

Random inspection report

Care homes for older people

| | |
|----------|--|
| Name: | Hillview Nursing Home |
| Address: | 34-36 Berrow Road Burnham-on-sea Somerset TA8 2EX |

| | |
|---|---------------------------|
| The quality rating for this care home is: | one star adequate service |
| The rating was made on: | 21/12/2009 |

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: | | | | | | | |
| Alison Philpott | 1 | 8 | 0 | 5 | 2 | 0 | 1 | 0 |

Information about the care home

| | |
|-----------------------|--|
| Name of care home: | Hillview Nursing Home |
| Address: | 34-36 Berrow Road Burnham-on-sea Somerset TA8 2EX |
| Telephone number: | 01278783192 |
| Fax number: | 01278785445 |
| Email address: | hillview@almondsburycare.com |
| Provider web address: | www.almondsburycare.com |

| | |
|--|--------------------------|
| Name of registered provider(s): | Almondsbury Care Limited |
| Name of registered manager (if applicable) | |
| Mrs Julie White | |
| Type of registration: | care home |
| Number of places registered: | 40 |

| | | |
|-----------------------------|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| dementia | 40 | 0 |

| | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|--|
| Conditions of registration: | | | | | | | | | |
| The maximum number of service users who can be accommodated is 40. | | | | | | | | | |
| The registered person can provide the following category of service only - code N to service users of either gender whose primary care needs on admission are in the following category : Dementia Code DE. | | | | | | | | | |
| Date of last inspection | 2 | 1 | 1 | 2 | 2 | 0 | 0 | 9 | |
| Brief description of the care home | | | | | | | | | |
| Hillview Nursing Home is situated approximately 1 mile from the seaside town of Burnham On Sea. The home is registered with the Care Quality Commission to provide nursing care for up to 40 people not less than 65 years of age who have dementia. Social Services have a block booking for some of the beds at the home. The home has a Social Services Quality Rating. | | | | | | | | | |

Brief description of the care home

Hillview is owned by Almondsbury Care Ltd. The Responsible Individual is Mr K Smith. The Registered Manager is Julie White. Fees are £546.16 to £833.70 per week. Additional charges include, hairdressing, chiropody, newspapers/magazines, personal items and staff escorts to appointments. Any Free Nursing Care element awarded is incorporated into the fees and is not refunded to the service user.

What we found:

This random inspection commenced at 9.15am and was carried out over a total of 4.25 hours. The home has met all of the requirements made at the previous key inspection on 21st December 2009.

On the day of the inspection, 34 people were living in the home. Julie White, Registered Manager was available throughout the inspection. The following staff were on duty; clinical nurse manager, trained nurse, senior care, six care assistants, domestics, catering, laundry, maintenance and administration staff.

The preferred term for the 'people who live at the home' is 'residents'. This is used throughout the report.

We sampled two care plans. These contained a good level of detail, were person centred, included resident's preferences and encouraged independence where possible. We looked at a wound care plan. This contained photos and clear information on the progress of the wound. The home has re-written all of the care plans so that they provide clear and detailed information for staff to follow. We were told that not all staff have had the opportunity to read the care plans. We discussed the importance of the staff now reading the care plans to ensure that residents receive consistent care. The home has recently introduced a key worker system. Each member of staff works with two residents to provide support and assistance. The manager confirmed that staff will also be involved in future reviews, where appropriate, so that they know what is happening.

We looked at medication and medication records. The Medication Administration Record Sheets were generally well organised. We found that on several occasions staff had not recorded the quantity of medication coming into the home. The home carries out a weekly audit. Controlled drugs were stored securely. We checked the balance of one medicine and this was found to be correct. Fridge temperatures are recorded daily.

The activities co-ordinator was sitting in the lounge playing the organ. Residents were observed enjoying the music. The home now maintains activities records for each resident. These contained good detail including comments on how the activity went, whether the resident participated, and whether they enjoyed it. The activities co-ordinator is booked to attend the Creative Activity Therapy course. She was enthusiastic about her role and showed us new items including 'famous faces' cards and a set that contains familiar smells. These items had encouraged residents to join in with activities. We also observed a member of staff sitting with a resident in their bedroom looking through old photos and talking about them.

We viewed the home including a sample of bedrooms, bathrooms, kitchen, laundry, lounge, dining room and garden. The environment is homely with comfortable furnishings. Since the previous inspection, the home has sourced pictures, an old 'Singer' sewing machine, historical scrapbooks and other items to place around the home. These will provide residents with objects they can touch, pick up or interact with and help to prompt memories. We observed that residents have personalised their bedrooms to meet their individual tastes and interests. Residents now have a picture of their choice on their bedroom door. This helps to orientate residents so that they can find their bedroom. The

home now has signage so that residents can identify other rooms within the house. A reminiscence room is currently being developed. The home was clean and fresh throughout. The dining room tables are nicely dressed with new tablecloths and small floral arrangements. The lunch menu is on display in the dining room. The back garden has been completed with paved area, grass and raised flower beds. The manager told us there are plans for residents to be involved in the development of the garden. We were told that additional garden furniture is on order. Residents will be able to access the side garden through French doors in the warmer weather.

We looked at the recruitment files for two new staff. These were well organised and contained most of the required information. The application forms did not contain a full ten year employment history. One reference was dated 2008 and was written to 'whom it may concern'. The home had not checked the reference was genuine. New members of staff complete the Skills for Care Common Induction. We spoke with a new member of staff who told us that they had commenced the Skills for Care common induction and completed training in fire, moving & handling, infection control, safeguarding adults, dementia awareness and palliative care. Courses in first aid and challenging behaviour have been booked. They were currently working on a three month dementia course and a medication course. The staff member told us they were enjoying their job and felt well supported. The home has training plans in place. Six staff are booked to attend a course on challenging behaviour. The home has ordered a dementia care training package, and plans to send staff on study days as they become available. Trained nurses have completed training in wound management.

Since the last inspection, Julie White has been registered as the manager of the home with the Commission. The home has also employed a clinical nurse manager. The staff and management at the home have worked hard to meet the requirements made at the previous inspections and improve the standards. Relatives told us 'the home has improved', and 'it's brilliant'.

Accidents are recorded in a book that complies with Data Protection.

What the care home does well:

Relatives told us that they are very happy with the home. Comments included 'I couldn't wish for anywhere better', 'I'm very happy with the care, my relative is well looked after', 'I made the right decision choosing Hillview', 'food is good', and 'staff are very welcoming and always have a pot of tea for me'.

The home benefits from having an active family support group who are involved in discussions, regular meetings and events within the home.

The manager and staff team are working to continuously improve the home. It is evident that residents are benefiting from an increased quality of life as a result.

What they could do better:

We have not made any requirements as a result of this inspection.

On several occasions, staff had not recorded the quantity of medicine received into the

home. This should be recorded at all times so that the home knows how much medicine is being stored, and to maintain an audit trail.

One member of staff who recently started working at the home had an employment reference that was written in 2008. It was a copy and had not been obtained from the person who had written it. The home should ensure it is satisfied that references are genuine.

The home should obtain a ten year employment history. This recommendation was made at the previous inspection.

The home has plans to further develop the environment for the people who live there. This is to assist residents' cognitive skills by providing an enabling environment. The home has also identified areas it will improve in their completed Annual Quality Assurance Assessment.

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 |
|----|-------------------|--|
| 1 | 9 | The registered person should ensure that the quantity of medicine received into the home is recorded consistently. |
| 2 | 29 | The home should obtain a ten year employment history. This recommendation was made at the previous inspection. |
| 3 | 29 | The registered person should ensure that appropriate staff references are obtained. |

Reader Information

| | |
|----------------------|--------------------------------------|
| Document Purpose: | Inspection Report |
| Author: | Care Quality Commission |
| Audience: | General Public |
| 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

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.