



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	Sunningdale Court Care Home
Address:	Albert Road Scunthorpe North Lincolnshire DN16 2TN

The quality rating for this care home is:

two star good 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:
Rob Padwick	2 4 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

<p>Outcome area (for example: Choice of home)</p> <p>These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:</p> <p>This box tells you the outcomes that we will always inspect against when we do a key inspection.</p> <p>This box tells you any additional outcomes that we may inspect against when we do a key inspection.</p> <p>This is what people staying in this care home experience:</p> <p>Judgement:</p> <p>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.</p> <p>Evidence:</p> <p>This box describes the information we used to come to our judgement</p>

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The Commission for Social Care Inspection aims to:

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

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

Reader Information

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Author	CSCI

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Sunningdale Court Care Home
Address:	Albert Road Scunthorpe North Lincolnshire DN16 2TN
Telephone number:	01724844181
Fax number:	
Email address:	manager.sunningdalecourt@hica-uk.com
Provider web address:	

Name of registered provider(s):	Humberside Independent Care Association Limited
Type of registration:	care home
Number of places registered:	20

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	20	20
Additional conditions:		

Maximum of 20 places in total									
Date of last inspection									



A bit about the care home

Sunningdale Court offers accommodation for up to 20 people with a learning disability. The accommodation is all ground floor and comprises two 8 bedded bungalows and one 4 bedded bungalow.

All bedrooms are single and have en suite toilet and washbasin. Each bungalow is self-contained. The two larger bungalows have an open plan kitchen, dining area and lounge, bathroom, shower room and utility room. The smaller bungalow has a kitchen, lounge, dining/ quiet room, bathroom and a utility room. Each bungalow has direct access to a safe garden. A separate ground floor building houses a multi-sensory room, meeting rooms, offices, main kitchen and staff room.

The home is situated close to and within easy walking distance of a range of local shops and amenities.

Sunningdale Court is owned and operated by Humberside Independent Care Association which is a 'not for profit' organisation.

At the time of writing this report the standard fee charged by the home is 514.30 pounds with additional charges made for specialist needs and for hairdressing, chiropody, toiletries etc.

Sunningdale Court provides information to residents about its facilities in its Statement of Purpose and Service User Guide.

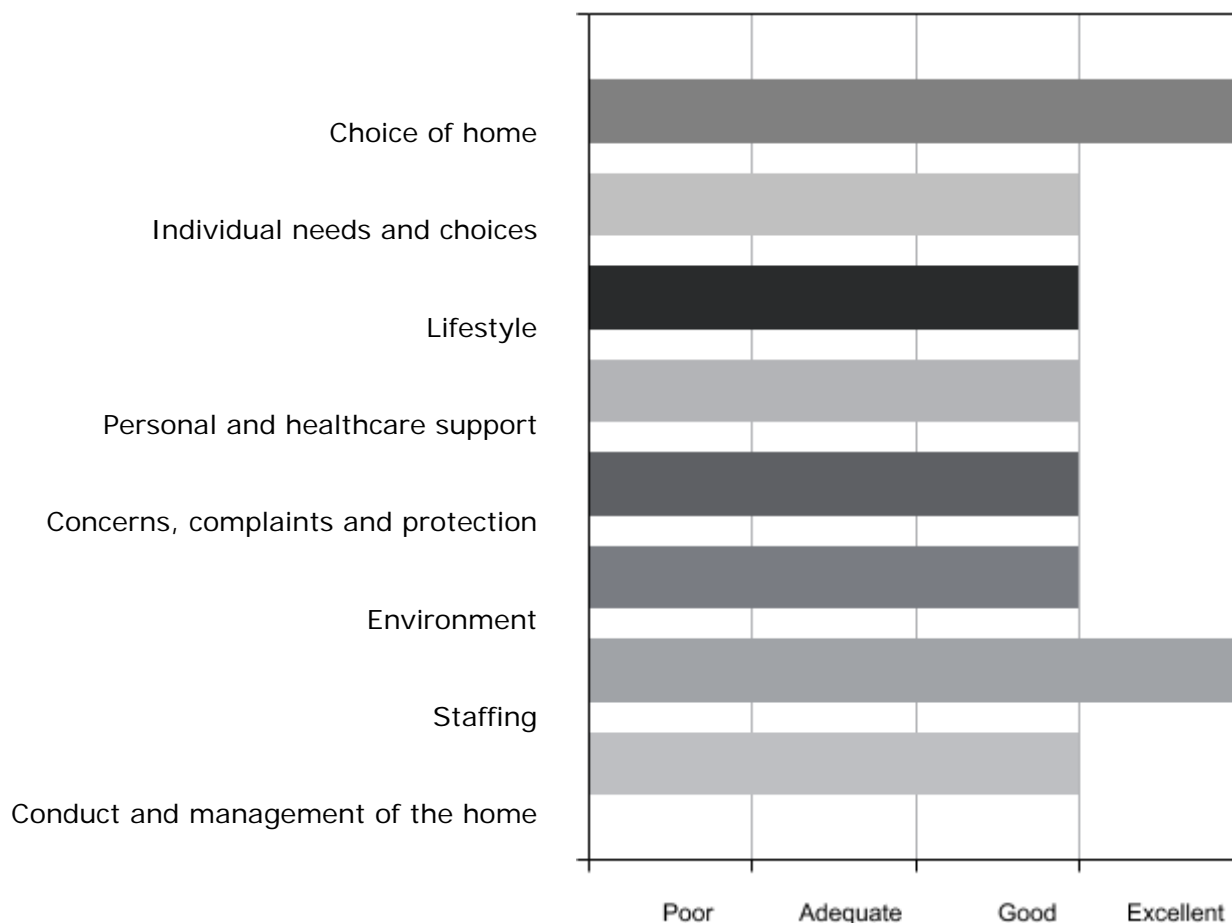
Summary

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

The quality rating for this care home is:

two star good service

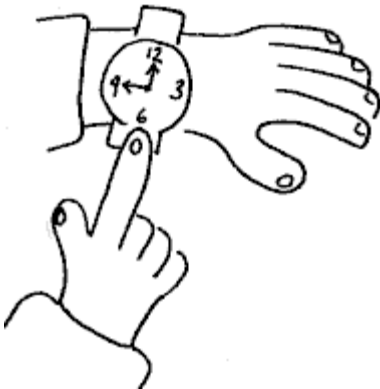
Our judgement for each outcome:



How we did our inspection:

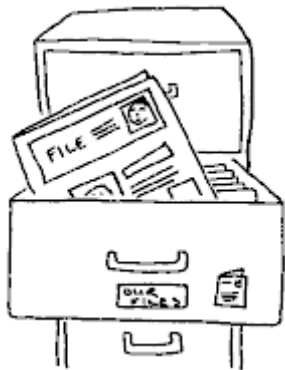


This is what the inspector did when they were at the care home



The last time we inspected the service was 27th April 2007.

This inspection was done in one day and people did not know we were coming.



We looked at written information and visited all the bungalows in the home and spoke to people who live and work there.





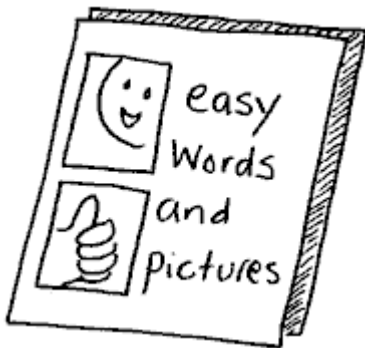
To help the way we inspect services someone known as an 'Expert by Experience' assisted us with this inspection visit. Information collected by her is included within this report.



What the care home does well



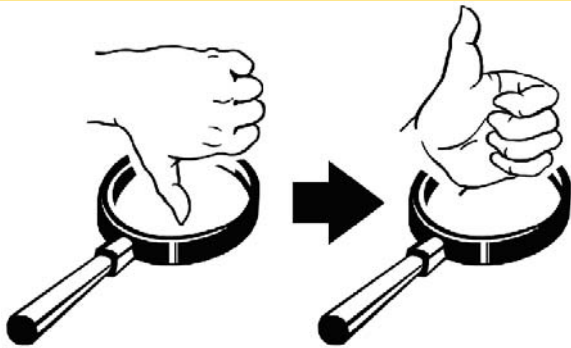
People using the service are assessed well before they move in to the home to make sure it can meet their needs and good information is available, to help people make an informed choice about using it



Good quality information is available to help staff support people living in the home with making choices about their lives, however more involvement with them about their individual wishes and feelings would



Staff are well trained to make sure they can to do their jobs



What has got better from the last inspection



The people that run the home report things properly to make sure people living in the home are protected from harm.



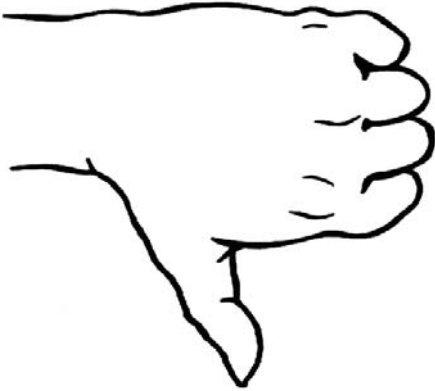
More training has been provided to help staff communicate with people living in the home.



More activities have been provided to help people using the service have a lifestyle they can enjoy.



People living in the home have been encouraged to start using the front doors to where they live to protect the privacy of others living in the home.



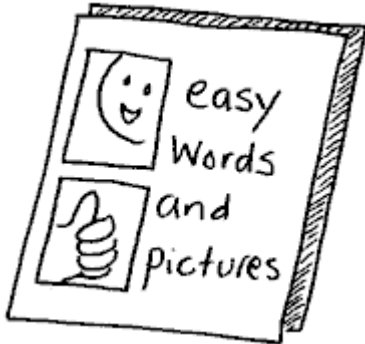
What the care home could do better

A copy of the manager's assessment of people living in the home should be available for inspection. This will ensure it is possible to check the service can meet their needs properly.





Staffing levels in the home should be reviewed to make sure their enough of them on duty to meet the needs of people using the service.



More picture boards should be used throughout the home to help people make choices about things.



The people that run the home should carry out more checks of staff to make sure they are safe to work with people using the service.



Staff should be supervised more often to make sure they can do their jobs.



The people that own the home should write monthly reports about it to check how well it is run.



If you want to read the full report of our inspection please ask the person in charge of the care home



If you want to speak to the inspector please contact

Rob Padwick
33 Greycoat Street
London
SW1P 2QF

02079792000

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order

line - 0870 240 7535

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

Choice of home

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

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them, 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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. The needs of people living in the home are assessed before they move in to ensure the service can meet these appropriately and good information is available, to help them make an informed choice about moving into the home.

Evidence:

Clear Information about the service continues to be available in an easy to read format to help people thinking about moving into the home to make an informed decision about using it. The manager told us about plans to improve and develop this by putting it on to a DVD and a photograph album, so people can have more information to look at in their own time and see what it is like living in the home. The people using the service are a generally long standing group and the case file belonging to the most recently admitted person contained details about their assessed needs which had been obtained from the Local Authority to ensure the home was able to meet these appropriately. Whilst the manager told us she had visited the home of this person to carry out her own assessment of them to could confirm the service would be suitable, we were unable to see evidence of this and a recommendation is made about this.

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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. Good quality information is available to help staff support people living in the home with making choices about their lives, however more involvement about their individual wishes and feelings about these would help people using the service to be more actively involved in decisions about these.

Evidence:

The case files of people living in the home continued to contain good quality information about a range of their individual needs, together with support plans to ensure their personal wishes and feelings about these are met in away they are happy and in agreement with. The support plans were person centred in nature and used pictures and words to help people understand them and there was evidence they were being generally reviewed on a regular basis to ensure they reflect the changing needs of people using the service. Daily recordings about people living in the home were of a good standard and provided a clear picture about issues relating to them. The service has a positive attitude to the management of risks in order to help people using the service lead the life in a way that they choose and is safe and their was evidence of assessments on these together with behaviour management plans where these were

Evidence:

needed. Feedback received from Social Services staff was mostly very positive and commented on the 'caring nature' of the home and one advised staff 'go out of their way' to communicate with them and keep them up to date about changes effecting people living in the home. Some people using the service however indicated there was sometimes nevertheless an issue that staff needed to communicate and listen to them better and that decisions about what they did each day was sometimes affected.

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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. Whilst people living in the home are supported to take part in a range of activities to ensure their lifestyle wishes and feelings are met, further development of these would enable their rights and responsibilities as citizens to be better met.

Evidence:

People using the service are provided with a range of activities and the manager told us they 'frequently access local amenities such as shops, cafes, restaurants, pubs, adult education centre, hairdressers' and that they are supported to go 'bowling, swimming, hydrotherapy, cinema, day trips, and annual holidays'. Comments from people living in the home generally confirmed they enjoy living at Sunningdale Court, although one person wished there was more to do in the evenings. Social Services staff told us it would be good if people living in the home are further supported to be involved in the Community and the manager told us about plans to involve a newly appointed activity organiser with this. The service has its own transport to enable people using the service to get out in the local community and there was evidence

Evidence:

relatives are welcomed to visit and be involved in the life of the home. Information provided by the manager indicates people using the service are encouraged to be involved in carrying out light domestic tasks and that they have recently started preparing their own tea with assistance from staff to ensure their rights and responsibilities are respected and helped to develop their independence. We observed people living in the home having a meal, which they told us was 'good'. Casefiles belonging to people living in the home contained evidence of their nutritional needs being monitored and the menus inspected confirmed they are able to choose from a variety of healthy meals.

The Expert by Experience told us she found staff to be 'very friendly and helpful' and 'Residents showed me birthday cards they had made'. There was one member of care staff working in each of the bungalows supported by a senior on the day of our visit and the expert said 'The staff member was very busy clearing up after lunch and the residents were all sat watching TV, I feel there should be at least another member of staff on duty at that time, to ensure the residents are able to do more than just watch the TV'. A recommendation is made about this.

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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. The health needs of people living in the home are well managed and staff support their individual personal care needs in a respectful and sensitive manner.

Evidence:

People in the home indicated they were happy with the way their health and personal care needs are met and a good standard of information was continuing to be held about these in the case files we inspected. Feedback from Health Professionals was generally positive about the home and Social Services staff confirmed they were kept informed about changes concerning the needs of people who use the service. There was evidence of close monitoring of health conditions and involvement of professionals to ensure the rights of people living in the home are appropriately respected, together with individual health action plans that included the use of pictures and words to help people living in the home to understand them. Staff records contained evidence of training on a range of issues relating to the needs of people using the service together with the monitoring of these to ensure updates are provided when needed. We saw evidence of further training on communication methods as was previously recommended and staff who we spoke to were professional, confident and knowledgeable about their work. Medication policies and procedures are available to help guide staff and ensure people using the service are protected from potential harm.

Evidence:

and we saw evidence of training on the safe use and handling of medication for those responsible for this aspect of their work.

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 concerns of people using the service are taken seriously and training is provided to ensure they are safeguarded them from potential harm.

Evidence:

Policies and procedures are available to ensure people living at Sunningdale Court are safeguarded from abuse and their complaints taken seriously. We had received no complaints about the service since the last time we visited it and there was evidence in the home's complaints log of action taken to resolve those made to the service and a reduction in those made in recent months. Whilst some people living in the home told us they were uncertain how to officially complain about the service, we saw copies of 'Easy Read' versions of information about these displayed on notice boards throughout the home, together with regular meetings with them to ensure their views are listened to. A number of safeguarding referrals had been sent to the Local Authority to investigate since the last time we visited, however there was evidence of appropriate action on these and we were informed by Social Services they had no concerns about the service and the way they had been managed. The home's training records contained evidence of staff training on the Protection of Vulnerable Adults and the records of money belonging to people living in the home were being accurately kept to ensure their financial interests are safeguarded.

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

People living in the home are provided with an environment that is comfortable and safe and is regularly checked to ensure it can meet their needs.

Evidence:

Sunningdale Court was purpose built and consists of two 8 bedded bungalows with one an 4 bedded bungalow which are all interlinked by adjoining corridor. Since the last time we visited, people using the service and their visitors have been encouraged to use the front doors to the individual bungalows as was previously recommended and the manager told us they were still getting used to this. All of the rooms in the home are on ground level making access for wheelchair users and people with limited mobility easier. The bungalows on this visit were all clean and tidy and there was evidence that regular safety checks of the building and equipment were taking place.

The Expert by Experience said 'I found the home to be clean and tidy and nicely decorated' and added 'I also liked the way that each bungalow had a choice board but these need to be used more and with more pictures and symbols'. A recommendation is made about this.

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

A good training and development programme ensures staff have the skills to meet the needs of the people living in the home and appropriate recruitment practices are generally followed to ensure they are protected from potential harm.

Evidence:

People living in the home were observed supported by staff who were friendly and approachable, with a good understanding of their needs and who knew them well. The people that run the home have a good training department and we saw evidence of a well developed programme to ensure staff are equipped with the skills needed to do their jobs. A staff training matrix was in place to enable the manager to know what courses staff had undertaken, together with details of when they needed updating and there was evidence these were generally being followed appropriately. Staff files confirmed new recruits undergo a good induction to the service that includes accredited Learning Disability Qualification and NVQ training. There continues to be good progress in implementing the NVQ development programme and the manager told 82% of staff have achieved this qualification at level 2 or above. Staff files contained evidence of a range of other specialist courses to ensure staff have the skills required to meet the needs of people using the service. We were told staff supervision is regularly carried out, however there was evidence this needed to be developed further, as some files indicated this was not always occurring as often as recommended. A recommendation is made about this. Policies and procedures are in

Evidence:

place to ensure staff are safe to work with people using the service and inspection of their files indicated these were generally being appropriately followed. There was evidence of various checks to check identity and previous employment, however the new manager told us delays in obtaining Criminal Records Bureau clearance meant it was sometimes necessary start new staff with only a preliminary Protection of Vulnerable Adults (POVA) check. This means people living in the home are placed at potential risk of harm and a recommendation is made this.

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. Well developed management systems ensure the views of people living in the home are listened to and regular monitoring of various aspects of the home ensure their health and safety is promoted and protected.

Evidence:

Since the last time we visited the home, a new manager had been appointed who was in the process of being formally registered to manage the service. Staff told us she was open in her approach and provided clear leadership direction. The new acting manager is appropriately qualified with substantial experience of working with people with learning disabilities. There was evidence of meetings with both staff and people using the service to ensure their views are considered and the home's quality assurance systems contained evidence of questionnaires sent out to people with an interest in the home to ensure they can contribute their views. The home carries out regular monitoring of various aspects of the service to ensure it is able to check its progress in meeting its aims and objectives, together with action plans developed from these. Aspects relating to health, safety and welfare of both staff and people living in the home were found to be in good order, with evidence of regular checks to ensure

Evidence:

their well being and their health and safety is promoted. A senior manager who works for the people that run the home visits monthly to check it is being managed effectively, however we were unable to find copies of reports from some of these visits and a recommendation is made about this.

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	Description	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	Description	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	2	The Registered Person should ensure a copy of the manager's assessment of people living in the home is available for inspection. This will ensure it is possible to check the service can meet their needs.
2	14	The Registered Person should review the staffing levels in the home to ensure the needs of people using the service can be better met.
3	24	The Registered Person should develop the use of choice picture boards in the home.
4	34	The Registered Person should ensure satisfactory Criminal Records Bureau clearance is obtained for all new staff and that they are only allowed to start working in the home with a Protection of Vulnerable Adults check in exceptional circumstances.
5	36	The Registered Person should ensure staff receive formal supervision at least six times a year.
6	39	The Registered Person should ensure monthly reports by a

		senior manager are completed about the home and that copies of these are available for inspection.
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Helpline:

Telephone: 03000 616161 or

Textphone : or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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