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 4.

The report of this inspection is available from our website [www.csci.org.uk](http://www.csci.org.uk). You can get printed copies from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.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.

The service provides people with detailed information to choose whether the home is the one for them.

Detailed assessments ensure peoples needs can be met before offering them a place.

Evidence:

An information pack was available that provided details of the care and services available. This included information about the staff, their qualifications, choosing meals, visiting the home and how to raise concerns.

We checked two case files. Each contained a detailed needs assessment; this included such things as daily living, personal care, social interests and areas of risk whenever appropriate. The assessment formed the basis for the initial care plan.

Whenever possible people had been encouraged to visit and spend time at the home to enable them to meet staff and people living at the home. This was confirmed by

Evidence:

written entries in the case files.

Copies of contracts, referrals and assessments were available and kept in the case files.

## 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 were treated with respect and supported to make some decisions about their lives and take risks as part of an independent lifestyle.

Evidence:

Two care plans were checked both of which were detailed and of a good standard. The format used detailed peoples individual needs including their life history, preferred routines and the way each person communicated. The care plans checked had been reviewed on a regular basis.

Staff had a good knowledge of peoples preferred routines, care needs and communication methods and were able to demonstrate how they helped people to make choices within their capabilities.

People were unable to take responsible risks due to their limited awareness and capabilities. Peoples files contained individual risk assessments including mealtimes

Evidence:

mobility and travel to minimize risks to people both inside and outside the home.

## 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 **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 in the home have their social and personal needs met in a way that respects their need for privacy and dignity.

Evidence:

People had good opportunities to access appropriate activities. Throughout the week people accessed centres within the community. Regular outings took place.

The home has its own minibus which gave staff the opportunity to plan trips on a regular basis. Each person had taken an annual holiday which met their needs accompanied by members of staff.

Discussions with staff and observation showed that routines within the home were flexible and met each persons needs. People were encouraged to make simple choices

Evidence:

about their daily living activities for example the times they rose and retired and how they chose to spend their day promoting independence and choice. people who had chosen to spend the day at home were observed relaxing in the lounge areas with staff or in their rooms.

Menus were continuously reviewed to provide a healthy balanced diet. Mealtimes were flexible to meet individual peoples needs. The staff spoken to had a good knowledge of peoples likes, dislikes and dietary requirements. The care plans checked incorporated any risks ie swallowing that may be presented by people during mealtimes. Detailed records were kept of meals eaten.

## 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 who live in the home have their personal health care needs met in a way that respects their privacy and dignity.

Evidence:

Plans of care examined and found to be satisfactory. They had been reviewed at least every six months to meet peoples changing needs. The goals and objectives had been agreed with each person and their advocate if appropriate and then regularly monitored and reviewed.

People were registered with a General Practitioner and were able to attend the health centre if necessary. Other health services such as dental, chiropody and optical services were available in the wider community with staff accompanying people to appointments.

Medication was securely stored to keep it safe. A sample of medication administration records were examined that were fully completed and up to date. There were no controlled drugs and a sample of medication stock checked corresponded with the

Evidence:

records kept. All staff that administered medications had been trained to ensure that safe procedures were followed.

## 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.

People who live at the home and their representatives feel able to complain and they are confident they will be listened to.

Evidence:

Written information about how to make a complaint was seen in the service user guide. This gave contact details of the CSCI so that people could contact the commission with any concerns. Records of all complaints made were recorded, these detailed actions taken by staff in response to the complaint. One adult safeguarding concern was ongoing at the time of the site visit; it was being actioned correctly in accordance with the South Yorkshire Adult Safeguarding policy and procedures.

The manager and staff had undertaken training in adult safeguarding. They were clear about the steps to follow if an allegation was made or they suspected abuse. Staff were aware of the different types of abuse. The adult safeguarding policy and procedure was kept at the home and was included within induction training.

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

People were provided with a safe and comfortable home that met their individual needs.

Evidence:

Peoples bedrooms were all individually decorated reflecting personal choice and preference. We were told that people were encouraged to choose colour schemes and furnishings within their capabilities.

Corridor areas were light and bright with level access throughout the home. The building was well maintained with a good standard of cleanliness throughout.

The lounge and dining areas had been redecorated and refurbished to a good standard. The kitchen had been refitted and redecorated with peoples needs considered to enable their increased involvement with meal preparation as they were able.

The snoozlem room was in the process of being redecorated and re equipped for peoples benefit.

Evidence:

Externally the home has an enclosed garden with paved areas where seating was provided.

## 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 a group of staff who have been properly recruited and trained and are sufficient in numbers to ensure their needs will be met.

Evidence:

We saw that adequate numbers of staff were on duty at all times to meet the needs of people living at the home.

We did not see staff recruitment files, staff confirmed that safe recruitment procedures were followed to protect people living at the home. Staff confirmed that they had a job description and contract of employment. The staff team were a stable group with many having worked at Travis Gardens for a number of years.

Staff confirmed they had been provided with training. Updates in mandatory training had been prioritized to ensure that staffs skills were up to date.

Most care staff had achieved National Vocational Qualifications, work place supervision had been maintained regularly. Annual appraisals were taking place to the overall benefit of people living at the home.



## 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 home that is well managed and takes into account their wishes about how the home is run.

Evidence:

We saw there was always a trained and competent member of staff on duty at the home with support and advice readily available.

Staff said the manager was approachable and very professional and they felt confident in her.

Staff had received management supervision at regular intervals; this is needed to develop staff and care practice.

A senior manager visits the home regularly to monitor standards of care at the home.

Management use a quality assurance system to measure standards of care and

Evidence:

services provided. Questionnaires are used annually to gather the views of relatives and people who live at the home. Regular meetings were held for staff and people who live at the home. These give people a voice and chance to say how the home should be run.

The manager handles money on behalf of some people, account sheets with receipts were kept. A second person witnessed each transaction.

Records were mainly up to date and well ordered to ensure the best interests of people.

No fire exits were obstructed and hazardous substances were securely stored. Statutory servicing and checks of equipment were complete. Risk assessments had been completed and were reviewed regularly to maintain a safe environment.

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
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## 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
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### 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
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### 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	6	Continue to expand the use of symbols in care documents improving accessibility to people living at the home.
2	24	Continue to redecorate and refurbish areas identified within the business plan.

## Helpline:

**Telephone:** 0845 015 0120 or 0191 233 3323

**Textphone:** 0845 015 2255 or 0191 233 3588

**Email:** [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

**Web:** [www.csci.org.uk](http://www.csci.org.uk)

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