

Random inspection report

Care homes for older people

Name:	WCS - Attleborough Grange
Address:	Attleborough Road Nuneaton Warwickshire CV11 4JN

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 review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. 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:							
Patricia Flanagan	0	9	0	4	2	0	1	0

Information about the care home

Name of care home:	WCS - Attleborough Grange
Address:	Attleborough Road Nuneaton Warwickshire CV11 4JN
Telephone number:	02476383543
Fax number:	02476326704
Email address:	admin@attleborough.f9.co.uk
Provider web address:	

Name of registered provider(s):	WCS Care Group Ltd
Name of registered manager (if applicable)	
Miss Kay Louise Ward	
Type of registration:	care home
Number of places registered:	31

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	31	0
old age, not falling within any other category	0	31

Conditions of registration:								
The maximum number of service users who can be accommodated is: 31								
The registered person 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: Dementia (DE) 31, Old age, not falling within any other category (OP) 31								
Date of last inspection								
Brief description of the care home								
Attleborough Grange was built in the early 1900's and totally refurbished in 1995. A large extension was added to the rear and side of the original building providing								

Brief description of the care home

purpose built accommodation.

The home is one in a group of care homes owned by WCS. The home is currently registered to provide personal care for people over 65 and has specialist registration for dementia care. The accommodation includes single bedrooms and one shared bedroom. Twenty of these rooms have en suite facilities.

The home is designed for group living in four self contained units. Each unit has its own lounge/dining area and kitchenette facilities. Griff House is a specialist dementia care unit for eleven service users. In addition to long/short stay accommodation; the home also provides day care services for up to eight clients. Day care service has its own facilities and staff.

The home has mature gardens and patio areas, which are accessible to the homes service users. These have been designed to meet the needs of the service user groups catered for at Attleborough Grange. Further developments are planned for the garden areas.

Weekly fees are agreed depending on the assessed needs of an individual and on whether the accommodation has an ensuite facility. Additional costs are; hairdressing, chiropody, toiletries, outings and newspapers are variable in costs dependent on the individual's wishes. People should contact the service for up to date information on fees payable.

What we found:

This was a random inspection visit undertaken by one inspector and was unannounced, meaning the service was not told in advance of our visit. Before the visit we looked at information we received since the last visit to the home. This includes how the service dealt with any complaints, the views of people who use the service and the manager's views of how well they care for people.

The service sent us their annual quality assurance assessment (AQAA) within the required timescales. The information in the AQAA was clear and provided us with all of the information we asked for.

During the visit we spoke with people who use the service, the staff on duty and the manager. We looked at information about people who use the service and medication records. We checked that staff had the knowledge, skills and training to meet the needs of the people they care for and we looked around the building to make sure it was clean, safe and comfortable.

The home was warm, clean and comfortable. The outside grounds were very neat and tidy. There is an attractive garden and sitting area and people were seen to wander freely around the home and garden.

Staff were able to describe people's preferred routines with regard to their support and what works well for people. Some staff have worked at the home a number of years and have a very good knowledge of people's individual needs and know people well. People are encouraged to make their own choices and this gives them control over their lives. Each person living at the home has a person centred plan, care plans and risk assessments in place. We looked at the care records for two of the people living there. Care plans outlined the person's care and support needs, their preferences, wishes and aspirations and help staff to provide the support people want and need. We spoke with some of the people living at the home who told us that they were well looked after. People commented, "All the staff are kind, I would say they are loving." and "I am very happy here, we are all very comfortable."

The home has safe systems for the storage and administration of medication. Medication is provided through a local pharmacist in a monitored dosage (blister pack) system. The care manager takes lead responsibility for medication at the home, including regular checks of records and making sure that staff are appropriately trained and competent to administer medication. We checked a sample of medication records, including the controlled drugs and found that these were correct.

We saw that when people have 'as required' medication there is a protocol explaining when someone should be given a dose and what staff should consider when making a decision about giving it. This will help staff to be consistent in their decisions about this.

People who use the service said they knew how to complain and who to speak to if they are generally unhappy about something. Most said they would speak to the manager or a member of staff. It was clear from staff's interactions with people that the people who live at the home seemed confident to raise their wishes or concerns.

Staff were able to say what action they would take if they suspected abuse or had an allegation of abuse made to them. Staff spoken with were clear on their responsibility to report abuse or allegations of abuse and confirmed they had up to date training. The manager is familiar with the local authority safeguarding referral system. This means people are properly protected.

The home has arrangements in place to make sure that people benefit from a safe environment. In the AQAA, the manager confirmed that all health and safety matters in the home are up to date.

One person told us in their survey that they were unhappy with laundry provision in the home. They said "Could do much better. Clothes come back still stained. I have complained, but still not good enough."

We spoke with the housekeeper who confirmed that there had been 'problems' with the laundering of people's clothes." She advised that the service is working to rectify the shortcomings in the laundry and is confident that this will be improved very shortly.

People looked well cared for and well groomed. Attention had been paid to detail. People had clean glasses, wore jewellery and accessories and had their hair styled as they wished. Staff said they try to support people to continue as they would have in their own homes and routines. Staff were patient, gentle and kind when interacting with people. They were discreet and respectful of people's dignity when attending to any personal care needs. They gave reassurance and explanations for any tasks that they needed to support people with.

Staff we spoke with told us that they had received good, regular training. They said that the home was well managed, they felt listened to and able to contribute to the development of the service.

The AQAA informed us that 18 of the 26 care staff have achieved a minimum of level two in the National Vocational Qualification in care (NVQ). This means that staff should have the necessary skills and knowledge to provide a good standard of support to the people who live there. The service tells us that they follow their recruitment procedures in seeking references and completing safety checks to make sure that suitable staff are employed. Staff also confirmed this process during discussion.

People who use the service and their relatives were very positive about the staff and manager of the home. We received four completed surveys and the comments included:

"The carers look after my mother well and they try to keep me updated."

"Senior carers are very caring."

"Many carers really 'care'."

"Nothing happens at weekends. What a boring place on Saturday and Sunday."

"I would say it is possibly one of the best (home), if not the best in Warwickshire. 'Hands on' staff are truly excellent."

"Great staff who are kind and caring and who can empathise with the residents."

We were told in the AQAA how the service ensures that equality and diversity is promoted within the service. For example, staff receive regular training on equality and diversity and care packages are tailored to meet individual needs, with the person's involvement. The service also uses an assessment tool to assess staff knowledge in respect of equality and diversity and other key areas. Staff confirmed that they had received training on equality and diversity.

What the care home does well:

People who use the service receive a good standard of care from a caring and committed staff team, who have a good understanding of their needs. People are encouraged to make their own choices and this gives them control over their lives.

The service understands about good practice in dementia care and works hard to make life as good as possible for the people who live there.

The home is well managed. The interests of people who use the service are seen as important to the manager and staff and are safeguarded and respected.

What they could do better:

We have not made any requirements as a result of this inspection visit. The home continues to be well managed and to provide a very good standard of care and support to the people who live there.

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

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

Reader Information

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Further copies from:	0870 240 7535 (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

Email: enquiries@cqc.org.uk

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