

Random inspection report

Care homes for older people

Name:	Elizabeth House
Address:	Perth Avenue New Parks Estate Leicester LE3 6QR

The quality rating for this care home is:	one star adequate service
The rating was made on:	21/04/2009

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:							
Helen Abel	0	9	0	6	2	0	1	0

Information about the care home

Name of care home:	Elizabeth House
Address:	Perth Avenue New Parks Estate Leicester LE3 6QR
Telephone number:	01162871031
Fax number:	01162871031
Email address:	elizabeth-house@leicester.gov.uk
Provider web address:	socis209@leicester.gov.uk

Name of registered provider(s):	Leicester City Council
Name of registered manager (if applicable)	
Mr Philip John O`Dell	
Type of registration:	care home
Number of places registered:	37

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	20
mental disorder, excluding learning disability or dementia	0	20
old age, not falling within any other category	0	37
physical disability	0	8
sensory impairment	0	10

Conditions of registration:
Service User Numbers DE(E) & MD(E) No one falling within category DE(E) or MD(E) may be admitted into Elizabeth House when 20 persons who fall within categories/combined categories DE(E) or MD(E) are already accommodated within the home
Service User Numbers PD(E) No one falling within category PD(E) may be admitted into Elizabeth House when there are 8 persons of category PD(E) already accommodated

within the home

Service User Numbers SI(E) No one falling within the category SI(E) may be admitted into Elizabeth House where there are 10 persons of category SI(E) already accommodated within the home

Date of last inspection

2

1

0

4

2

0

0

9

Brief description of the care home

Elizabeth House Residential Home provides accommodation for thirty-seven older people and is owned by Leicester City Council. The Home is located in a quiet residential area. Public transport services can be accessed near to the Home. The Home is ten minutes car ride from the city centre, Fosse Park and the M1 motorway.

Elizabeth House is a large purpose built property. Accommodation is offered on the ground and first floor, which can be accessed by a passenger lift. Bath/shower and toilet facilities are located throughout the Home. Car parking space is located to the front of the Home. There is a large patio area to the centre of the building. All areas of the Home are accessible to people using mobility support, aids and equipment.

Information is located on site detailing the range of services offered, which includes the Statement of Purpose. Elizabeth House has copies of Inspection Reports, which are located in the foyer along with the displayed registration certificate.

The maximum weekly fee is available by contacting the Registered Manager and an individuals financial contribution to their care is dependent upon a financial assessment. There are additional individual expenditure such as hairdresser, chiropodist, newspapers, magazines and personal toiletries and the fee will dependent upon the services received.

What we found:

The reason for this visit was to assess progress made in meeting certain requirements made at the last key inspection on the 21st April 2009 in relation to; staff training and deployment, consulting with residents around activities, safeguarding, and upkeep and cleanliness of the home.

Our visit was unannounced at 9.00 on a Wednesday morning. The Inspector was assisted by the Assistant Manager in the absence of the Registered Manager Philip Odell. Care plans and other records required to be held by the home were sampled and examined.

The Inspector observed residents at a meal time, a medication round, toured parts of the home and spoke with six service users and visitors. Comment cards were also received back from residents and family members. Some of the comments are included in this report.

A day trip on a barge for twelve residents and family members was taking place and the residents and staff were observed getting ready to leave by bus.

The Inspector joined some residents finishing their breakfast in the dining area. The Inspector observed residents enjoying a varied breakfast section of a cooked breakfast options, toast, porridge and cereals. Meals appeared nutritious and well presented.

Later one resident took the Inspector around for a guided tour of the garden terrace to show bedding plants, hanging baskets, a vegetable patch and discussed plans for the outdoor area. Residents told us they had been consulted and involved in the development of the garden terraces.

Some comments were received around whether there was enough staff on duty at night time. This was discussed with the Deputy Manger. There are currently appropriate staffing levels and night and with checks in place to ensure only trained and experienced staff are on duty.

What the care home does well:

The meals served offered choice and variety. Residents told us, "We have a good choice of breakfast, three hot meals. Good food." "You get two or three choices."

Positive and caring interactions were observed between care staff and residents throughout our visit. A resident told us, "Managers very good. They have fun and jokes with us." "Staff are good."

Residents benefit from a monthly activity plan. This has been set up following on consultation with residents around their preferred interests. Over the last months residents had a maypole on display and enjoyed a Easter Egg Hunt. In addition they receive a monthly colourful Newsletter with easy to read information and a daily activity plan. A resident told us. " We have an activity list in the monthly Newsletter. I carry this in my handbag."

Residents are supported by trained staff in safeguarding adults training. A resident told us. " I feel very safe. Any problems I tell them." Managers confirmed safeguarding adults is taken seriously and this is discussed regularly with all staff during staff supervisions meetings.

The environment was clean, tidy and cleaning regimes were evident. Residents told us, "My bedrooms kept clean and tidy."

Care plans were seen to be well documented and regularly reviewed. Staff confirmed they had received record keeping training. This will ensure residents changing care needs are recorded, and they are better supported.

What they could do better:

Medication management training should be provided regularly for staff who administer medication. This would ensure the best practise around residents medicines is always promoted.

The current written information -Statement of Purpose- should include the Care Quality Commissions (CQC) name, address and telephone number and the procedure to follow. This would ensure residents have the most current information and feel confident that their complaints will be listened to.

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	Medication management training should be provided regularly for staff who administer medication. This would ensure the best practise around residents medicines is always promoted.
2	16	The current written information -Statement of Purpose- should include the Care Quality Commissions (CQC) name, address and telephone number and the procedure to follow. This would ensure residents have the most current information and feel confident that their complaints will be listened to.

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.