



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for adults (18-65 years)

<b>Name:</b>	Hall Road
<b>Address:</b>	7 Hall Road Wallington Surrey SM6 0RT

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.

<b>Lead inspector:</b>	<b>Date:</b>
James Pitts	2   7   0   5   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 Adults (18-65 years) can be found at [www.dh.gov.uk](http://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](http://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)
Copyright	Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.
Internet address	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>

## Information about the care home

Name of care home:	Hall Road
Address:	7 Hall Road Wallington Surrey SM6 0RT
Telephone number:	02082549895
Fax number:	02086691288
Email address:	diane@independencehomes.co.uk
Provider web address:	

Name of registered provider(s):	Independence Homes Limited
---------------------------------	----------------------------

Type of registration:	care home
Number of places registered:	7

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	7	0
Additional conditions:		
Bedroom 7 is for the use of a service user in a wheel chair only.		

Date of last inspection								
-------------------------	--	--	--	--	--	--	--	--

Brief description of the care home
7 Hall Road is a registered care home for up to seven people with learning disabilities, specialising in providing a service to people who also have epilepsy. Seven people are currently living there. Hall Road is a large, detached house situated in a residential road in Wallington, fairly close to local shops and public transport links. The home is owned and managed by a private organisation, Independence Homes limited, who have three other similar services in the local area. Accommodation is provided over two floors. Three single bedrooms, a lounge, dining room, assisted bathroom and staff office are on the ground floor. The remaining four bedrooms, an assisted bathroom and a soft room are on the first floor. A further office and meeting room are on the second floor, which is not accessible to residents. A garden is accessed through the lounge and has a swing, summerhouse and trampoline. The ground and first floor are served by a

### Brief description of the care home

lift. Staff have access to a car, which enables people to get out in the community. The current fees are from #1,700 to #3,500, depending on the level of support individuals require. Inspection reports and details of the CSCI are available.

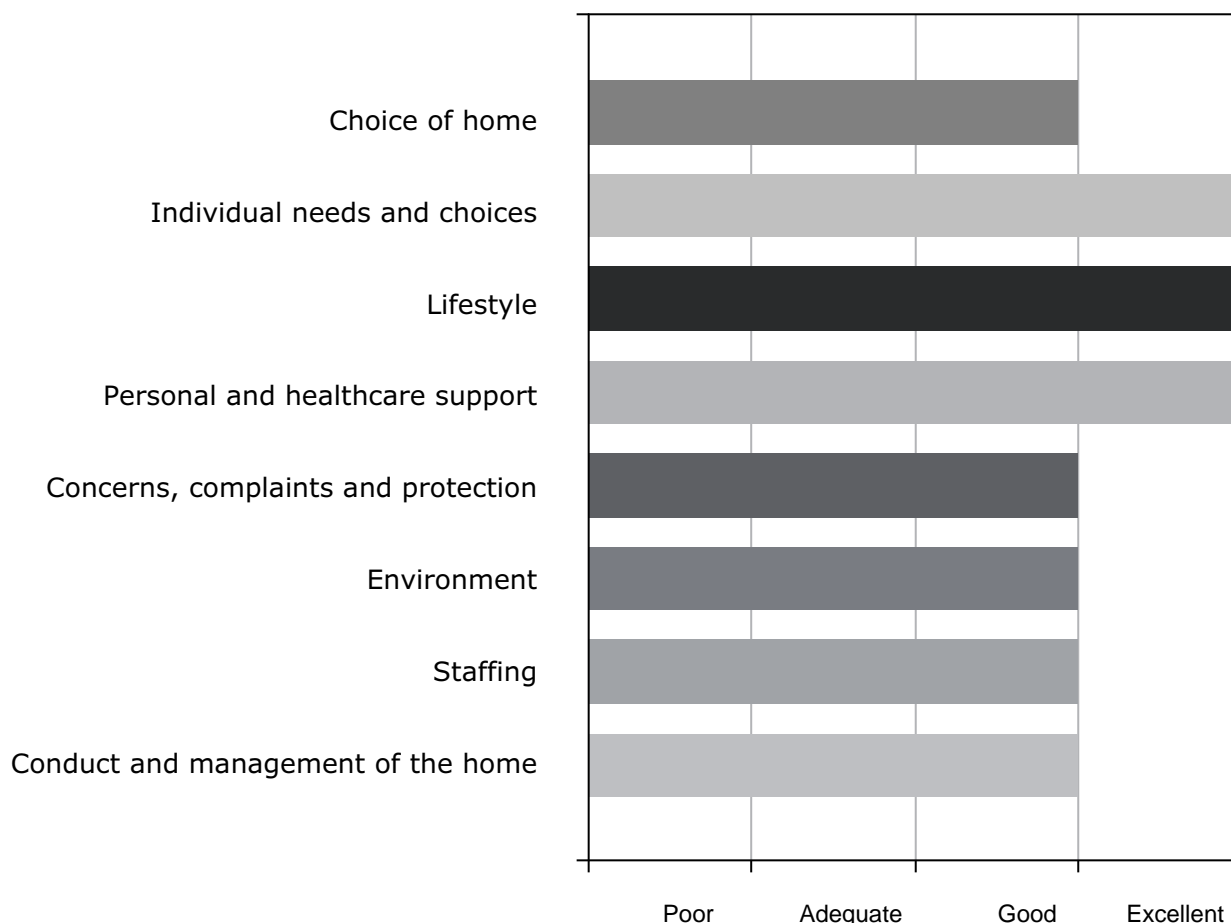
## Summary

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 3 stars. This means people who use this service experience excellent quality outcomes.

Most of the service users who live here are not able to hold lengthy vocal conversations but all can make at least some of their needs known in other ways. It is encouraging to again note that staff demonstrate a significant knowledge of the individual communication techniques that each person who uses this service employs and the specific ways in which each makes their needs known.

Independence Homes Ltd provides services that are geared toward people who suffer from epilepsy and the risk associated with this specific condition. People can, and do, have a range of complex needs that the services cater for in addition to this, as is the case for the people who live at Hall Road.

This inspection involved a visit to the home, discussion with the manager and other staff as well as observation of the interactions between staff and those who live here. Questionnaires were also supplied to the people who live here and staff. At the time of writing the draft report no questionnaires had been received from people who use this service but one member of staff did reply. This person indicated that they feel supported and trained in the work that they do and that the service is good at fulfilling its aims and objectives in working with people who have epilepsy. Should any subsequent comments be received before this inspection report is published in its final form the Commission will consider these and include examples of comments that are made.

The charge for the service is presently is £1700 to £3575 per week.

### **What the care home does well:**

The home effectively ensures that the people who use this service are supported appropriately in all aspects of their day-to-day living. This includes providing the necessary support to enable each person to be a part of the wider community and to have aspirations, expectations and goals. There is active encouragement and support for the people who use the service to maintain family relationships, friendships and develop social and life skills, within an ethos of recognising the limitations but exploring the opportunities for each person to do so. The ethos of the home is clearly aimed at working with people in a way that acknowledges and respects their rights as human beings.

### **What has improved since the last inspection?**

Staff are now consistently achieving the minimum of six supervision sessions in any twelve month period.

Further development of the Service Users Guide has occurred, this is more appropriately accessible, and further work on this is planned.

### **What they could do better:**

The service is congratulated on the fact that there are no requirements or recommendations to be made as the result of this key standards inspection. The improvements to the service that have previously been achieved continue to be maintained.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line -0870 240 7535.

## Details of our findings

### Contents

Choice of home (standards 1 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and healthcare support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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 people who use this service and others are told what the home does and how it will do it. The service user guide is presented in a more appropriate way to enable at least some of the people who use the service to understand it.

Evidence:

There has been no new people move into the home since the previous key standards inspection in 2008. As this is the case, standard 1 does not require any further comment at this time.

The Statement of Purpose was updated in May 2009. This document includes information about the specific nature of the services provided, the organisation and the aims and objectives of the home. The Service Users Guide has been updated as was recommended at the previous key standards inspection, and more development of this is proposed.

## Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

**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 people who use this service can continue to feel confident that staff know what they need. They can also be assured that the staff will make sure that each person has the opportunity to maximise their opportunities to live the sort of life that they can meaningfully chose to.

Evidence:

All of the people who live at Hall Road continue to have a detailed care plan and we examined two of these in detail during this inspection. The care plans tell the staff in a lot of detail about the best way to support each person. They also tell the staff about what each person likes to do and the things that they like, how to respect and support each persons unique culture, religion and identity and how the staff should do the best things to help in the right way. The care plans continue to be written in the first person. Each person also has two allocated key workers. These are members of staff who especially makes sure that each the individual is being supported in the right way. Each keyworker makes sure that the care and support plan is kept up to date and regular records of any significant event in each persons life are also kept.

Evidence:

Everyone has had a review of his or her care needs.

The staff remain committed to making sure that all the people who live here are allowed to make choices about how to live their life. The complex needs of each person are recognised and there is an evident and ongoing focus about maximising opportunities to make choice in as meaningful a way as possible. Given that spoken communication is either very limited or non-existent it is necessary for the staff team to remain diligent in recognising and responding to the unique ways in which each person communicates. It is encouraging to see that this was once again seen to be happening during this inspection.

The home writes a risk assessment for each of the people who use this service. A risk assessment tells the staff how to make sure that each of the people living at Hall Road is kept safe from anything that might harm them, but are also about enabling people to take reasonable risks. The staff remain good at doing this and they review the risk assessments regularly to make sure that these are changed if they need to be. There are also risk assessments written about anything in the house or garden that might cause harm if it is not taken care of.

## Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

**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 people who use this service can feel confident that the staff of the home will provide active support for each person to participate in the community both in terms of the activities of daily life and leisure interests. The opportunity for each of the people to maintain personal and family relations continues to be encouraged and is actively supported by the staff team.

Evidence:

Each of the people who live here is supported by the staff to be as independent as possible and to make as many choices as they knowingly can. All of the people who live here have a varied programme of activities. These include therapies that are geared to maintaining each persons wellbeing as well as social and leisure interests. All but one person attends college classes to participate in courses of particular interest.

## Evidence:

The staff at the home keep up to date with what is going on in the community. There is a car and a people carrier that are available for use. There is a driver employed by the company to ensure that when a driver is needed, not least for important appointment etc, there is someone available. The people who live at Hall Road do also use public transport where possible and having the vehicles does not limit this but does provide more transport options.

The staff team continues to encourage the people who live here to keep in contact with their families. Family members are made very welcome when they visit the home, and many of those who live here visit their families regularly, often staying with them for periods of time.

There are not many rules at this home. The most important one is that no one is allowed to smoke in the house, and in fact no one does smoke in any case. All of the people who live here are allowed to use the entire house, except each others bedrooms or the office if a meeting is happening.

Each of the people who live at this home is allowed to make as many choices as possible about what they want to eat. The staff make sure that healthy food is always on offer and that the meals take into account the input of the dietician who regularly advises the home about appropriate menus, not least for those who may have allergies or sensitivity to certain types of foods.

## Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people 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.

If people are approaching the end of their life, the care home will respect their choices and help them to 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 people who use this service can continue to feel confident that they will get the right support to take care of their personal and healthcare needs. People who need to take medicine regularly to help them stay well will get the proper support from staff to make sure that this happens.

#### Evidence:

The staff that were on duty during this inspection again showed that they are very aware of what each person needs and they are sensitive about how they should meet those needs. Most of the people who live at Hall Road do require a large degree of technical aids or equipment to help them to be independent. These technical aids can range from those needed to monitor epilepsy, a new alarm and monitoring system is now in operation, to physical care and mobility equipment and items that are required to assist in providing therapies. Individual care plans tell the staff in great detail the way that each person wants to be physically cared for and supported, this also includes details of personal preferences.

All of the people who live at the home usually go to see a local GP if they are not feeling well. People can see any local GP but most see the same one. The staff write

## Evidence:

down anything that happens if anyone becomes unwell. If someone has an illness or something else is wrong with them then the staff do know what this is and how to help them to get the treatment that they need. Often the people who live here need to take large amounts of medicine every day and the staff remain very good at making sure that this happens so that they can stay well. The staff are also good at making sure that no one can get hold of any medicine that they should not have and so they keep medicines locked away in a cabinet in each person's own bedroom.

The staff team do receive guidance and training in the use of diazepam in the event that any of the service users suffers a series of seizures.

Very sadly last year someone passed away unexpectedly. This was managed sensitively and this persons family, the people who live at the home and the staff team were all provided with support at that very difficult time.

## Concerns, 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. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

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 people who use this service can feel confident that the staff team at the home know what to do if there are complaints or concerns about abuse. The home has clear guidance for staff about the procedures to be followed in either of these circumstances.

Evidence:

The people who live here, and others, are given clear information about how to complain and what happens when they make a complaint. One minor complaint was since the previous key standards inspection in June 2008. This matter was quickly and easily resolved. The Commission has not received any direct formal complaints.

There is clear written guidance and information for staff about what to do if they think that anyone who lives here is being hurt or abused by another person, or if an allegation is made by a third party. One concern was reported last year and the necessary authorities were informed. This matter was investigated under statutory safeguarding procedures and it was concluded that no actual harm had been caused to anyone who uses this service. Training is provided to staff about safeguarding and this type of training remains a standard aspect of the induction process for new employees.

## 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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

**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 people who use this service can feel confident that they are living in a well maintained, clean and pleasant home that is suitable for their personal support and lifestyle needs.

Evidence:

Each of the people who live at Hall Road has their own bedroom. They all have access to a lounge, dining room, soft room and a fairly large garden. Bedrooms are personalised to individual tastes and have space for any technical equipment that may be necessary in providing care and support. Bedrooms have a monitor so staff can hear if anyone has an epileptic seizure and can then respond appropriately.

A notice board in the ground floor office contains information about each persons routine for the day and there is a computer room for the users of the service on the first floor. There is also a sensory room on the first floor in which each of the people who live here can spend time relaxing and listening to music. They are also able to spend time in the lounge or dining room where they can watch television, listen to music or take part in art and craft activities.

The garden has a summerhouse, swing, trampoline and a number of adapted bicycles, providing various forms of exercise and activity for the people who live here.

## Evidence:

The second floor has an office and meeting room for staff, which are not accessible to anyone else.

A lift serves each floor; appropriate ramps are located at the front door and for access to the garden. Bathrooms are appropriately adapted to meet the care needs of those who use the service.

The house is well maintained and it is noted that there is a comprehensive repair and refurbishment programme in place. During the inspection new carpeting was being laid and decoration was commencing.

The home is kept clean, tidy and hygienic and there are effective procedures in place to minimise the risk of cross contamination or 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, qualified 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. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

**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 people who use this service can remain confident that there is a committed staff team to meet their needs. The service carries out the proper recruitment and background checks on staff before they are employed.

Evidence:

The staffing rota continues to show that on average there are six or seven members of staff on duty during the day with two members of staff awake at night. The manager and deputy manager are supernumery to the staffing rota and ancillary staff are also employed. Specialist staff continue to visit whether this is to provide advice, support or therapies. There is also a cook, driver, domestic and administrator. The staffing levels continue to provide for one to one support on most days, which creates the opportunity for supporting people to participate in leisure and social activities and generally be involved in the wider community.

The recruitment records were seen for 5 newly employed staff. These show that the organisation has maintained the improvements that were previously made and effectively carry out all necessary background and pre employment procedures. The staff team continue to have access to a comprehensive training and development programme. Appraisals are completed in order to evaluate performance as well as identify training needs for the coming year. Just over fifty percent of the staff team

Evidence:

are qualified at NVQ level 2, which achieves the national minimum standard for the number of appropriately qualified staff.

A monthly pre planned supervision schedule is in place for staff who are still undergoing their induction period and this becomes two monthly after that. Hall Road does have a large staff team and in order to assist the manager and deputy in carrying out supervision it is currently being suggested that senior support workers take on some supervision responsibilities for more junior staff.

## Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

**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 people who use this service can feel confident that they are living in a home that is properly managed.

Evidence:

Since the previous inspection in June 2008 the manager has completed their registration which was approved in September 2008. This person completed their Registered Manager Award qualification in 2007 and is more than suitably qualified and experienced to manage this service.

Monthly Regulation 26 are occurring, we saw copies of the last year visits reports. These show that the quality and performance of the service are being properly monitored. An annual development plan has recently been compiled.

The necessary health and safety checks have all been completed and fire alarms are being tested at regular intervals.

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

## Requirements and recommendations from this inspection:

### Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

### Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, 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

### 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

## Helpline:

**Telephone:** 03000 616161 or

**Textphone:** or

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.