



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	10A & 10B Station Road
Address:	Hatfield Doncaster DN7 6QB

The quality rating for this care home is:

three star excellent 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.

Lead inspector:	Date:
Sarah Powell	0 9 0 4 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 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 Commission for Social Care Inspection aims to:

- 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	10A & 10B Station Road
Address:	Hatfield Doncaster DN7 6QB
Telephone number:	01302351965
Fax number:	01302351886
Email address:	
Provider web address:	

Name of registered provider(s):	Doncaster & South Humber Healthcare NHS Trust
Type of registration:	care home
Number of places registered:	6

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0
Additional conditions:		
One specific service user over the age of 65, named on variation dated 26th January 2005, may reside at the home.		

Date of last inspection								
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Brief description of the care home
<p>Station Road Hatfield Doncaster, comprises of 2 purpose built bungalows accommodating 3 service users in each and is a joint venture between Doncaster and Humberside Healthcare Trust, who provide the staffing resources, and Sanctuary Housing who own the building and are responsible for the majority of the repairs and maintenance. The home provides care to 6 younger adults with learning disabilities.</p> <p>Each bungalow home comprises of 3 single bedrooms, a bathroom and wc, and a separate wc, and has a kitchen and dining room, separate lounges, and separate laundries. One of the bungalows (10A has a sleeping-in - room/office, and also has an en-suite bedroom.) Externally both bungalows have a sizeable rear garden, with seating facilities for residents.</p> <p>The accommodation is at the rear of a row of local shops, and service users access on</p>

Brief description of the care home

a regular basis the post office, bank, hairdressers, general store and public house. The home is also close to a bus stop and the bus service is used regularly.

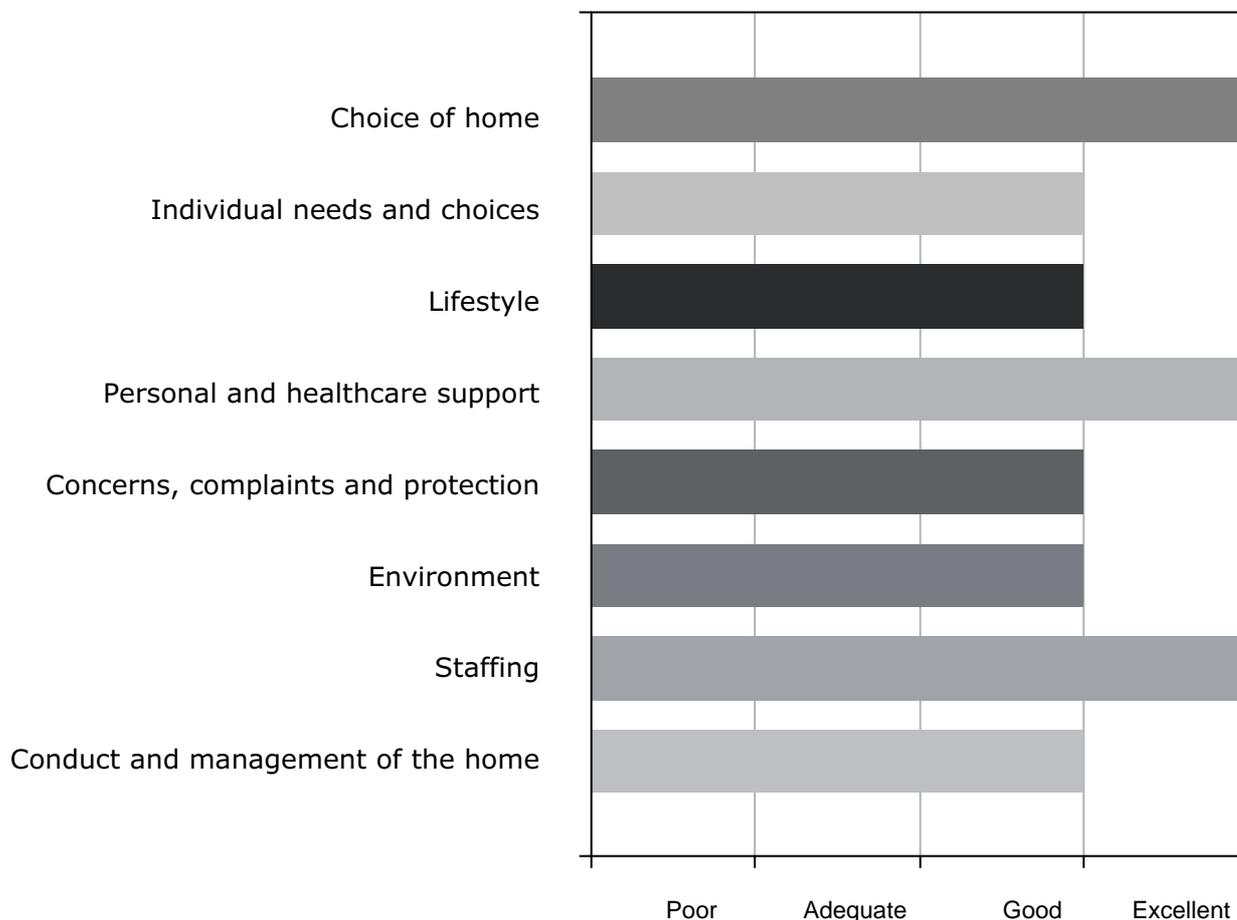
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been revised 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.

This was an unannounced visit, which took place on the 8th and 22nd April 2009. The first day commenced at 10:30 and finished at 12:30 the second day Commenced at 14:00 and finished at 16:30 hours.

This inspection visit included talking with people living at the home, the manager, the

deputy manager, relatives and four staff. During the visit we also walked round the building to gain an overview of the facilities. We also checked a number of records.

The manager had completed an annual quality assurance assessment (AQAA) at the time of the visit. The AQAA focuses on how well outcomes are being met for the people using the service. It also gives us some numerical information about the service.

Full feedback was given during and at the end of the inspection to the manager.

What the care home does well:

Station Road provides a good quality service meeting the needs of people. Staff understand peoples needs, interact well, offer choices and promote an independent lifestyle.

Staff are appropriately trained and qualified to meet peoples needs. Recruitment procedures protect people.

The environment is well maintained and the cleanliness was excellent ensuring people live in a well maintained home.

What has improved since the last inspection?

The manager and staff had worked hard to continue to improve the care provided and ensure peoples needs are met. Person centered plans were in the process of being developed to ensure peoples choices and goals were identified.

What they could do better:

Some documentation of medication could be improved to ensure peoples needs are met.

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

People in the home had their needs assessed prior to moving into the home to ensure they could be met.

Evidence:

Suitably qualified staff carried out the pre admission assessments on people who wanted to move into the home. The assessments were very detailed with all peoples needs identified, ensuring that the home could meet their needs before a place was offered to them.

People were also able to visit the home prior to making a decision and detailed community care assessments were obtained before people moved in, this meant peoples needs were met.

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.

Each person in the home had a plan of care with clearly identified needs, these were met, and people were treated with respect, were able to make decisions about their lives and take risks as part of an independent lifestyle.

Evidence:

We looked at two people's care plans in detail, the plans seen reflected people's needs as detailed in their assessments. We saw good recordings of the measures to take to meet people's needs and the plans were regularly reviewed. There was evidence in the plans that people and their relatives were involved in this process. This ensured their views were listened to and their needs met. The manager was also in the process of organising person centred plans for people, which would adequately reflect people's aspirations and goals regarding leisure and community activities to ensure their needs were met.

The people who live at the home told us they were able to make decisions and staff

Evidence:

supported them. Relatives we spoke to told us that people were listened to and their choices taken into consideration.

The people who lived in the home were able to take responsible risks, staff gave information and support to enable the people to do this as part of an independent lifestyle. The risk assessments in the care plan were detailed and comprehensive to ensure their needs were met.

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 take part in appropriate activities, have opportunities for personal development and are offered a healthy diet.

Evidence:

Records seen and discussions with people and staff evidenced that people had access to day services between three and five days a week. In addition outings and activities were organised by the Home. One person had been out to lunch on the day we visited and told us she enjoyed going to the pub for lunch and did this regularly.

The people living at Station Road had regular contact with their family and friends who visited the home regularly. We spoke to families who told us they were always made to feel welcome when they visited and there was good communication from the manager and staff.

Evidence:

The daily routines in the house were flexible and took into consideration the peoples wishes and choices. The manager told us that the people decided what they wanted to do and this was supported by staff and advocates as much as possible taking into account the peoples limitations due to their learning difficulties.

The people in the home were offered a healthy diet and they actively participated in drawing up the menus to ensure there choices were taken into consideration.

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

Health care needs of people were met and personal support is provided in the way people prefer.

Evidence:

Records of assessments, care plans, observations and discussions with staff, showed that people received personal care and support in the way they preferred and required. Records included guidelines for undertaking aspects of personal care and daily records and observation on the day of the site visit evidenced that preferred choices in daily living were respected.

All the people who lived at the home were registered with a GP Practice, and arrangements are in place for Chiropody, Ophthalmic and Dental services in order that their needs are met.

Medication polices and procedures in the home were good all medication was documented on arrival, was documented when administered and disposed of. However the amount received was not recorded by staff on the medication administration chart. Medication was appropriately stored. All staff that administer medication had successfully completed accredited medication training to protect people.

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.

The people who live in the home are protected from abuse and their views were listened to.

Evidence:

There was a clear and effective complaints procedure, which includes set timescales. The manager had received one concern since our last visit, good records were seen of investigations undertaken and how they were resolved. It was clear the policy and procedure had been followed ensuring people were listened to.

Relatives told us that if they had a concern or complaint they would talk to the manager or the staff. We observed during the visit the manager and staff interacting well with the people and understanding their needs.

There were appropriate adult safeguarding procedures and policies, staff spoken to demonstrated a good understanding of adult safeguarding and how they relate to local authority protocols. Staff spoken to also confirmed that adult safeguarding training was undertaken.

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.

The home is homely, comfortable and safe and standards of cleanliness had improved.

Evidence:

The environment was homely and comfortable each persons unit was personalised and individualised. The environment had much improved since the last visit.

New carpets had been provided in lounges and corridors, new kitchens had been installed, providing new dishwashers, cookers and fridges. A new walk in shower had been provided and the bathroom had been decorated, ensuring the environment was maintained to a good standard for the people who lived there.

The standard of cleanliness throughout the home was excellent and all routine maintenance was carried out.

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

The homes recruitment process protected the people who lived in the home and staff were appropriately trained to meet the needs of the people.

Evidence:

We inspected the staffing rota, daily records, discussions with staff and relatives, evidenced that people benefit from having sufficient staff to meet their needs at all times. There was at least two staff in each unit during waking hours plus the manager and additional staff at key times. Both units have a sleep in staff during the night.

Records viewed showed that staff were trained and supervised to a high standard and staff felt supported by the management team and organisation. Records and discussion with staff showed that a range of training was provided including access to NVQ training at level two and three, which ensured people were supported by competent and qualified staff.

Staff personal files are held centrally and were not seen on the day of the site visit. The manager told us that appropriate checks and procedures were undertaken before staff were offered a job to ensure people are protected.

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.

The home is well run with health and safety promoted and maintained.

Evidence:

The manager was qualified and experienced to run the home. Discussions with staff and relatives evidenced that the manager delivered an effective service, which created an open, positive and inclusive working environment meeting the needs of people. Quality monitoring systems were in place seeking the views of the people and measures in place to measure success in achieving the aims and objectives of people. All maintenance records were up to date to protect people.

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	7	person centred plans should be developed for each person to ensure peoples aspirations and goals are reflected to ensure there needs and choices are met.
2	20	The amount of medication received should be recorded on the medication administration record.

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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