



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Priestley Care Home
Address:	Market Street Birstall West Yorkshire WF17 9EN

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:
Tony Brindle	2 0 0 4 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

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Priestley Care Home
Address:	Market Street Birstall West Yorkshire WF17 9EN
Telephone number:	01924440265
Fax number:	01924440268
Email address:	
Provider web address:	

Name of registered provider(s):	Tri-Care Ltd
Type of registration:	care home
Number of places registered:	40

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	40
Additional conditions:		
Date of last inspection		

Brief description of the care home

Priestley Care Home provides accommodation and personal care for up to 40 older people. It is owned by Tri-Care Ltd, a company which has a small number of care homes in the area. The home is situated in the centre of Birstall, close to local shops and amenities. The home was purpose built and registered almost four years ago. Accommodation is provided over two floors and there is a passenger lift. Both floors have a lounge and dining area and all bedrooms have en-suite facilities. There is a garden on two sides of the home, to which residents have access. There is adequate car parking at the front of the building. The provider informed the Commission for Social Care Inspection on 16/05/07 that fees range from #450 to #500 per week. Additional charges include hairdressing, private chiropody, newspapers and some selected activities. Information about the home and the services provided, and the CSCI, are available from the home in the Statement of Purpose and Service User Guide.

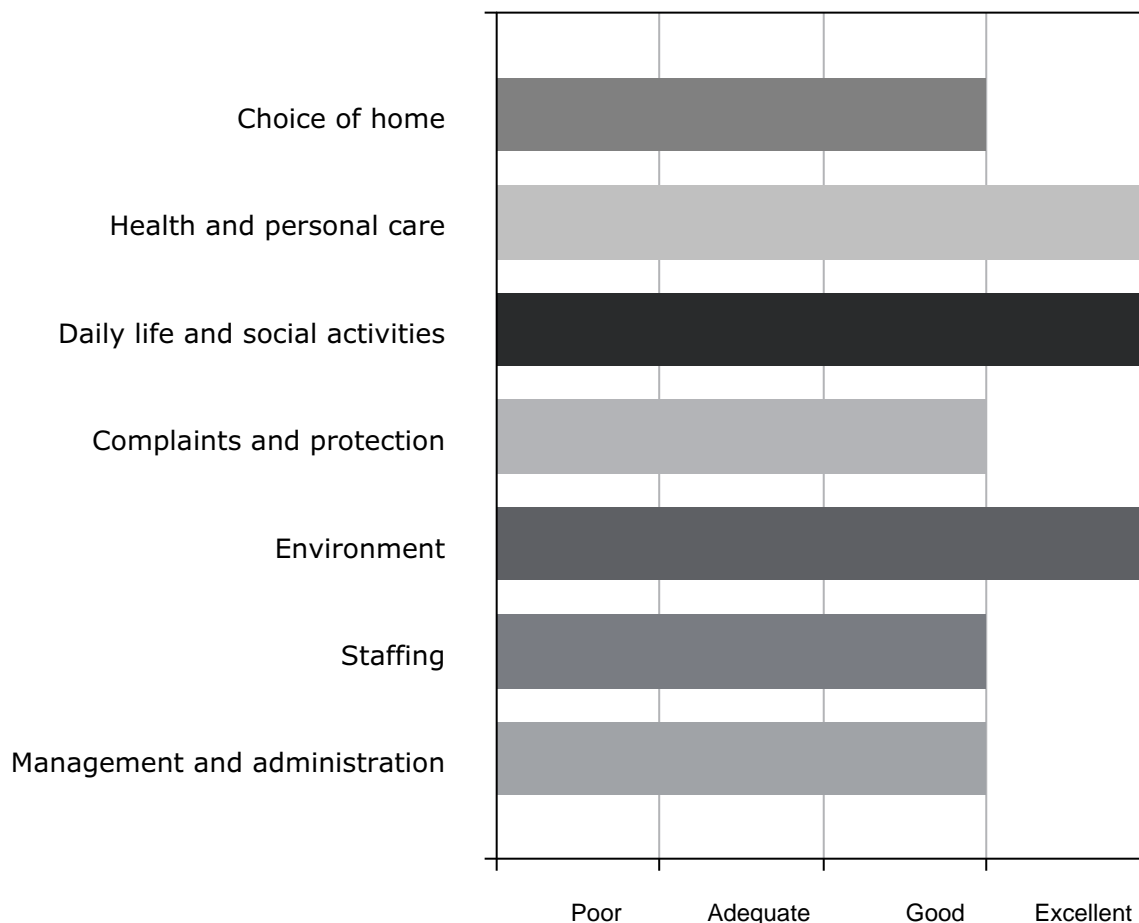
Summary

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 inspection was positive and enjoyable. We spent some time having a look at the paperwork at the home, and we talked to people who live at the home, had a look round the home, checked the medication and money, and talked to the staff. The paperwork we looked at included people's care plans and assessments, some staff personnel and training files, the medication, health and safety records, the menus and kitchen records, and the daily records made by the staff about the activities people had been involved in during the day. We would like to take the opportunity to thank the people living at the home, the registered manager and the staff for their hospitality and patient co-operation throughout the inspection. There has been no change to the manager of the home. The registered manager and staff continue to keep us informed of incidents and developments within the service.

What the care home does well:

The information given to us by the registered manager, both verbally and in record form, demonstrates that there are good systems and procedures in place to ensure that people's needs are properly assessed prior to moving into the home, and that they are given to the opportunity to visit it before moving in. The home does not provide intermediate care. Very good information about how people's needs should be met and how to minimize risks to people is available. Good support is given to help individuals make choices and decisions. Medicine management is very good. People receive personal support in the way they prefer and require and the systems operated by the service relating to meeting people's healthcare needs are very proactive and, people's health care needs are met appropriately. People living at the home lead a reasonably active lifestyle, are well supported in this area. People are very well supported to keep in touch with family and friends, have their rights respected and have a healthy and varied diet. There are good systems in place for dealing with complaints appropriately. The systems and procedures in place to protect people from abuse and neglect are robust, and in line with those produced by the Local Authority. People live in a comfortable home with plenty of space, and activity areas that cater for people's needs, and encourage independence and participation in social activities. All parts of the home are kept clean and tidy. A trained staff team supports the people living at the home and the recruitment practices are good, with good procedures in place that offer people protection. Good quality assurance systems are in place, and there are systems in place to protect the promote the health and safety of people living and working at the home.

What has improved since the last inspection?

The system for care planning has got better with more detail being put into the care plans, and the plans being written in a person centred fashion. A review of the menus has taken place, and changes made to them, and people say that they really like the food. Overall standards have been maintained by the management and staff at the home.

What they could do better:

Risk assessments need to be completed in a timely fashion following incidents.

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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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.

The information given to us by the registered manager, both verbally and in record form, demonstrates that there are good systems and procedures in place to ensure that people's needs are properly assessed prior to moving into the home, and that they are given to the opportunity to visit it before moving in. The home does not provide intermediate care.

Evidence:

A discussion took place with the registered manager about what would happen if people wanted to move into the home. She explained that if someone wanted to move into the home, then she or a member of staff with experience of assessments, would visit the person, and their family or representative, and undertake an assessment of their needs. The registered manager showed us the pre-admission records of 1 person who had recently moved into the home. These records were found to contain assessments about person's needs and desires, their health and personal care needs,

Evidence:

and information about their life history. There were written details of how these needs should be met, and the registered manager explained that this information had been gathered through meeting the person, talking to them, their family and the health and social care professionals involved in their life. Information contained within the care records confirmed that people with experience of undertaking assessments go to visit people to gather information about their on going health and personal care needs. The registered manager made it clear that if people wanted to visit the home, and meet the people and staff, then they would be able to do this. The records show that once an assessment is made, then a decision based on that information is made as to whether the service can meet that person's needs. The registered manager gave details of how a letter is sent to the person explaining the decision, and if the service can meet their needs, then arrangements are made for the person to move in. Information contained within the care records confirmed this.

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.

Very good information about how people's needs should be met and how to minimize risks to people is available. Good support is given to help individuals make choices and decisions. Medicine management is very good. People receive personal support in the way they prefer and require and the systems operated by the service relating to meeting people's healthcare needs are very proactive and, people's health care needs are met appropriately.

Evidence:

The registered manager showed us the care plan files of 3 people living at the home. She was able to explain the care planning process in detail. She added that the staff involved in the care planning process, find out what the health and safety risks are to each person by talking to them and their families, and by undertaking a risk assessment, which is documented. Information contained within the care plan files confirmed what the registered had spoken about. She added that wherever possible, the person themselves, and or their family members (if appropriate) are involved in the care planning process. At the last inspection, it was recommended that the

Evidence:

registered manager ensure that people, or their relatives sign the care plan after they have read, to show that they are happy with it. Some signatures were found, however, others were not. The registered manager explained that it is sometimes difficult to get people to sign, and it was suggested that this is documented in people's files. People living at the home did not speak about the care planning process, but did say that the staff ask them about what they like to do, about what their interests are and about how they like to be supported to undertake certain activities such as washing, dressing, shopping and socializing. Staff at the home confirmed that they are involved in care planning, and were able to speak about the process in a manner that indicated that they saw it as an important part of what they do, and not just a task to be completed. We looked at the daily records which were found to contain information about what people had been doing during the day and night. The information was seen to be factual and non-judgmental, and when decisions had been made to participate in different activities, the reasons for this had been recorded. The registered manager explained that for some people, decision making can be difficult due to their level of cognitive ability, adding that when decisions are made on a person's behalf, to engage in a social activity for example, then the staff always ensure that good records are kept so that the reasons why and when decisions are made by others can be clearly demonstrated. Information contained within the daily records confirmed this. The registered manager explained that personal support is always provided to people in private, and that routines such as the times for going to bed, having baths, meals and other activities are flexible. She added that people are encouraged to choose their own clothes and hairstyle, and where possible people's appearance reflects their personality. Discussions with people living at the home confirmed this. Observations made on the day of the visit confirmed that staff work with people in a sensitive manner, providing flexible personal support in ways that promote people's privacy and dignity and where possible their independence. Information contained within people's care files indicated that people's health is monitored and any potential complications and problems are identified and dealt with at an early stage, including referral to the appropriate health-care professional. The registered manager explained that people with specific health-care needs are supported to visit a specialist, and if they are unable to make their own appointments, the staff do this on their behalf. This was supported by way of information contained in people's care plans showing when an appointment had been made, the outcome, and any action that needs to be taken by the person, or the staff at the home to promote people's health and wellbeing. Feedback from relatives indicated that they were satisfied with the way in which staff at the home support people with their health-care needs. A sample of the medications held at the home were looked at and everything was found to be in good order. The staff training records show that staff have had training in the use and medication.

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

People living at the home lead a reasonably active lifestyle, are well supported in this area. People are very well supported to keep in touch with family and friends, have their rights respected and have a healthy and varied diet.

Evidence:

The registered manager explained that the people who live at the home have differing interests and preferences as to how they spend their day. One member of staff said that there are activities put on in the home, and that people do get the opportunity to go out and take part in recreational activities such as shopping and occasional meals out and visits to the pub and visits to see family. One person living at the home said that they really enjoyed singing and dancing with the staff. Information contained people's care plans indicated that people do get the opportunity to engage in a range of activities inside the home, and the feedback we received from both people living at the home, concerning the types of activities people are engaged in and lifestyle they lead was positive. The menus were looked at, and were found to offer people a varied and nutritious diet. One person said that there was always plenty to choose from, and that if they didn't like what was on the menu, then the staff would make them something different. People confirmed that they are supported to keep in touch with

Evidence:

their families and friends, and the daily records show when family and friends

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.

There are good systems in place for dealing with complaints appropriately. The systems and procedures in place to protect people from abuse and neglect are robust, and in line with those produced by the Local Authority.

Evidence:

The registered manager explained that the home has a complaints procedure, which is available for all to see as it is posted in the entrance hall of the home. The procedure was seen to be satisfactory. The records show that the service has had some minor complaints within the last year which have been dealt with appropriately and to the satisfaction of the complainants. The records held by the Commission show that we have received one complaint from someone living at the home about the laundry. The records show that the registered manager has dealt with this issue. People who responded to our survey indicated that they knew who to speak to if they had a concern or complaint, and that they felt confident that their concern or complaint would be dealt with quickly and appropriately. One person living at the home who was spoken with said that they would speak to a staff member if they were worried about anything, and that they felt sure the staff would support them and deal with their worries properly. The registered manager explained that staff have had adult safeguarding training, and added that the service has a adult safeguarding policy and procedure, which is displayed within the home, given to staff, and used as a basis for staff training. She added that the organization also has a whistle blowing procedure.

Evidence:

These policies and procedures were looked at the found to be in good order and in line with the local authority safeguarding procedures. One member of staff who was spoken with was able to talk about what they would do if they suspected or witness abuse, and their explanation was found to be in line with the policies and procedures operated by the service. The personnel records held at the home show that the Protection of Vulnerable Adults register is checked before staff are appointed to work in the home.

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.

People live in a comfortable home with plenty of space, and activity areas that cater for people's needs, and encourage independence and participation in social activities. All parts of the home are kept clean and tidy.

Evidence:

The registered manager explained that the comments she regularly gets back from people living at the home, their relatives and visitors state that people see the home as being comfortable, roomy, bright, cheerful and clean. On the day of the visit, the home was found to be clean and tidy, with the furnishings and fittings being seen to be of a good quality and in good working order. People living at the home said that they think it is kept clean and tidy. This was confirmed on having a look around the building. Hand washing facilities were found to be located appropriately throughout the building, and the registered manager explained that laundry facilities are sited so that soiled articles and clothing are not carried through areas where food is stored and prepared. This was confirmed on having a look around the building.

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.

A trained staff team supports the people living at the home and the recruitment practices are good, with good procedures in place that offer people protection.

Evidence:

The registered manager explained that the comments she regularly gets back from people living at the home, their relatives and visitors state that people believe the staff team to be approachable, reliable, honest and motivated to make sure people are cared for properly. Observations made on the day supported this, with staff being seen to work sensitively with people, communicating with people effectively and showing an interest in individuals. Feedback from people who completed our survey showed that they too believed the staff to be good at what they do, friendly and enthusiastic about the work they undertake. The personnel and employment records that were looked at contained good levels of information. Information contained within the records show that new starters are only confirmed into post once a satisfactory Criminal records Bureau check has been undertaken, and a check against the Protection of Vulnerable Adults register is made. The staff training records show that staff received good levels of training in all aspects of work within a care setting. Feedback from people who completed our survey indicated that they believed the staff to be well trained. Staff working at the home spoke about the training they had received, giving details of scenarios that come up from time to time, and details of what they would do, how they

Evidence:

would deal with issues, and how they could do things differently if needs be.

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.

Good quality assurance systems are in place, and there are systems in place to protect the promote the health and safety of people living and working at the home, however, risk assessments need to be completed in a timely fashion following incidents.

Evidence:

The registered manager explained that she obtains feedback from people using the service, their relatives, and other relevant parties about the services provided by way of user satisfaction questionnaires. The records of these were seen, and the feedback supplied by people was seen to be positive. She added that she has in place audit and monitoring systems for various practices within the home such as medication, money, accidents and incidents. Again, the records of these were seen, and there were found to be satisfactory. However, it was noted that a risk assessment relating to a person living in the home had not been updated following an incident, and this was done on the day of our visit. The records relating to the health and welfare of people living and working in the home were seen, and were found to be satisfactory. These included

Evidence:

records relating to weekly alarm system tests, food hygiene control measures, infection control systems, the regulation of water temperatures and the maintenance of equipment.

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	38	Risk assessments need to be completed in a timely fashion following incidents.

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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