

Random inspection report

Care homes for older people

Name:	Ackworth House
Address:	The Beach Filey North Yorkshire YO14 9LA

The quality rating for this care home is:	three star excellent 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:								
Karen Ritson	0	4	0	5	2	0	1	0	

Information about the care home

Name of care home:	Ackworth House
Address:	The Beach Filey North Yorkshire YO14 9LA
Telephone number:	01723515888
Fax number:	01723515888
Email address:	info@ackworth-house.co.uk
Provider web address:	

Name of registered provider(s):	Ackworth House Limited
Name of registered manager (if applicable)	
Miss Susanne Ladyman	
Type of registration:	care home
Number of places registered:	43

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	43
physical disability	43	0

Conditions of registration:									
1. The registered person may provide the following category of service only: Care home with nursing: Code N, to service users of the following gender: Either, whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other categories: Code OP, Physical disability: Code PD.									
2. The maximum number of serviceusers who can be accommodated is 43.									
Date of last inspection	1	1	1	1	2	0	0	9	
Brief description of the care home									
Ackworth House provides general nursing, personal care and accommodation for up to 43 residents. Day and respite care is also provided.									

Brief description of the care home

The home is situated on the seafront at Filey, North Yorkshire and is within easy reach of the local amenities and facilities of a seaside town.

The home is arranged over 4 floors with a passenger lift to all areas.

The communal accommodation is on the ground floor with bedrooms to the upper three floors.

There is ramped and level access to the home, a large veranda to the front and a small garden area at the side. Parking is limited to roadside parking opposite the home.

Information about the services the home provides are made available to prospective clients and/or their representatives and to placing authorities through the provision of a written Statement of Purpose and Service Users Guide and through CQC reports.

Information about the scale of charges was not available at this time. Additional charges may be made for hairdressing, newspapers, personal toiletries and clothing, dental treatment, chiropody and eye care where applicable.

What we found:

This random inspection took place on 4th May 2010. A random inspection is one in which select areas of compliance are considered, rather than all key areas of care provision. The inspection took six hours. This includes time spent gathering information and examining documentation before and after a site visit and in writing the report. Information for this inspection was gathered from the following:

1. The Annual Quality Assurance Assessment completed by the home (AQAA). This gives CQC some statistical information about the service and tells us how the service believes it is performing.
2. The results of surveys.
3. Speaking with people during the site visit.
4. A tour of the premises.
5. Notifications sent to us by the service.
6. Documentation, letters or other information kept by CQC on the service file.

What the care home does well:

This random inspection focused upon medication handling and the quality of management in the home. A previous random inspection was in response to a complaint regarding some aspects of medication handling and storage and requirements were made. During the inspection on 4th May 2010 the way in which controlled drugs were kept was examined. Controlled drugs are stored correctly in line with the guidelines of the Royal Pharmaceutical Society and administration is recorded correctly. This makes sure people receive the controlled drugs they are prescribed in a safe way. Prescriptions come from the surgery and the home has sight of these before the medicines are dispensed. This is good practice, as any errors or changes in the prescriptions can be picked up before medications are received into the home. The entries on MAR sheets were examined. All entries were correct and there were no gaps in recording which means people are protected from mistakes arising from inaccurate recording. There had been a specific complaint from an anonymous source regarding a particular medication administration on a particular date. The signatures for this shift were examined and they corresponded to the correct member of staff. Staff were questioned about the events of this particular date and there was no evidence of poor practice. The system for administering both controlled and other medication is correct and people are protected by good quality checks and good practice. The home has improved the way in which the administration of creams is recorded so that each individual who is prescribed creams has administration recorded correctly. Records for creams are kept individually and were up to date and accurate.

Following the anonymous complaint which also queried the safety and wellbeing of people in the care of Ackworth House, staff were asked about their understanding of

safeguarding procedure. All staff spoken to had a good understanding of what they must do if they witnessed or heard about possible abuse. Staff were also asked about management attitude towards them and to people using the service. Staff all said that the manager always treated them and the people living at the home with respect.

People living at the home are offered a choice at meal times and all people spoken to said they could get up and go to bed when they chose to and do whatever suited them during the day. The home has a good activities programme and people are encouraged to take part in what is on offer. This means people have control over their daily routines.

Many people living at the home were spoken with during the site visit. Many people had very positive things to say about their lives at Ackworth House.

One person said: 'The atmosphere is good. I can honestly say this is a brilliant home.'

Another person said: 'The staff are first class. So caring and nothing is too much trouble.'

Another person said: 'The staff treat you really well, as though there is no-one else to look after.'

Another said: 'X is a wonderful RGN she is an absolute darling and she cares. The care shines out of her.'

Another said: 'The food is good. I put myself on a special diet and they help me stick to it.'

Another said: 'In the time allowed they are very caring.'

Another relative said: 'This place is really lovely. We've hit the jackpot.'

What they could do better:

Although many people had very positive things to say about Ackworth House some said they wished to mention areas which might be improved.

One person said they would prefer if the home could take people out more often in the minibus, and that this happened less often than it used to.

A relative said the manager was always kind but didn't seem to have as much time to visit each person individually, particularly if they were in their rooms.

More than one person living at the home expressed a view that the staffing ratio was not as high as it had been, (though the home does have a good staffing ratio.) Two people expressed an opinion that they believed staff were more rushed than they had been and that there was some feeling of unrest which was unspecific but that could be picked up as an 'atmosphere.' Having said this, these people said they received a very good service.

Some staff agreed that there had been some unrest amongst staff but that following a member of staff being dismissed, working relationships had now improved.

The service has a good quality assurance system. Required improvements are identified

by this system and the owner, manager and staff, work to make sure people get the care they need and enjoy their lives at Ackworth House.

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

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

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