

Key inspection report

Care homes for adults (18-65 years)

Name:	The Wimbledon
Address:	58 Selsea Avenue Herne Bay Kent CT6 8SD

The quality rating for this care home is:	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.

Lead inspector:	Date:
Joseph Harris	0 3 0 7 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 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 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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Information about the care home

Name of care home:	The Wimbledon
Address:	58 Selsea Avenue Herne Bay Kent CT6 8SD
Telephone number:	01227742969
Fax number:	01227283857
Email address:	allaboutcare@btconnect.com
Provider web address:	allaboutcare@btconnect.com

Name of registered provider(s):	All About Care Ltd
Type of registration:	care home
Number of places registered:	34

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	34	0

Additional conditions:

The maximum number of service users to be accommodated is 34.

The registered person may provide the following category/ies of service only: Care home only - (PC) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Mental disorder, excluding learning disability or dementia (MD).

Date of last inspection

Brief description of the care home

The Wimbledon is a large, detached, two-storey older property, which has been adapted for its present use. When full, there is provision for two of the bedrooms to be shared. All of the other bedrooms are for single occupancy. Access to the first floor is by stairs. The home was refurbished in 2007 and bedroom accommodation now includes eight new ground floor single bedrooms with ensuite facilities, including two that have been adapted for use by people with disabilities. The home is situated in a quiet residential area. The nearest shops are within normal walking distance. The staff team consists of a manager, a deputy manager and a team of carers who work a rota that includes three waking night staff. There are additional staff employed to

Brief description of the care home

cover catering and domestic tasks. The current fees for the service are included in the service user guide and are available from the registered provider.

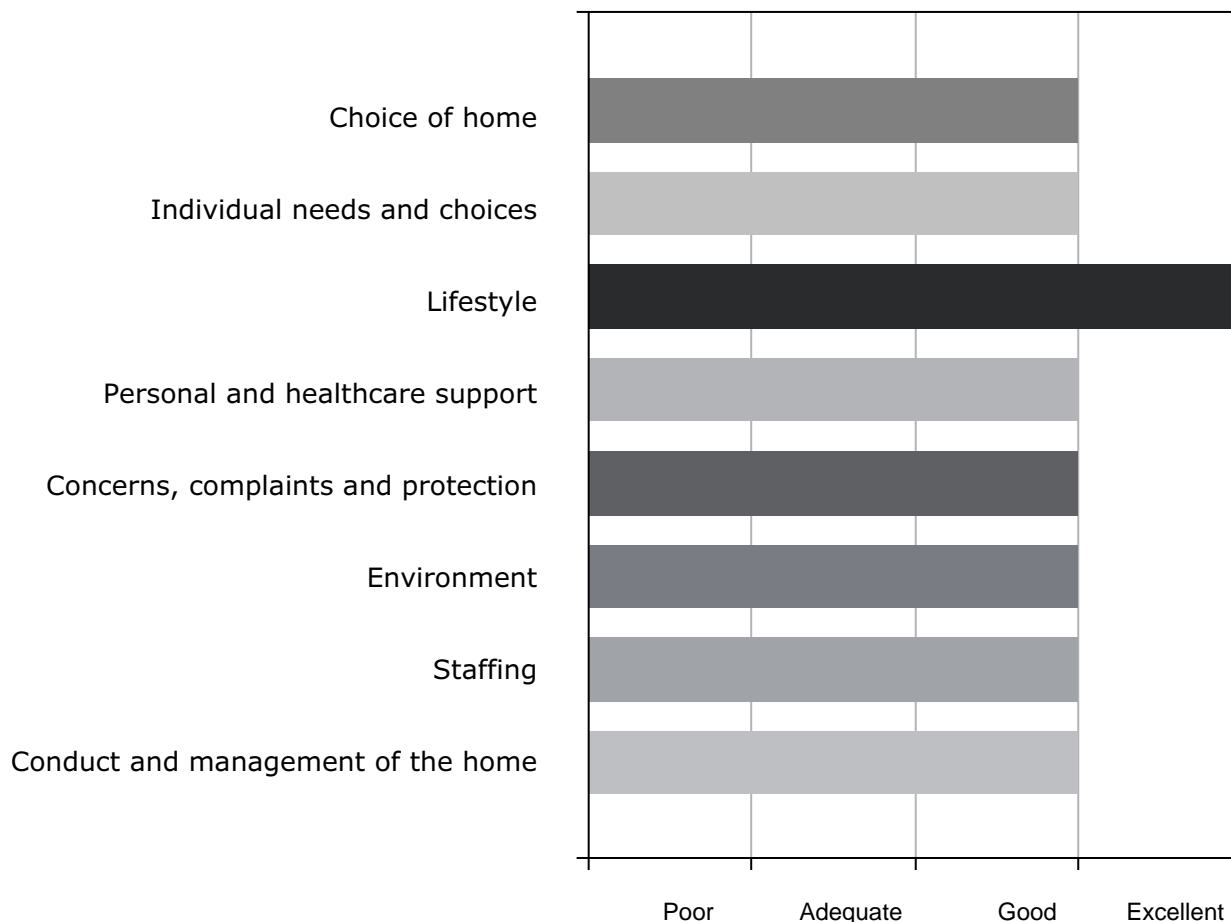
Summary

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:

This key unannounced inspection process took place on 3rd July 2009 commencing at 09:30 and lasting for approximately 7 hours.

Prior to the inspection process information received about the service over the past 12 months was reviewed including the Annual Quality Assurance Assessment completed by the home, which provides factual information, aspects of the service that have improved and future developments. Previous inspection reports were considered and information received from the home and other parties.

The inspector was accompanied by two experts by experience on the site visit. The experts by experience have first hand knowledge of similar services and are independently trained to assess aspects of services. They were able to spend time with service users gaining an understanding of what it is like to live in the home.

During the course of the inspection a tour of the premises was conducted. Discussions were held with service users, the deputy manager, senior staff and care staff. A range of documentation was examined including information relating to service users, staff,

health and safety and other day-to-day aspects of running the service.

What the care home does well:

The Wimbledon provides support for up to 34 people with mental health issues. The home is located close to the seafront and town centre of Herne Bay on a quiet residential road.

Clear information about the service has been developed and the needs of prospective service users are assessed prior to moving in.

A plan of care is developed for each service user including guidance for staff, recorded preferences of service users and risk assessments.

Residents have the opportunity to engage in a range of activities both occupational and recreational to a level that they desire. The sister home of the service has an attached day centre that provides structured occupational activities and an activity co-ordinator. Residents confirmed that there is a 'nice and easy' atmosphere in the home and they can choose how they wish to spend their time.

The healthcare needs of service users are catered for ensuring input from relevant professionals.

There is a clear complaints process and residents stated that they know how to raise any concerns confident that they will be listened to and acted upon.

The premises are well furnished and decorated providing an environment conducive for the needs of the service users.

There is an experienced and stable staff team and people who use the service stated that care staff are respectful of their needs and wishes.

Staff are provided with a good training and development programme.

Recruitment processes are well managed and a quality assurance system is in place.

All records examined pertaining to health and safety issues were maintained and up to date.

What has improved since the last inspection?

The registered provider has improved quality monitoring systems which provide residents opportunities to feedback about the quality of the service and include monthly monitoring visits.

The premises have continued to be refurbished and developed including the completion of a new wing containing 8 bedrooms and other facilities.

Service user plans have continued to be developed and updated and involve service users where possible.

The programme of activities has also been constantly developed.

What they could do better:

No requirements and 1 recommendation have been made as a result of this inspection process.

It is recommended that the registered provider reviews current facilities for the storage of medication.

One resident provided feedback that although the quality of the food is good 'the portions could be bigger'. Another person said that mealtimes can be very busy and suggested that meals could be provided in two sittings.

Attention could also be paid to providing a more homely feel to the new wing of the home.

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. 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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Requirements and recommendations from this inspection

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.

Service users can make an informed choice about moving into the home and their needs are assessed.

Evidence:

A statement of purpose and service user's guide have been developed. Examples of both documents were examined. The guide was reviewed and updated in April 2009 and contains clear, well presented information about the service and facilities. It is available in the home and a copy is given to all prospective service users and/or their representatives.

Two individual service user files were examined both containing clear and detailed pre-admission assessment information. Copies of care management care plans, risk assessments and background information are requested at the point of referral. A senior staff member visits the prospective service user in their current accommodation and completes an assessment of needs. This covers all pertinent issues relating to the individuals health and social care needs and is used to form the initial plans of care. The preferences of each person are recorded.

The home offers trial visits based on individual needs and requirements and include

Evidence:

day visits and overnight stays. The first month of the placement is considered a trial period and care and support package is reviewed after this time.

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.

The individual needs and choices of service users are considered and addressed.

Evidence:

Two individual service user plans were examined both of which demonstrated that the needs of residents are planned for. In both cases needs identified were linked to care management assessments and the plans were well developed. The preferences and choices of residents were clearly defined. The plans are reviewed on a regular basis and there is evidence of service user involvement in the process. Key workers are responsible for developing the support plans in conjunction with service users. It was noted that in one case further guidance could be developed in relation to mental health needs to ensure consistency of approach.

The expert by experience and the inspector spent time talking to a number of residents throughout the course of the site visit. Service users confirmed that they are able to make choices regarding their day to day lives and that they have access to their finances within agreed boundaries. The home does not have a role as financial appointee and, where required, this is managed by people independent of the service.

Evidence:

The home provides a safekeeping service and records of all transactions are maintained. There is information available in the home regarding mental capacity act advocates.

Risk management plans are developed for each service user. the plans examined were sufficiently detailed and corresponded with information from care managers. The risk assessments are reviewed on a regular basis and the involvement of service users is sought. Residents are supported, through this process, to take responsible risks.

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

Service users have a lifestyle that suits their needs.

Evidence:

The Expert by experience spoke with a number of residents who said 'there is a nice and easy pace' in the home. Some service users access a day centre located at the sister home in Herne Bay. An activities co-ordinator works between both services providing input on an individual and group basis. There is a noticeboard in the home that displays a range of community based activities available to service users. On the day of the site visit a small group outing had been arranged. The home is located close to the seafront and the town centre and many service users independently access the local resources at their leisure. The range of needs and levels of independence in the home are quite diverse, but it was found that the home caters for the individual and collective needs of the service users.

Service users confirmed that the staff in the home support them with their personal

Evidence:

needs and treat them in a respectful and dignified manner. Residents stated that they can make choices regarding their lifestyle on a day-to-day basis including times for getting up and going to bed and the choice of activities and pastimes.

It was reported that service users are able to receive visitors at all reasonable times and there is suitable space for people to meet in private. Residents are able to develop intimate relationships and friendships outside of the home.

There was evidence that a healthy and balanced diet is provided and menu records are retained. All service users spoken to said that the quality of the food is good, but one person said, 'I would like bigger portions.' Another person observed that dinner times can be 'quite uncomfortable, people argue sometimes.' These issues were raised with the senior member of staff on duty. One person suggested main meals in two sittings so that the dining room would be less busy. There is one of two cooks on duty 7 days a week.

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.

The health and personal care needs of service users are met.

Evidence:

Service user's needs in relation to personal care are clearly documented with the support plans. Individual preferences are also recorded and residents stated to the experts by experience that staff are respectful of their needs and wishes. Care staff were observed interacting with service users in a positive manner.

Healthcare records are maintained and kept up to date. There is evidence that the home responds promptly to physical and mental health concerns. A GP visits the home on a weekly basis providing consultation and treatment for service users as required.

There is access to Community Mental Health services and residents reported that their health needs are addressed. Specialist input is also sought, one individual sees a Cognitive Behavioural Therapist regularly. Residents have access to complimentary healthcare practices such as chiropody and dentists.

Medication records were examined and found to be in good order, up to date and well maintained. Records are kept of all incoming and outgoing medication. No service users, it was reported, are self-medicating, but the home does support this practice following assessment. Administering staff have received medication training. There is

Evidence:

a dedicated clinical room and all medication was seen to be stored in an orderly fashion. A weekly audit of medication records is completed. Policies and procedures are in place covering medication issues. The new storage cupboard provides sufficient space, but the security of this cabinet should be reviewed. There are no controlled drug facilities. Refer to recommendation 1

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.

Service users views are listened to and acted upon. Residents are protected from abuse.

Evidence:

There is a clear complaints process in place that is displayed within the home and provide to all service users. Residents told the experts by experience that they know how to complain and that they feel comfortable in doing so. There has been one recorded complaint since the last inspection process and there is evidence that this was addressed and resolved. Residents have opportunities to raise any concerns through house meetings, key worker meetings and informally.

There are policies and procedures in place relating to the prevention of abuse. All staff have attended training in Adult Protection issues and demonstrated a good awareness of their roles and responsibilities. Training on the Mental Capacity Act and Deprivation of Liberty Safeguards have been provided and there is information on display in the home.

There have been no Safeguarding Vulnerable Adult alerts since the last inspection process.

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 premises are suitable for the needs of the service users.

Evidence:

A tour of the premises was undertaken by the inspector and experts by experience. The home has had many modifications over the past 2 years. The office area has been relocated to a more suitable area of the building and there is a large extension providing additional bedrooms, toilet and bathing facilities and communal space. The older areas of the home are decorated and furnished in a homely manner to a good standard. The corridor of the extension, although well decorated, is impersonal largely due to the lack of adornments and non-slip flooring.

Parking is available on the street in front of the house and there is a large accessible garden surrounding the building. There are 3 main communal areas including a large dining room and 2 lounges one with a pool table. Toilets and bathing facilities are situated conveniently throughout the home. There are two double rooms, both shared by couples and 30 single rooms. A number of bedrooms were viewed and have been personalised according to taste. Residents spoken to said that they are happy with their accommodation.

The home is clean and hygienic and there are dedicated domestic staff. The laundry has fully functioning equipment suitable to the needs of the service. There is a large industrial style kitchen, which is well maintained.

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.

There is a well qualified and competent staff team. Recruitment processes are followed.

Evidence:

There is a good staff training and development process in place embracing National Vocational Qualifications, induction, mandatory and service specific training. Over 50 percent of the staff team have achieved at least an NVQ level 2 and some staff have gained higher awards. Staff spoken to demonstrated a good understanding of their roles and the needs of the service users and were observed interacting positively with residents.

Staffing levels are flexibly managed dependent on the needs of the service users and there are a minimum of three staff on duty throughout the day including three waking night staff. Staff rotas are maintained and absences covered from within the existing staff team. The home benefits from a fairly stable team of carers many of whom have worked at the home for over 5 years.

Recruitment processes are followed and ensure the welfare of service users. Three staff personnel files were examined all of which contained the required information including evidence of CRB and POVA checks, two written references and proof of identity.

All new staff work through an induction process based on the Common Induction

Evidence:

Standards. The majority of staff have completed all mandatory training, some staff are waiting to complete refresher training. Service specific training is also provided covering topics such as mental health awareness, equality and diversity and the Mental Capacity Act amongst other topics.

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 and the interests of service users considered. Health and safety practices are maintained.

Evidence:

The manager of the service was not present at the time of the site visit, but the deputy manager and a senior staff member were in attendance. The manager has been in her current role for a number of years and has attained all of the required qualifications. She is experienced in her role and the feedback about her management style from staff and service users was positive.

The registered provider has introduced robust quality monitoring processes including monthly monitoring visits, health and safety audits, satisfaction surveys and an annual report. The home lets us know about any untowards occurrences and they work well with us.

All records relating to health and safety issues were up to date and well maintained. Fire safety measures are taken and accident records retained and completed. Service safety certificates and contracts are in place including gas safety and electrical wiring. Safe working practices are underpinned by policies and procedures. Environmental risk

Evidence:

assessments are completed and reviewed. It was reported that home meets with all relevant health and safety legislation.

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	20	To review and update current medication storage facilities.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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