



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Thornccliffe Nursing Home
Address:	Astley Bank Darwen Lancashire BB3 2QB

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:
Graham Oldham	1 5 0 7 2 0 0 9

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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Thornccliffe Nursing Home
Address:	Astley Bank Darwen Lancashire BB3 2QB
Telephone number:	01254703122
Fax number:	01254707418
Email address:	K.Kumar985@btinternet.com
Provider web address:	

Name of registered provider(s):	Kumar Properties Limited
Type of registration:	care home
Number of places registered:	28

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

old age, not falling within any other category	0	28
physical disability	28	0

Additional conditions:
The registered person may provide the following category/ies 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 category - Code OP Physical disability - Code PD The maximum number of service users who can be accommodated is: 28

Date of last inspection									
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Brief description of the care home
Thornccliffe is situated on the outskirts of Darwen set back from the main road and accessed via a drive. It is a detached building set within its own grounds. There are gardens and a patio area reached via a ramp.
The accommodation comprises 24 single bedrooms, two shared rooms, two lounges and a dining room. Twenty-eight older people can be accommodated at the home and personal or nursing care is offered. There are a variety of bathrooms and toilets. Several bedrooms have en-suite facilities. There is a lift available to reach all floors.

Brief description of the care home

Public transport runs past the home. There are a variety of local shops on the Darwen to Bolton road.

The weekly charges for the home are from £394 to £528. Additional charges are made for hairdressing, newspapers and outings.

A statement of purpose and service users guide is available for residents or their families to be informed of the facilities and services the home provides.

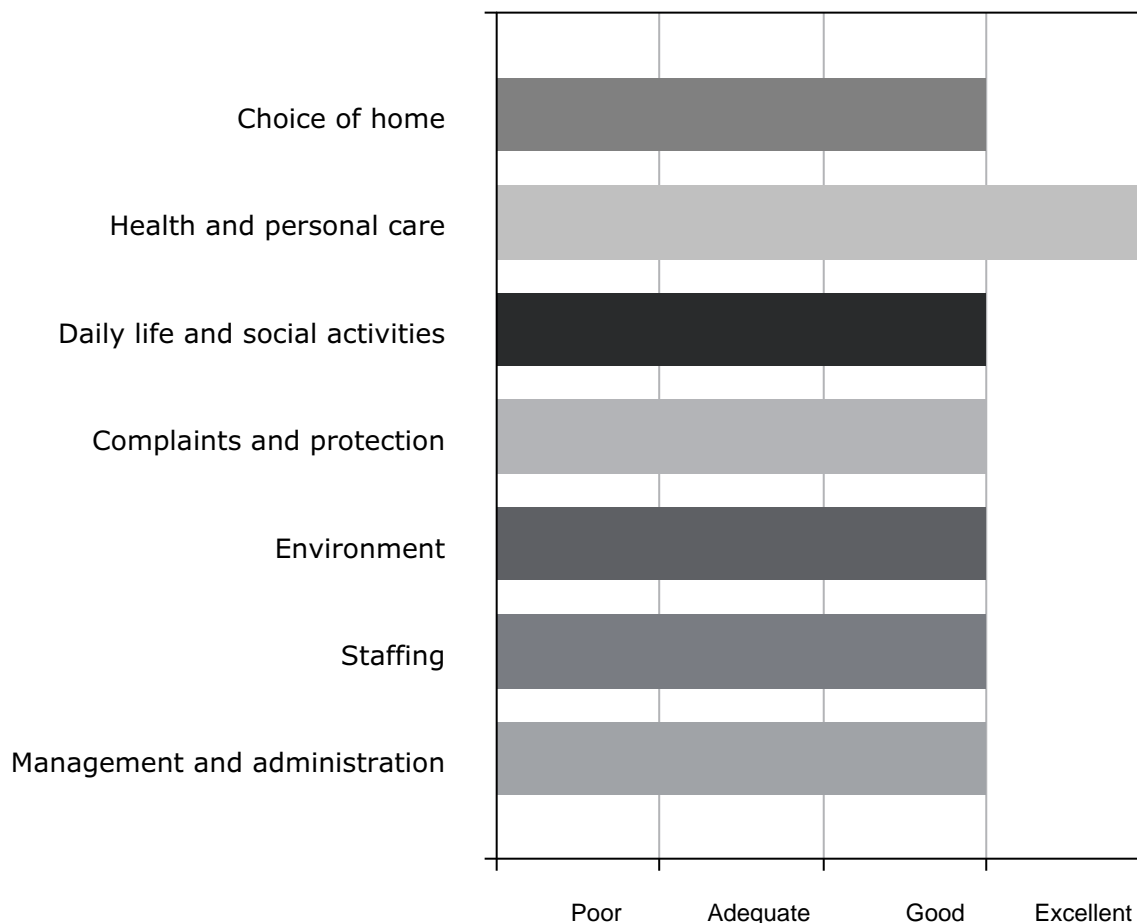
Summary

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:

This unannounced key inspection, which included a visit to the service, took place on the 15th July 2009. Much of the information gained was obtained from talking to residents and staff members. The views of residents were obtained on a variety of topics.

Three residents were case tracked. Case tracking gave the inspector an overall view of the specific care for the individual resident by checking the plans of care, other documentation and talking to residents and staff. Two staff members were questioned about the care of the residents case tracked.

Some of the views have been reported collectively with specific comments contained

within the body of the report.

Staff were directly and indirectly observed carrying out their tasks and interacting with residents. Paperwork examined included plans of care, assessment documentation, policies and procedures or documents relevant to each standard.

A tour of the building was conducted to check over the facilities.

The service provided us with a lot of information in a quality assurance document we sent them. This told us what the service provided, what they did well and how they thought they may improve.

What the care home does well:

People who used the service said, "My daughter came around and was impressed so chose here" and " I and my daughter choose here because my wife had been here". People had the necessary information to choose this care home.

The good assessment of residents prior to admission ensured staff could meet the needs of residents.

One person who used the service said, "They talk to my daughter about my care. I agreed with my care plan". Plans of care were excellent. The plans had been developed with the assistance of people who used the service or their families to ensure their wishes were taken into account. Plans of care contained a lot of detail of the care and social needs each person who used the service needed and were regularly reviewed to ensure care was up to date.

The administration of medication was good and the system safe for people who used the service.

Staff were observed treating people with privacy and as individual to help maintain their dignity.

People who used the service said they had access to specialists to meet their health care needs.

Leisure activities and a choice within the daily routine helped residents retain some independent living.

People who used the service said, "My daughter visits regularly. There are no problems visiting" and "I get visitors and they can come when they want. I was visited last night". Visiting was unrestricted for people who used the service to provide a good social atmosphere.

People who used the service said, "Sometimes I am happy and sometimes I am not but I can talk to the deputy manager and I have my daughter to talk to if I have a problem." and "I feel safe here". There were policies and procedures for complaints and safeguarding to help people feel secure. People who used the service said, "my room is not bad -- I could do worse. The room is personalised to a degree" and "I have a lovely room and I have some of my own things. Its lovely - I have photographs of my wife in it". People who were case tracked were satisfied with their personal space.

Several people who used the service said food was good. Two people case tracked said, "The food is all right and keeping me alive" and "The food is all right - sometimes I don't like what they have so they make other things for me". The food served at the care home met peoples expectations. Two people who used the service said, "I feel well cared for. The staff are very nice and I get on well with them. I like to read and have the local newspapers. I am quite satisfied especially with some staff. The staff give care privately and they look after me well" and "staff are very good, you could not get better people. They help me. I recommend the home to other people and the care

is good. They are very good with me here and give my care in a private manner". The good attitude of staff helped people who used the service feel satisfied with their care.

The robust recruitment procedures helped protect people who used the service from possible abuse.

Staff said, "I like it here. We all work as a team really well and we all get on. I get supported by the nurses in charge or management. I like it because of the improvements. I like it when we make some residents happy" and "I love it here. I like it because I helped care for a member of my family and I like it because I like helping people. It is important making people comfortable and giving them someone to talk to". Staff were supported and felt motivated which helped them enjoy their roles.

There were sufficient numbers of well trained staff to meet the needs of people who used the service.

The health and safety systems put into place by management helped protect the welfare of staff and people who used the service.

What has improved since the last inspection?

The garden area has been improved to provide an attractive facility for people who use the service to enjoy.

There was a suitably qualified and experienced person to manage the home and meet the requirements of the CQC.

The quality assurance questionnaires had been summarised to inform interested parties and demonstrate this is a responsive care service.

What they could do better:

At this inspection there were no requirements or recommendations. It is hoped this standard can be maintained for the benefit of people who use the service.

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.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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Outstanding statutory requirements

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 who used the service were assessed to ensure their needs could be met at the care home.

Evidence:

During the case tracking process three plans of care were examined. A qualified person from the home had visited and assessed people prior to them entering the home. People could chose to take a meal or a trail visit. Social services or other relevant bodies had provided an assessment and seen fit to place in this care home. The assessment process ensured people were suitably placed.

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

The excellent plans of care ensured the needs of people who used the service could be met at this care home. People who used the service had access to specialists to help meet their health care needs. The good administration of medication helped ensure people who used the service were kept safe from drug errors. The good attitude and professionalism of staff helped preserve the dignity of people who used the service.

Evidence:

During the case tracking process three plans of care were examined. Plans of care had been developed with the assistance of people who used the service or a family member to ensure their wishes were taken into account. Each plan contained very good details for staff to deliver effective care. The plans of care had been reviewed on a regular basis to keep staff informed of the current needs of people who used the service. The daily notes recorded care or social activity in a detailed manner to observe any changes in people who used the service.

People who used the service said staff were kind and helpful. Staff were observed

Evidence:

treating people with respect and carrying out personal tasks privately to ensure they were comfortable with the care they received.

Evidence in the plans of care showed people had access to health care specialists to keep treatments up to date. Health care risk assessment were conducted to keep people safe from harm and direct staff to gain advice from specialists.

There were policies and procedures for the administration for staff to follow good practice. There were trolleys and cupboards to securely store all drugs. There was a recording system for drugs, including controlled drugs to keep track of peoples medication. The recording sheets did not contain any errors. Staff had access to the local pharmacist and medication journals to gain advice or knowledge. The system for ordering and disposing of medication met Care Quality Commission (CQC) guidelines. Staff had been trained in the administration of medication to help minimise errors.

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.

Activities were provided to provide stimulation for people who used the service. Visiting was unrestricted for people who used the service to be socially active. People were offered choice within the routine to help them retain some independence. The food served at the care home met the nutritional needs of people who used the service.

Evidence:

There was a list of each days activities available for people to decide if they wished to attend. Peoples hobbies and interests were recorded in the plans of care. The home provided activities such as remembrance therapy, music and movement, games and bingo. Entertainers were brought into the home to provide variety. One person chosen for case tracking went out for the day shopping. Activities were provided for people who used the service to enjoy if they wished.

The person in charge and people who used the service said visiting was encouraged so they could meet their family and friends.

The personal preferences of people who used the service was recorded in the plans of

Evidence:

care. This included things like how capable they were for choosing clothes or how independent people were able to be. Times for getting up and going to bed also demonstrated choice was offered to people who used the service. People who used the service were able to make their own choices to retain some control over their lives.

People who used the service said food was good and the menu was varied with a choice of meal to ensure a good diet was on offer. The person in charge said three cooked meals a day with options for snacks was provided to meet peoples nutritional needs. The dining room was attractively presented and tables set to provide a good atmosphere for people who used the service. Staff were able to assist people in a discreet and individual manner. The cook asked people what they liked and changed the menu accordingly to keep menus interesting. The cook undertook environmental checks to keep people safe. In general food served at the care home met residents tastes.

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 accessible complaints procedure enabled people who used the service to voice any concerns they may have. The robust safeguarding procedures helped protect people from abuse.

Evidence:

The complaints procedure was given to each person on admission and a copy located in the hall for people to use. People case tracked said they were comfortable approaching staff if they had any problems. There have not been any complaints made to the Care Quality Commission (CQC) since the last key inspection. The person in charge said she tried to daily get around to talk to all the people who used the service which created an open and friendly atmosphere.

There were policies and procedures for the protection of adults for staff to follow good practice. Staff had been trained in safeguarding issues to understand the concept of what abuse is. Some staff had also been dementia and challenging behaviour trained to better care for people who used the service. There was a copy of the Blackburn with Darwen adult abuse procedures to follow a local initiative. One allegation of abuse made against a member of staff was unfounded. Staff had access to documents for advice such as the 'No Secrets' publication and a whistle blowing policy. The systems used, combined with staff training, helped safeguard people who used the service.

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

The suitable environment met the needs of people who used the service. The good facilities and decoration provided a homely atmosphere for people who used the service. Infection control policies, procedures and staff training helped protect the health and welfare of people who used the service.

Evidence:

On the day of the inspection a tour of the building was conducted. The home was warm clean and did not have any offensive odours. There had been many improvements made since the last inspection to provide a nice atmosphere for people who used the service.

There was a maintenance man available to decorate or carry out emergency repairs to keep the care home in good order.

There was a new garden area which was paved and had a gazebo and seating for people to enjoy good weather. The flowers which were planted all around this section was attractive for people who used the service. There were plans to add raised flower beds to encourage people to have an active interest in the garden.

The communal areas contained domestic type furniture and fittings to provide a

Evidence:

homely atmosphere.

Toilets and bathrooms were situated near to communal areas and had equipment fitted which made them suitable for the disabled.

Bedrooms had a lock fitted for privacy and had been personalised to individual tastes to help people feel more at home.

Features such as the control of water temperatures, radiator covers and restricted window openings helped keep people who used the service safe.

There was an infection control policy to guide staff in safe practice. Some staff had undertaken infection control training to further supplement their knowledge. The laundry was suitably equipped to meet the needs of people who used the service. Hand washing facilities and devices for the disposal of waste helped stop cross infection.

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.

There were sufficient numbers of well trained staff on duty to meet the needs of people who used the service. The robust recruitment procedures helped protect people from possible abuse. Induction and training was good and provided staff with the knowledge to meet the needs of people who used the service.

Evidence:

There were sufficient numbers of qualified, care and domestic staff on duty on the day of the inspection to meet the needs of people who used the service. The off duty demonstrated this to be the norm. 90% of staff had obtained NVQ 2 qualifications or better. Two staff files contained evidence staff had access to a wide range of training relevant to the needs of people who used the service. Two staff members questioned during the inspection confirmed they had completed training on a wide variety of topics and felt confident within their roles.

Two staff files contained evidence staff were enrolled on a recognised induction course soon after employment to help them gain confidence to look after the care needs of people who used the service.

Staff files examined during the inspection contained evidence that recruitment was secure. This included references, criminal records checks, interview and application

Evidence:

forms and other documents necessary to ensure suitable staff were employed to meet the needs of people who used the service.

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

The registered manager was suitably qualified and experienced to meet the requirements of the CQC. People who used the service were protected from financial abuse. Quality assurance systems gained and reacted to the views of people who used the service. The good health and safety policies and procedures helped protect the welfare of staff and people who used the service.

Evidence:

The registered manager was qualified to run the service and had undertaken further training in the mental capacity act, deprivation of liberties and moving and handling to provide good leadership to staff.

The registered manager had undertaken surveys from people who used the service, staff, families and stakeholders to gain their views about the care home. The surveys had been summarised to provide information to interested parties. Staff and residents meetings were held regularly to allow people a chance to help guide the service. The

Evidence:

person in charge said they followed an open door policy to demonstrate this was a transparent service.

The person in charge said the service did not handle the monies of any person and this reduced the risk of financial abuse.

There were policies and procedures for health and safety to guide staff in safe practices. Staff had completed training in mandatory subjects like health and safety, food hygiene, first aid, moving and handling, infection control and fire awareness. The gas and electrical equipment and installation had been maintained to ensure it was safe. The fire alarm system was maintained and checked to make sure it was functional. The person in charge was aware of health and safety legislation and had devised systems to monitor the care home to keep people safe.

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
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Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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