



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Stone House
Address:	55-57 Cheyney Road Chester Cheshire CH1 4BR

The quality rating for this care home is:

three star excellent service

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

Lead inspector:	Date:
Maureen Brown	2 7 1 1 2 0 0 8

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. 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.

Copies of the National Minimum Standards – Care Homes for Older People 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 Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Information about the care home

Name of care home:	Stone House
Address:	55-57 Cheyney Road Chester Cheshire CH1 4BR
Telephone number:	01244375015
Fax number:	01244375734
Email address:	lisawilford@btconnect.com
Provider web address:	

Name of registered provider(s):	Mr Harry Gerard Keyzor, Mrs Jill Keyzor
Name of registered manager (if applicable)	
Mrs Lisa Karen Wilford	
Type of registration:	care home
Number of places registered:	33

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	33

Additional conditions:

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: Old age, not falling within any other category - Code OP The maximum number of service users who can be accommodated is: 33

Date of last inspection

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Brief description of the care home

Stone House is a residential care home providing personal care and accommodation for up to thirty-three older people. It is a family run private business that opened in 1987. The home is located in a residential area near to the centre of Chester, and has been converted from three houses. Many community facilities and shops, pubs and post office are within walking distance. Service user accommodation is on two floors and access between floors is via a passenger lift or the stairs. The home provides accommodation for a total of thirty-three service users in single rooms, all of which

Brief description of the care home

benefit from en-suite toilet facilities. A number of extensions have improved physical standards in the home. An outside garden/courtyard area is available for service users. There are car parking facilities available at the side of the property. The car park is accessible from Garden Lane. The fees at Stone House are between 343.34 pounds and 429.00 pounds per week. Optional extras include hairdressing, chiropody, bingo and newspapers.

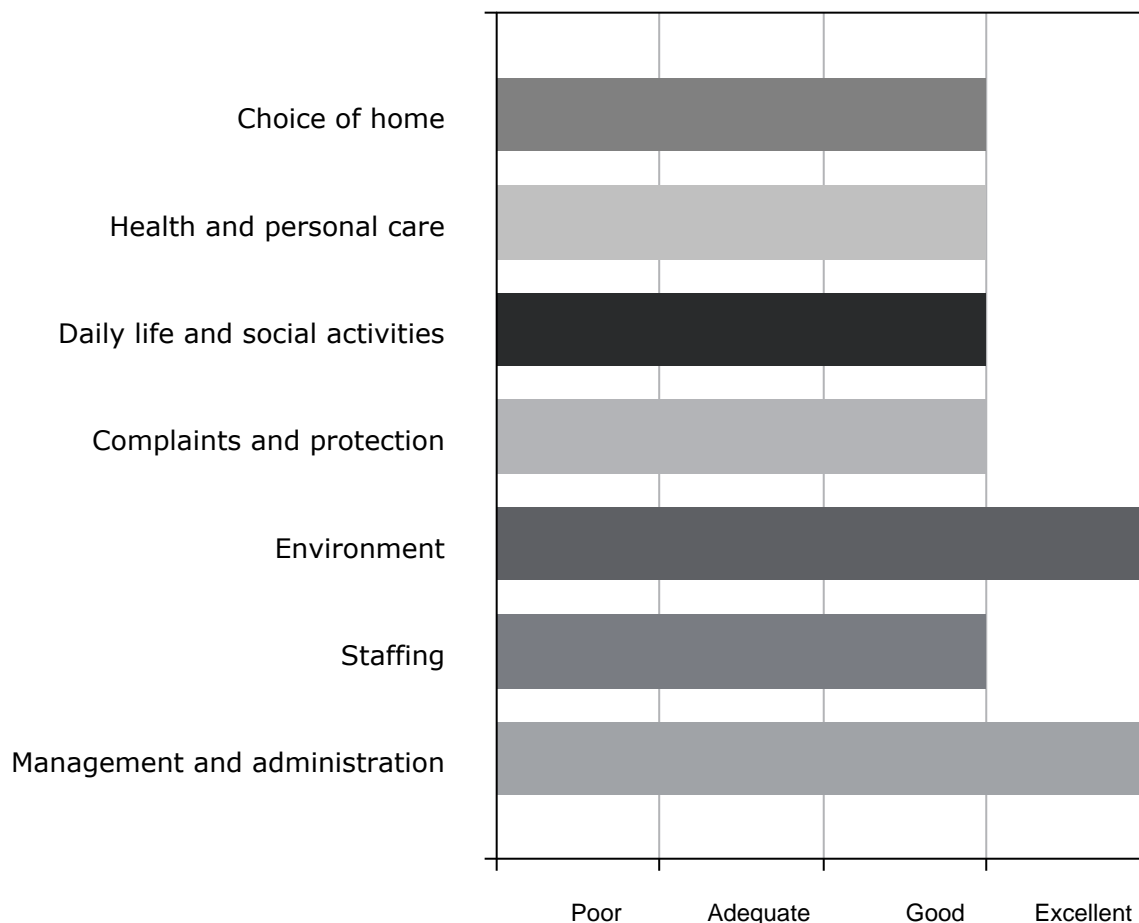
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The quality rating for this service is two stars. This means that people who use the service experience good quality outcomes.

We carried out an unannounced visit to the home on 27 November 2008 and the visit lasted six and a half hours. It was done by one inspector. This report will refer to 'we' when referring to our activities and findings, as it is written on behalf of the Commission for Social Care Inspection.

This visit was just one part of the inspection. Before the visit the home manager was asked to complete a questionnaire to provide up to date information about the home. We sent out questionnaires to people living in the home and staff to find out their

views about it. Other information received about the home was also reviewed.

During our visit we looked at various records and the premises. We looked at care records of a number of people who live in the home, to see how their needs were being met. We spoke with a number of people who live at the home, the manager, staff members, visiting family members and one visiting professional. They all gave their views about the home.

What the care home does well:

The brochure for the home gives details it and includes our latest public inspection report. People had received thorough assessments of their individual needs before they moved into the home. This means that they and the staff have the information necessary to make a decision about whether the person's needs can be met at the home.

The staff team is well established and the staff are keen for high standards to be maintained so the people living at Stone House receive good quality care. Day to day supervision of staff is good and they receive regular formal supervision so they get good support from their line manager to make sure they can provide good care for the people living in the home.

The manager is competent and well qualified and she makes good use of information gathered through the quality assurance processes, showing that the views of the people who live in the home are important.

People's care plans are individualised and well documented so staff know what they should do to meet people's needs. Referrals to the appropriate health care professionals take place when necessary to make sure that people living at the home stay as healthy as possible.

Meals were varied and reflected each person's preference. People living at Stone House are offered a range of choice and variety so they were able to enjoy a varied diet to help keep them well and healthy.

People who live in the home told us, "Staff are very friendly", "Very caring and approachable staff", "The home is always fresh and clean" and "Staff are generally quick and efficient".

A relative told us, "There is plenty of food available and I am very happy with the care my mother receives".

Staff commented, "The home provides a homely, clean and caring environment for residents", "The food is well balanced", "The home does well in caring for all the service users needs in every day to day lives and help them to feel that it is their home".

A healthcare professional commented "This is a lovely home and a pleasure to visit".

What has improved since the last inspection?

The bedroom carpet that needed replacing had been replaced with suitable flooring so that the person living in that room has an fresh and clean room, with no unpleasant odours.

Review dates have now been included on the brochure so that people who use the service and prospective people know how up to date the information they are looking at is. Also policies and procedures have been reviewed and will continue to be reviewed

annually so that up to date information is available to the people living in the home and the staff team.

Information received from people who live in the home is now recorded as part of the consultation process and the manager has re-evaluated the surveys used by the home to make sure they cover all the areas people who live in the home may want to comment on.

Outings for people who live at Stone House have been developed over the last year and these take place mainly during the summer months. Mostly small groups of people go out and about in the community. However, some people said they preferred to stay at the home and their wishes and preferences have been noted.

Training for the staff team has been developed so that a range of specialist training is available in relation to the people's specific needs. This ensures that the staff team have the appropriate knowledge and skills to care for the people who live at the home.

What they could do better:

No requirements were made at the time of this visit.

One recommendation was made with regard to the amount of "old" information stored within the care plans. It was suggested that information over a year old should be kept elsewhere so that staff who are reading the care plans can do so easily without looking through lots of old information.

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 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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.

People receive enough information about the home for them to make an informed decision about moving into the home and their needs are assessed before they move in so they know these can be met at the home.

Evidence:

The brochure includes all the information that people would need to decide if their needs could be met at Stone House. It is written in plain English and standard print format. It also includes our most recent published inspection report on the home. The brochure was last updated in October 2008 and the previous recommendation about including the review date has been met. One person living at the home told us, "I was given good information about the home before I moved in".

We looked at care records of people living at the home to check on their needs and what care was being provided in the home. Information had been obtained before they

Evidence:

moved in and the forms completed included personal details, personal and health care needs and other support required. This information is used together with the assessment carried out by staff at the home to make sure that people who move in can be well supported by the staff team.

The manager confirmed that intermediate care was not provided at Stone House.

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them 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, personal care and social needs of people who live in the home are met effectively by the staff team in a way that enables them to maintain their privacy and dignity.

Evidence:

We looked at the care plans of three people who live at Stone House, to check the care they receive. They were well written and each file contained assessments done before people had moved into the home, care plans, risk assessments, health care details, funeral details and a pen picture of each person showing a history of their life. Daily report sheets were good and staff noted any changes to people so there was a good running record about their health. Activities they had done and any visitors they had received were also recorded so that staff and other people could see that people were well and active.

All files we saw had reviews of the care plans and these were up to date and still effective. Many of the people in the home were not able to confirm that they had been

Evidence:

involved in planning or reviewing their own care but were able to tell us that staff helped them when they needed it, such as with personal care tasks. People told us "The staff are very friendly", "Very caring and approachable staff" and "Staff are generally quick and efficient".

Risk assessments were included in the care plans we looked at. These were up to date and had been carried out for moving and handling and falls. The risk assessments were completed to make sure that people were safe in their daily activities and that any help they might need was identified.

The files that we looked at were very full because they contained, for example, daily diary sheets that were more than a year old. As this could cause confusion for staff, because of the amount of old information available, we recommended that some of this information should be moved out of the current file so that staff could easily be sure that the information in the care files being used everyday was up to date and accurate.

The medication system used at the home is a monitored dosage blister pack system that is stored in a locked cupboard. Medication administration record sheets were completed when the medication is administered. There is a medication administration policy for the home available to the staff and all staff who administer medication to people who live in the home have been trained. Storage and recording systems for controlled drugs are available but no controlled drugs were being used at the home at the time of our visit. One of our pharmacy inspectors had visited the home on 12 November 2008 to check the medications management. Some problems were found with recording medicines in the home and the pharmacy inspector had found there were occasions during the night when none of the staff on duty had received training on giving out medicines. Requirements had been made and these have been dealt with separately to this inspection.

Visits from health care professionals were recorded and it was seen that GPs, district nurses, dentist, chiropodist, social workers, community psychiatric nurses, and opticians visited the home regularly to make sure people living there remain well. Also visits to the eye clinic, consultants and hearing aid clinic were undertaken. A GP we spoke with on the day of our visit to the home told us, "This is a lovely home and a pleasure to visit. I particularly like the small communal rooms which means people can wander to different rooms depending on what they want to do".

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

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.

People who live in the home are able to take part in a range of activities so they can stay active and staff help people to stay in touch with family and friends as they wish.

Evidence:

There is a file kept at the home to show activities undertaken and places that people who live there have been taken to visit. These included Chester Zoo, local garden centre, Chester town centre, Chester riverside, West Kirby, and Parkgate. The local vicar visits the home occasionally, but will call more often if requested to do so. The mobile library visits each month. The residents also have the opportunity to take part in activities within the home such as hairdressing, manicures, bingo, indoor bowls, ball games and to listen to entertainers requested to visit the home. A range of activities is planned for Christmas including a carol concert, panto, visiting school children and local entertainers, "The Gee Jays".

Some of the people living in the home confirmed that they did not like taking part in activities. Others told us, "Sometimes there are activities I can take part in" and "I like the activities".

Evidence:

People who live in the home were offered choices in various ways, such as in the time they get up or go to bed at night, by choosing the clothes they wear, by deciding whether or not to join in activities and by deciding how they wish to be addressed. This enables them to keep some control over what they do each day and to stay as independent as possible.

We looked at samples of menus, which showed a varied diet of popular, traditional meals. There was a choice available at each mealtime. A wide choice is offered at breakfast including a cooked option. The main meal is served at lunchtime and in the evening the choices are a hot snack, sandwich, salad and dessert. Drinks are available in between meals and on request. During this visit the main meal was seen served and after the meal residents commented, "The meal was excellent", "I usually like the meals provided", "The food is well balanced" and "I really enjoy the meals". Families we spoke with during our visit confirmed they thought that the food served was very good.

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

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's procedures for complaints and safeguarding adults are effective so that the concerns of people who live at Stone House are listened to and they are protected from abuse or harm.

Evidence:

We looked at staff files during our visit and these showed that staff have completed training on safeguarding adults. The manager confirmed this and showed that she was aware of the policies, procedures and guidance of safeguarding. There were also policies available at the home on restraint, disruptive and challenging behaviour and whistle blowing. Two referrals had been made by the home under safeguarding adults procedures since our last visit to the home. This shows that the staff at the home take appropriate action to make sure the people living at Stone House are protected from possible abuse.

The complaints procedure for the home was satisfactory and contained details of how to contact us. We have not received any formal complaints about this home since our last inspection there. One anonymous concern had been received and the issues raised were looked at during this visit; no evidence could be found to show this concern was correct. The home had not received any complaints over the last year. A complaint file was available for people who live in the home and staff members. A copy of the complaints procedure is also in the brochure and on the noticeboard within the home.

Evidence:

People who live at Stone House said they would speak to the staff or manager if they had any problems. One person told us, "I know who to make a complaint but I have never had to do so".

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, 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.

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.

The home is very well maintained so that people who live at Stone House live in clean, safe and comfortable surroundings.

Evidence:

During our visit we walked round the home and saw all the shared (communal) areas as well as a number of bedrooms. All the bedrooms are en suite single rooms and the standard of decor and furnishings is excellent. The home was clean and odour free.

People who live at Stone House had made their rooms more homely using ornaments, pictures, photographs and some furniture they had brought with them when they moved in.

People who live at the home told us, "The home is spotlessly clean", "The home is always fresh and clean" and "The home is always clean and the cleaner is very good". Other comments we received included "I like my room" and "I get on well with the other residents and staff at the home".

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

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.

The recruitment procedures are thorough and staff have done a wide range of training so people who live in the home are protected from poor practices.

Evidence:

The staff rotas we saw showed the number of staff on duty over the week of our visit to the home. The staffing levels appeared to be sufficient to meet people's needs. People who live in the home confirmed there were enough staff around to help them and during the visit we saw that staff were attentive to people's needs. People living at Stone House said, "I always receive the care and support I need", "staff are always available when I need them" and "I get on well with the staff and residents at the home".

We checked two staff files. They had all the necessary pre-employment checks in place, including identity checks, Criminal Record Bureau checks, references, health checks and application forms. These checks are carried out to make sure that staff are suitable to work with the people who live at the home.

The training staff had completed included a full induction which is linked with Skills for Care and can be used to lead into NVQ level 2 in care. Other courses included moving and handling, first aid, safeguarding adults, medication awareness, fire awareness,

Evidence:

food hygiene and oral health care. Planned courses for the future included dementia awareness, client handling techniques and infection control. Staff told us, "I have good regular training" and "I am offered support and advice as necessary".

Good progress has been made with NVQ level 2 training. Fifteen out of twenty staff have NVQ level 2 or above in care. One person is currently undertaking this award. This means that a high percentage of staff have a nationally recognised qualification in care to help them provide good quality support for the people who live in the home.

During discussions with the staff team they told us, "I like working here, the owners are nice people to work for" and "I have had regular training including moving and handling, food hygiene and fire awareness".

The manager does not hold regular staff meetings but undertakes ad-hoc meetings with various groups of staff depending on the issues raised. She stated that she was going to continue to develop this.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

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.

The procedures within the home are thorough so the health, safety and welfare of the people who live there are protected. Staff are well supervised and there are processes in place to make sure the home is run in the best interests of the people who live there.

Evidence:

The manager has worked at Stone House for twenty-two years, and fourteen of these as the manager. She has the registered managers award and she knows the service well so she can make sure that it is run well for the people who live there. She represents an excellent role model for staff working in the home. She has worked hard to make sure that the standard of care being provided is good, that record keeping is good and that staff are all aware of the policies and procedures for the home. She provides good leadership to make sure that the diverse and individual needs of the people who live in the home are met with respect and dignity. The ethos of Stone House is open and transparent.

Evidence:

There is an established quality assurance process for the home which includes a monthly residents' meeting, comment cards and letters and surveys sent to people who use the service, relatives and other professionals. The survey was completed in November 2008 and people who live at Stone House commented: "The staff are lovely", "Would like to see more fish on the menu", "Staff are always there if you need them" and "I came to look around the home and stayed for my lunch, this is by far the best home I have seen". Feedback from relatives and health and social care visitors included: "Many thanks for the support you give my relative", "Very pleased with the care mum receives", "Excellent standard of care", "Friendly staff and good atmosphere" and "I found it to be very homely and welcoming with lovely staff". An analysis of the completed surveys has been produced and is available for people to read and have their own copy if requested.

Residents' meetings are held informally each month. Notes are kept of the meeting and actions needed to be taken are recorded, with who is dealing with each one.

The manager stated that she doesn't keep any money on the premises on behalf of the people who live in the home. Each person has their own account with the home and cash can be obtained if needed. Any purchases made by the people who use the service or on their behalf is included in a monthly invoice to the next of kin or other representative.

Day to day supervision of the staff team is good and formal supervision is completed regularly. A list is available on the office wall for senior staff to see when supervision sessions are due. It was seen that supervision had been completed during the August and September before our visit and was due again shortly. The manager supervises the senior staff and the senior staff supervise the care staff.

Safe working practices were in place in the home. The fire safety equipment test log book is up to date; checks had been made on the fire safety system and extinguishers and staff received regular fire awareness training. There were up to date safety checks on the home's gas installation and electrical system. There were policies available about safe working practices including a range of risk assessments, moving and handling, health and safety and food safety. These checks make sure that the home is a safe place for people to live and work in.

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
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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
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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
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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	7	Any daily records or other documents that are over a year old should be removed from the care plans and stored elsewhere, to avoid confusion about the information recorded.

Helpline:

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Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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