

# Key inspection report

## Care homes for older people

<b>Name:</b>	Weymouth Care Home
<b>Address:</b>	21-23 Glendinning Avenue Weymouth Dorset DT4 7QF

<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>
Gloria Ashwell	1 5 0 9 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 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)

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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Author	Care Quality Commission
Audience	General public
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## Information about the care home

Name of care home:	Weymouth Care Home
Address:	21-23 Glendinning Avenue Weymouth Dorset DT4 7QF
Telephone number:	01305784518
Fax number:	01305206145
Email address:	info@weymouthcarehome.co.uk
Provider web address:	www.altogethercare.co.uk

Name of registered provider(s):	Altogether Care LLP
Type of registration:	care home
Number of places registered:	35

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	35
physical disability	35	0
Additional conditions:		
The maximum number of service users who can be accommodated is 35.		
The registered person may provide the following category of service only: Care home with nursing - Code N to service users of either gender whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category (Code OP) Physical disability (Code PD)		

Date of last inspection									
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Brief description of the care home
Weymouth Care Home is registered as a nursing home to accommodate 35 service users. The home is situated in a residential area close to local amenities.
Altogether Care LLP owns and manages the home.
There are 34 single bedrooms and one bedroom that can be for shared use by 2 persons; most bedrooms have ensuite hygiene facilities including a toilet and washbasin.

## Brief description of the care home

The home comprises two wings and first floor bedrooms are accessed by passenger lifts that can accommodate wheelchair users. Residents bedrooms are attractively furnished and many have been personalised by the current occupants.

Communal rooms include a comfortable quiet lounge/library at the front of the house, a separate open plan dining room and lounge with views of the courtyard garden to the rear of the property.

At the front of the home are some parking spaces for visitors cars; alternatively cars can be parked on the road.

The weekly fees at the home at the time of inspection range between £595 and £800 per week, extra amounts are charged for chiropody services, hairdressing, daily papers/magazines. Up to date information on fees can be obtained from the home.

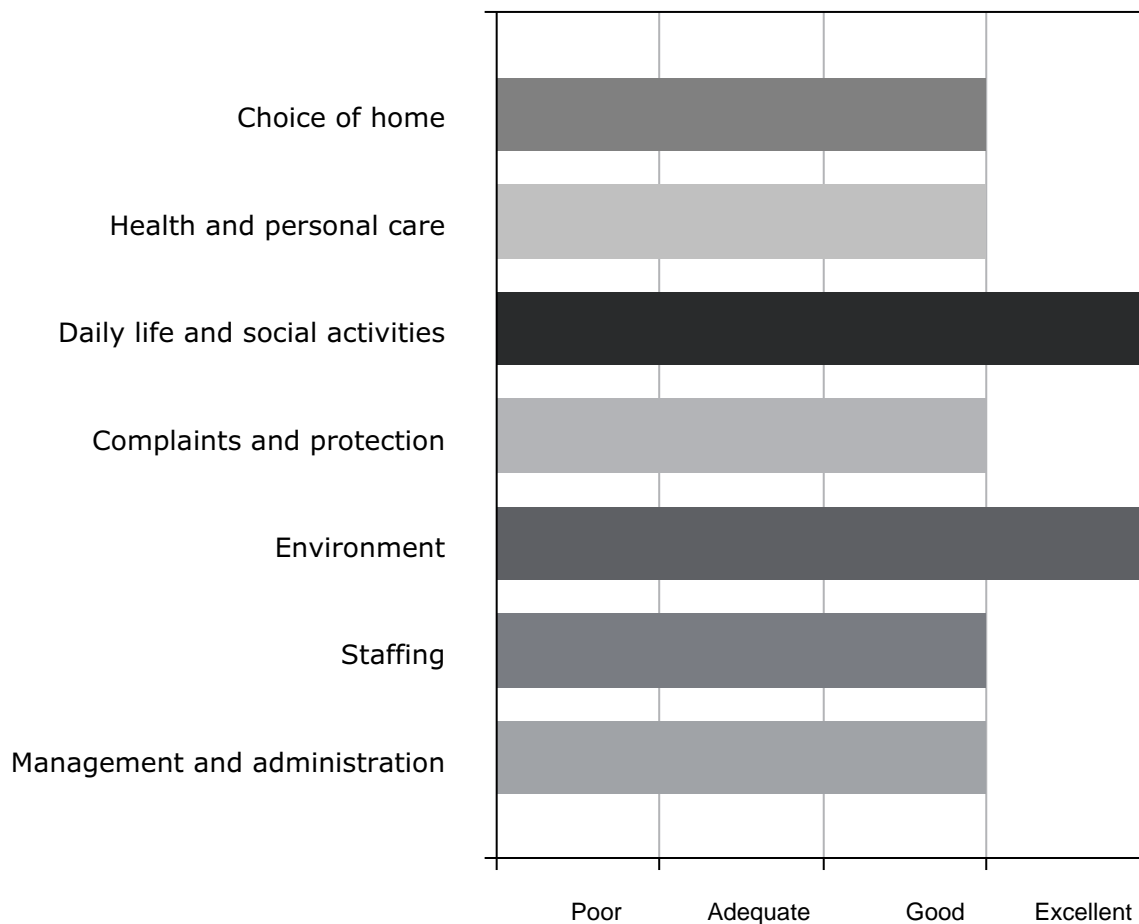
## Summary

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 the people who use this service experience good quality outcomes.

This was a statutory inspection required in accordance with the Care Standards Act 2000.

This inspection was carried out by one inspector, but throughout the report the term 'we' is used, to show that the report is the view of the Care Quality Commission.

This inspection was unannounced; the inspector arrived at 10:45 on 15 September 2009, together with registered manager Mrs Blackledge discussed and examined documents regarding care provision and management of the home, and alone toured the premises and spoke to residents, staff, observed staff interaction with residents and the carrying out of routine tasks.

During the inspection, particular residents were 'case tracked'; for example, for evidence regarding Standards 3, 7 and 8, records relating to the same residents were examined and the residents spoken with.

In advance of the inspection an Annual Quality Assurance Questionnaire (AQAA) was completed by Mrs Blackledge and returned to the Commission; the information it contained has been used to inform the findings of this inspection.

During this inspection compliance with all key standards of the National Minimum Standards was assessed.

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

The home carries out thorough assessments prior to residents moving in and this includes finding out about social interests and hobbies in addition to health and personal needs.

Residents health needs are properly met by the home and by visiting community health professionals.

There is a 7 day programme of recreational and social activities, providing a good variety of activities at a good frequency.

Residents are encouraged to maintain their links with friends and family and all visitors are made welcome. Residents are encouraged and supported to exercise choice and control over their lives as far as possible.

Meals are wholesome and nutritious and planned around the likes and dislikes of residents.

The premises are well maintained and provide residents with a comfortable home.

Residents are encouraged to personalise their bedrooms with small items of furniture, pictures and other possessions.

A thorough recruitment process is followed when employing staff and there is an ongoing training programme to ensure residents are cared for by suitably skilled staff.

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

New processes and record keeping associated with care planning and review have been introduced so that all staff have available accurate and sufficient information to guide their work and ensure residents receive the care they need.

A full time activities coordinator has been employed to provide residents with leisure activities suited to their abilities and preferences.

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

This report contains no requirements for improvement.

The report recommends the provision of more slings for moving and handling residents, the review of staffing levels to ensure that at all times there are at all times sufficient staff to properly meet the needs of residents, the improvement of records associated with employment risk assessment, and the expansion of the emergency evacuation 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 on page 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk).

You can get printed copies from [enquiries@cqc.org.uk](mailto: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 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.

Prior to admission, the needs of each proposed resident are assessed to ensure the home will be properly able to meet them.

Evidence:

The records of 2 residents admitted since the last inspection included details of pre admission assessments carried out while visiting the prospective residents at their previous addresses.

In advance of making the decision to enter the home the prospective residents or their representatives visited the home to view the premises and meet residents and staff.

Following thorough pre-admission assessment of each prospective residents needs and circumstances the home writes to them confirming the agreement and ability to provide accommodation and care.

## 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 social care needs of residents are met by suitably trained staff; doctors and other professionals visit as necessary and residents receive the medicines they have been prescribed.

The standard of nursing care is good and in accordance with each person's individual needs.

Evidence:

The care records of 6 people who live at the home were examined and found to contain risk assessments forming the basis for care plans and daily records describing the care of each person. There was evidence that individual residents or their representatives had been involved in the development and review of planned care provision. From discussion with residents, staff, visiting relatives and health professionals, and from examination of records and direct observation of care practice there was evidence that the standard of nursing care is very good, with the frequently complex needs of residents properly managed by competent staff. Medicine handling is carried out by staff trained in this work. Residents wishing to do so can manage their own medicines in accordance with a risk assessment process. Medication records

Evidence:

were properly kept indicating that residents receive prescribed medicines at the correct times and in correct amounts.

Comments made on survey forms generally indicated satisfaction with the standard of nursing care and included the following phrases.

"The staff are excellent, nothing is any trouble to them. Xs care could not be better."

"The management, nursing staff, carers, catering and cleaning staff are all very approachable at all times and all my care needs are met. Good support to residents family." "We are looked after well."

However, one person told us that staff often have to wait to move residents who need specialist slings for hoisting, because the slings are in short supply. This report contains a recommendation that each resident be provided with the sling they require, to minimise risks of cross infection, as well as reducing delays.

During the inspection concerns were raised by some residents who said that a particular staff member does not always treat them with sufficient consideration and sensitivity. As stated in the 'Complaints and Protection' section of this report, a referral for the safeguarding of vulnerable people was accordingly made to the local Social Services office.

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

Residents have opportunities to engage in social and recreational activities and are encouraged and supported to pass the time according to individual preference.

A choice of menu is provided and meals are nutritional and appetising.

Evidence:

There is a weekly programme of recreational and social activities including handicrafts, exercises to music, one to one and small group activities in addition to seasonal events and celebrations.

The home employs two Activity Coordinators who between them work all weekdays and weekends. Visitors are welcome at any time and those spoken to during the inspection said they are always made to feel welcome and placed at ease by the staff. Meals provide good nutrition and are liked by residents. Most residents take meals in the large dining room on the ground floor and others receive them in their bedrooms.

Comments sent to us on survey forms indicated high levels of satisfaction with the meal provision and during the inspection the residents we spoke to confirmed this, saying they are always offered a choice of meals and the food is appetizing and

Evidence:

plentiful.

## 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.

The home operates appropriate procedures for the management of complaints and protection.

Evidence:

The home has a complaints policy and procedure and records are kept of investigation and outcome of complaints.

The home has a written policy and procedure for the protection of vulnerable adults.

During this inspection there arose concern regarding the safeguarding of vulnerable adults from abuse and accordingly referral was made to the local Social Services office.

## 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 is comfortable, clean, well equipped and suited to the needs of residents.

Evidence:

The home is well maintained both inside and out.

The garden area is safe and accessible to residents.

There is a continuous programme of repair, renewal and refurbishment to ensure the premises and furnishings remain comfortable, well maintained and safe.

The building complies with the requirements of the local fire service and environmental health department.

All areas of the home were clean and there were no unpleasant odours.

There are bathrooms equipped for the use of persons requiring assistance.

The laundry room is equipped with equipment compliant with hygiene requirements, including a sluice cycle washing machine.

Adequate supplies of clean linen were seen to be available.

## 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.

The recruitment of new staff includes the necessary checks and references and the home promotes the achievement of nationally recognised care qualifications.

Evidence:

The home is at all times in the charge of an experienced nurse and the homes intention is to provide staffing levels in accordance with the assessed needs of residents to ensure that at all times sufficient staff are available to properly meet their needs. However, a comment received by us in advance of the inspection (on a survey form completed by a user of the service) was that the home "Should have more carers so that the needs of residents can be attended to more quickly". This report accordingly contains the recommendation that staffing levels be kept under continuous review to ensure there are at all times sufficient staff to properly meet the needs of residents.

The records of 3 recently employed staff were examined and found to contain essential information including written references, interview assessment, health details, evidence of identity and a Criminal Records Bureau (CRB) disclosure obtained in advance of employment.

The home was recommended to keep a record of the process of risk assessment when an adverse CRB is received i.e. a declaration of criminal history, is received.

Evidence:

The home meets the standard for at least 50% of staff to hold the National Vocational Qualification (NVQ) in care.

The recently employed staff had received induction training and from talking to staff and examining records there was evidence that they are encouraged and supported to undertake training in subjects relevant to their work.

## 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.

The home is properly managed and maintained to promote the safety and well being of service users.

Evidence:

Since the last inspection Mrs Alison Blackledge has become the registered manager. Mrs Blackledge is an experienced nurse and leads the team of nursing and care staff. Prior to this inspection Mrs Blackledge completed an annual quality assurance assessment AQAA identifying what she feels the home does well, what has improved during the past 12 months and plans for improvement over the next twelve months, and included details of equipment servicing and maintenance.

The home has an internal quality assurance system and periodically issues questionnaires to residents and their representatives to learn their opinion of the home.

The home does not manage the personal expenditure of residents. Those who are

Evidence:

unable to personally undertake the responsibility of general finances have nominated relatives, friends or other representatives to do this on their behalf.

Staff trained in First Aid are on duty in the home at all times.

The fire safety assessment and escape plan should be amended to include details of each resident currently accommodated in the home and the means by which they will be evacuated in the event of such necessity.

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	7	Each resident should be provided with the sling they require, to minimise risks of cross infection, as well as reducing delays while awaiting sling availability.
2	27	Staffing levels should be kept under continuous review to ensure there are at all times sufficient staff to properly meet the needs of residents.
3	29	A record should be kept of the process of risk assessment when an adverse CRB is received i.e. a declaration of criminal history, is received.
4	38	The fire safety assessment and escape plan should be amended to include details of each resident currently accommodated in the home and the means by which they will be evacuated in the event of such necessity.

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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

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