

Key inspection report

Care homes for older people

Name:	Hinstock Manor Care Home
Address:	Chester Rd Hinstock Shropshire TF9 2TE

The quality rating for this care home is:	three star excellent service
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A quality rating is our assessment of how well a care home is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

Lead inspector:	Date:
Pat Scott	0 1 1 2 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

Document Purpose	Inspection report
Author	Care Quality Commission
Audience	General public
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Information about the care home

Name of care home:	Hinstock Manor Care Home
Address:	Chester Rd Hinstock Shropshire TF9 2TE
Telephone number:	01952550242
Fax number:	01952551078
Email address:	hinstockmanor@aol.com
Provider web address:	

Name of registered provider(s):	Hinstock Manor Residential Home Ltd
Name of registered manager (if applicable)	
Mrs Pauline Joyce Mellor	
Type of registration:	care home
Number of places registered:	23

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	23	0
old age, not falling within any other category	0	23
Additional conditions:		
The maximum number of service users who can be accommodated is: 23		
The registered person may provide the following category of service only: Care home only- code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP (23) Dementia - Code DE (23)		
Date of last inspection		
Brief description of the care home		
Hinstock Manor is a privately owned care home providing accommodation and personal care for twenty three people. It is located on the edge of the village of Hinstock, within easy walking distance of the local shop and community.		

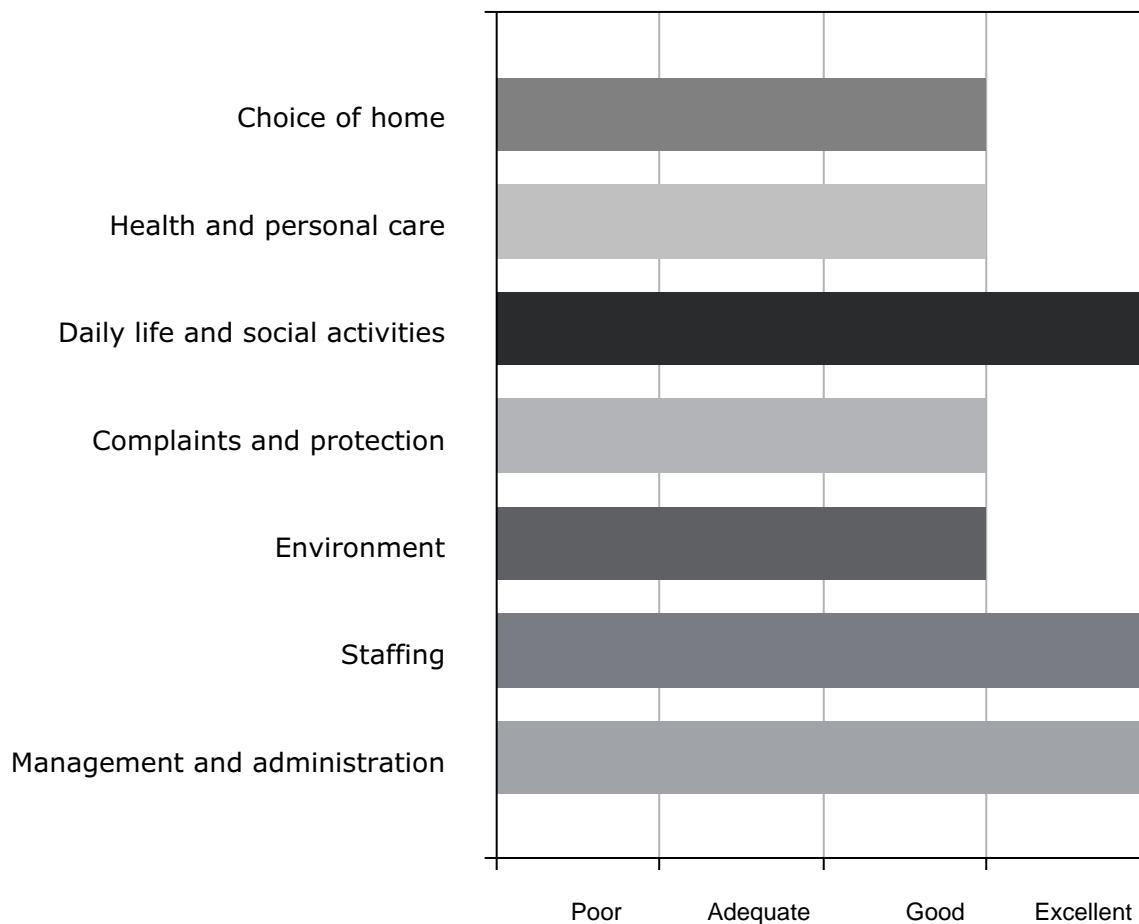
Summary

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 key inspection was conducted because of a change in registration status of the service to become a limited company. This inspection site visit provided an opportunity for us to review the performance of the service and to get a picture of what it is like to live in, or use the service. The service last had a key inspection on 2/7/08 and one subsequent Annual Service Review. Annual service reviews do not include a visit to the service but are an assessment of risk. Our assessment at these times was that Hinstock Manor continued to provide people with an excellent service.

This report also draws on information received from the home in their Annual Quality Assurance Assessment (AQAA), which is a self-assessment process that requires care services to record how well care outcomes for the people living in their service are being met as well as providing a range of statistical information about the service.

We also looked at information we have about how the service has managed any

complaints. What the service has told us about things that have happened in the service which would affect the well being of a person. These are incidents such as, accidents, medication errors, outbreaks of infectious disease and any deaths, these are called 'notifications' and are a legal requirement.

We also considered the previous key inspection outcomes and the results of any other visits that we have made to the service in the last 12 months.

We reviewed relevant information from other organisations and what other people have told us about the service.

In addition to reviewing all this information, we spent three hours at the home talking to people who live there and the staff who work there, as well as looking at records and some areas of the living accommodation.

We examined the care provided for three people in detail, and were able to speak to one of them.

The manager was available for some of the time to answer any questions.

What the care home does well:

People moving into Hinstock Manor can be confident that staff will be able to meet their needs. This is because they are involved in a detailed assessment, before they are offered a place, even in an emergency.

The home has an experienced manager and staff are trained in meeting the needs of older people. A resident told us that Hinstock Manor 'Provides good management and care services'. Another person told us their relative is 'Looked after very well and receives a high standard of care'. People can be confident that they will be involved in planning their care, where able, so staff know how they wish to be supported and they are offered choices. A person told us that staff were 'Always pleasant and caring'.

Residents, relatives and staff feel Hinstock Manor provides a homely environment for people to live in. People can be confident they will be offered meals that they will enjoy and meets their dietary needs.

People can be confident that robust recruitment procedures are in place to ensure suitable staff are employed.

The manager demonstrates a positive approach to seeking the views of residents and their relatives. She makes sure people are kept informed of developments and changes within the home and seeks their views as to whether they are suitable or not.

The information in the manager's self assessment (AQAA) provided us with information about the service and matched our assessment that the home is well managed and seeks to develop the service it provides.

What has improved since the last inspection?

The building of the new extension is well under way. The service has developed the website so people can review the service provision when looking for a care home.

What they could do better:

The management of this service has a good awareness and understanding of what they want to achieve and how to do this including involving people who use the service.

The sequence of care plan recording could be better, so staff show that the train of thought regarding assessment of need, care delivered to meet those needs and evaluation of care outcomes is more obvious to the reader.

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 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

Contents

Choice of home (standards 1 - 6)

Health and personal care (standards 7 - 11)

Daily life and social activities (standards 12 - 15)

Complaints and protection (standards 16 - 18)

Environment (standards 19 - 26)

Staffing (standards 27 - 30)

Management and administration (standards 31 - 38)

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 are fully involved in the decision to move into the home and invited to provide information, that enables staff to support each person, according to their individual preferences and care needs.

Evidence:

A resident told us they were 'Happy and well looked after'. Pre-admission assessments seen confirmed the manager or director always go out to assess people before accepting them to see if staff can meet their needs.

Two residents whom we spoke with said they had received enough information about the home to help them in their decision to move in. A new resident confirmed that they were receiving the help and support they needed.

We were able to see that their needs had been assessed by the manager before offering a place. A further assessment for long term needs is carried out some time after admission and a care plan put in place so staff know what they need to do. In

Evidence:

the meantime, staff work with assessment information and the daily records give an account of how they are progressing. People are involved in developing their care plans and invited to sign them.

Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

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

People can be confident that the care they receive will be based on their individual needs and support their dignity.

People will be supported to have their medicines and there are safe systems in place for people who need help with this area of their lives.

Evidence:

We observed a good level of personal care and attention to clothing, nail and hair care that enabled people to maintain their dignity and individual identity. Aids to independence and prevention of pressure sores are available and in use.

People told us that Hinstock Manor felt like home. A resident said 'We are very spoilt and the staff are all lovely'. Two out of four residents who we spoke to told us they always received the care and support they needed. One person said this was usually the case. They all said they always received the medical support they needed. A person told us 'The carers are very efficient and always call the doctor when needed'. People commented that care was usually delivered at a time convenient to them.

Evidence:

Our interviews with staff confirmed their understanding of the key worker role in supporting the needs and interests of individual residents. The care plans we looked at were individual to the person concerned. The manager is working with staff to make the recording of information more person centred.

There are systems in place for ensuring people receive their prescribed medication safely and regular audits are to commence to confirm staff are working to the home's policies and procedures. Staff have a positive approach to promoting the health of the people living at Hinstock. Regular assessments of their weight are carried out. Where needed people are given dietary supplements to boost their intake and immune system.

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 are given opportunities to lead dignified, comfortable and fulfilling lives based on their individual preferences, abilities and choices.

People are provided with meals that they enjoy and maintain their health.

Evidence:

Details of the activities and events taking place on a daily basis are displayed for people to see. A trained exercise therapist visits. A person told us that staff make an 'Effort to stimulate and entertain residents'.

People told us the home was very welcoming. We saw that visitors are served with tea and coffee. There are regular opportunities for residents and relatives to give their views on how the home is run. Each person living in the home has a plan of care that takes account of their individual interests, preferences and life history so activities can be matched to their individual needs.

Friends and relatives are encouraged to visit any time of the day and are made to feel very welcome'. A person said 'There is a lovely family atmosphere. They keep us very well informed of all aspects'.

We could see from our discussions with people that individual arrangements are made

Evidence:

for people who need special diets or have particular preferences. One person told us their meal was 'Always nicely presented on their plate'.

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.

People can be confident that they will be protected and their individual rights supported because there is an open and inclusive atmosphere in the home and staff work in their best interests.

Evidence:

Information on how to make a complaint is available in the home. The manager has taken on board the implications of the Mental Capacity Act in making sure people act in the best interests of residents and involve them in decisions about their lives. This has included providing staff with training.

Staff receive training in protecting people from abuse and understand their responsibilities to report any concerns they have.

People tell us that they are listened to by the manager. One person told us that the manager's door is 'always open and she is really helpful'.

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.

People live in a safe, clean home, which is kept under review by the manager and provider, so they can make improvements where they can, to benefit the people who live there.

People can be confident that there are suitable systems in place to provide them with fresh clean laundry and prevent infections spreading.

Evidence:

All areas of the home we visited were fresh and clean. A person told us the home was 'Very clean and fresh'.

People are provided with freshly laundered clothing and bed linen that promotes their dignity.

There are good systems in place to reduce the risk of infection. This includes staff, resident and visitor access to liquid soap and paper hand towels. Staff have access to protective clothing and disposable gloves.

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

People are supported by a staff team that have been selected for their suitability to work with vulnerable people and receive the training and supervision they need to respond to people's diverse and changing needs.

Evidence:

People commented positively on the approach of staff. One person said the staff are 'Always pleasant and caring'. Two other people said 'The staff are wonderful. I cannot praise them enough. They work very hard to a very high standard' and 'We feel the staff are very hard working and welcoming'.

The recruitment records we reviewed showed us that the manager is receiving the required criminal records bureau check and references before staff are employed. There are good records of the recruitment and interview process to show that the correct procedures have been followed.

There is a training plan in place to make sure staff receive the regular training they need to stay up to date. Staff are trained in specific areas, according to their role in the home, to enable them to support the needs of older people. A recent employee told us about the induction process she had received and subsequent mandatory training.

Staff confirmed they are well supported and are able to approach senior staff and the manager. Staff are able to contribute agenda items to influence the regular staff

Evidence:

meetings.

Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

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

People can be confident in the services provided at Hinstock because the home is well managed and takes account of their views.

There is a genuine commitment to reviewing the quality of the service provided and making sure that the health & safety systems in place to protect people living, working and visiting the home are up to date.

Evidence:

The manager provides leadership and management of the home based on providing good outcomes for the people who live there and involving their relatives.

A person told us there is a genuine commitment from the manager to listen to what people say about the home, ideas are acted upon by taking them to the director and people provided with feedback. A member of staff told us 'The manager of our home is very interested in what their staff have to say'.

There is a quality assurance program in place that provides the manager and provider

Evidence:

with a system of continued review and reflection on the standard of service provided, via resident surveys. Residents and their relatives receive feed back from the surveys carried out via meetings. The manager who is experienced keeps up to date with current best practice to ensure appropriate procedures are followed and any care intervention is based on evidence based practice. The self assessment (AQAA) the manager submitted was sent to us on time. The information provides a true reflection of the service and confirms what we found during our visit. It also shows us that the manager works to achieve good outcomes for the people living in the home and is open to new opportunities.

There are clear systems in place to account for any money deposited and paid out on behalf of residents for example to the hairdresser or chiropodist.

There is an annual appraisal system in place to review the work of each member of staff. Staff confirm that they receive regular supervision. The manager has a supervision schedule and says that she links discussions to each persons' training and development plan.

The training records we saw confirmed that staff receive the health & safety training they need to support safe working practices. These include food hygiene, fire safety, moving and handling and first aid training.

Health and safety risk assessments covering the work of the home are in place and kept under review.

Records of all accidents are maintained and reviewed by the manager to identify any emerging patterns or risks for individual people. The manager keeps us informed of events in the home, such as accidents and incidents. The manager has provided dates of regular servicing of equipment and systems within the home.

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

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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