



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for older people

<b>Name:</b>	Homelands
<b>Address:</b>	21-23 Richmond Avenue Bognor Regis West Sussex PO21 2YE

**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.

<b>Lead inspector:</b>	<b>Date:</b>
Sheila Gawley	1 4 1 0 2 0 0 8

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

**Outcome area (for example Choice of home)**

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

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

**This is what people staying in this care home experience:**

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Care Homes for Older People can be found at [www.dh.gov.uk](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

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## Information about the care home

Name of care home:	Homelands
Address:	21-23 Richmond Avenue Bognor Regis West Sussex PO21 2YE
Telephone number:	01243828122
Fax number:	01243828122
Email address:	homelandsresthome@yahoo.co.uk
Provider web address:	

Name of registered provider(s):	Mr Tony Robert Puttick
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	20

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	20
mental disorder, excluding learning disability or dementia	0	20
Additional conditions:		
20 in the registration category MD(E) (persons with past or present mental disorder - over 65 years)		

Date of last inspection								
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Brief description of the care home
Homelands is a care home providing personal care and support for up to 20 service users in the category of Dementia and Mental Disorder, excluding learning disabilities - over 65 years of age. The home is situated in a residential area on the outskirts of Bognor Regis, within walking distance of local shops and other community facilities. The accommodation, consisting of 14 single and 3 double bedrooms, all doubles having en-suite facilities, are situated on three floors with all floors having passenger lift access. There is a communal lounge and a dining room which both open out onto a well-maintained rear garden. The Registered Provider is Mr Tony Puttick. The registered managers post is vacant. The fees charged are 450-510 .



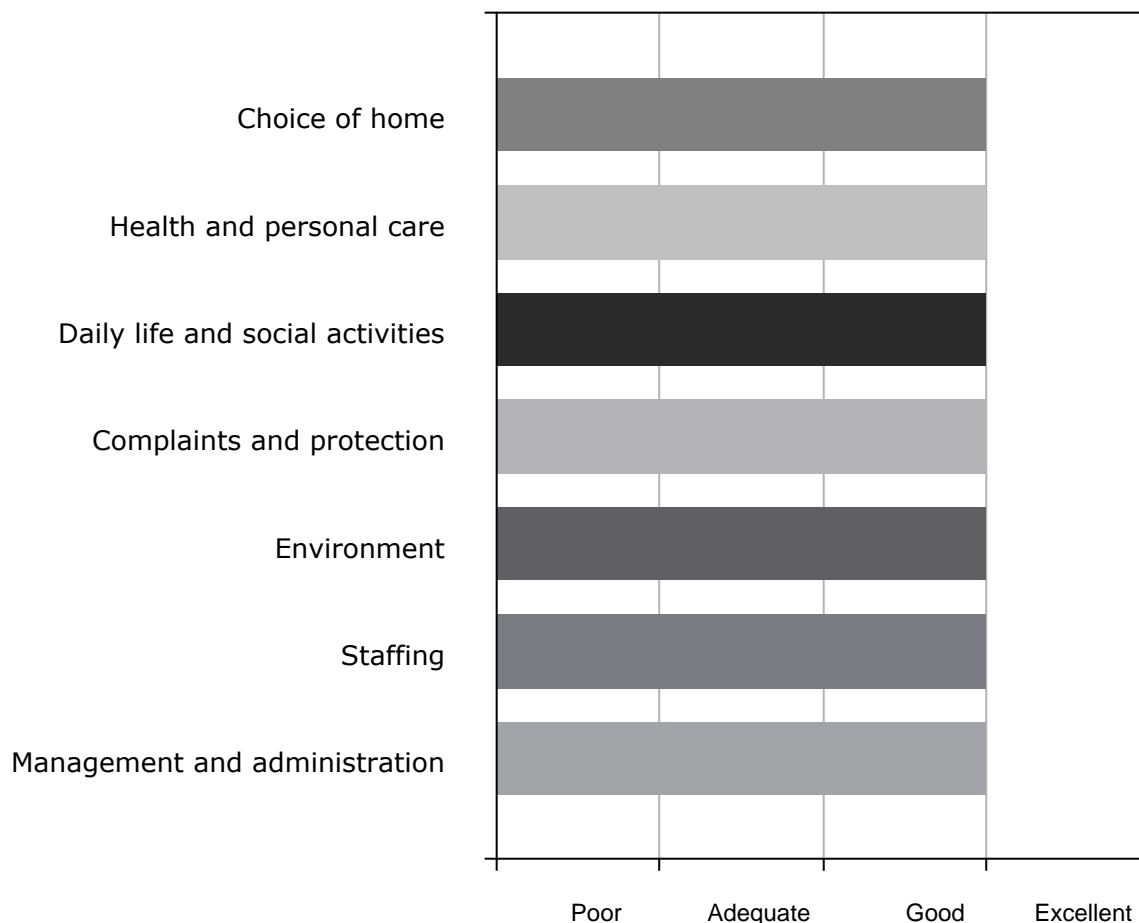
## Summary

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 a 2 star good service. This means the people who use this service experience good quality outcomes.

This site visit as part of the inspection process was carried out on 14/10/08. Prior to the visit the service file was reviewed as were any comments or complaints received by the Commission for Social Care Inspection.

The home had completed their Annual Quality Assurance Assessment for the inspection, which gave us the information we needed on the home.

People who use the service and staff were spoken to on the day. We were in receipt of

comments on three surveys we had sent to people who use the service, completed with the help of relatives and surveys from three staff.

The comments on the surveys expressed satisfaction with the home.

Two people who use the service were case tracked and all needs were seen to be assessed, recorded and met.

The premises were toured. The deputy manager facilitated the inspection and any documents required on the day were made available. The atmosphere within the home was relaxed and the staff carried out their duties in a respectful manner taking into account the dignity and privacy of residents.

The last inspection on this service was carried out on 09/10/07

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

Needs are assessed prior to admission and the required information is given to prospective admissions.

Care plans are in place and care needs are met with respect and dignity.

The lifestyle and activities in the home fully meet the needs of people who use the service.

Nutritious meals are served in a pleasant and unhurried manner.

Complaints and protection issues are addressed.

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

The home has met the requirements of the last inspection.

There is a training programme in place and health and safety issues are addressed.

Two bathrooms have been refurbished and the home has employed a handyman who is completing a redecoration programme.

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

The home was generally neat and free from offensive odours but two bedrooms did not smell fresh. The home has a carpet cleaner and the acting manager stated that they work hard to combat this issue.

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

## Details of our findings

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## Choice of home

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

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

**This is what people staying in this care home experience:**

Judgement:

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

People who use the service experience good quality in this outcome area because needs are assessed and information needed to make an informed choice is available

Evidence:

People who use the service have their needs assessed prior to admission. In the care plans inspected these assessments were seen and were comprehensive with evidence of medical, mental health, social, and personal care needs.

Surveys received confirmed that this assessment took place. Care management plans were also seen in care plans in which social services detailed the care needs they wished to see being met.

There is a Statement of Purpose in place which needs to be updated with the current managers name.



## 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 who use the service experience good quality all needs are assessed and met, set out in a plan and residents are treated with respect. Medicines are handled safely

Evidence:

All residents had a plan of care. New documentation has been put in place to improve recording of all assessed need and to make the plans more person centered. The care plans were drawn up following an assessment of medical, mental health, social and personal care needs. This also included nutritional assessments, mobility, hygiene, continence, pressure areas, and risk assessments.

The risk assessments covered, moving and handling, transfers, toileting, nutrition. There were daily records and evidence of monthly review and weight is monitored.

Access to specialist health support is available as required including general practitioner and district nurse, hospital appointments, chiropody and dental and optician services. Surveys received indicated that need is met as assessed and that the

Evidence:

home is good at communicating any changes. There is a key worker system in place. Medicines are received and stored correctly. Medicine Administration Charts inspected were up to date. There are not any people who use the service self-medicating at present.

Staff were observed offering care in a respectful and encouraging manner. Surveys received evidenced that people who use the service are treated with respect.

## Daily life and social activities

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

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

**This is what people staying in this care home experience:**

Judgement:

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

People who use the service experience good quality in this outcome area because the lifestyle in the home meets their expectations. Activities and events provided satisfy social, cultural and recreational needs. There is a variety of nutritional food on offer.

Evidence:

An external activities organiser attends once weekly and organises ball games, exercises, instruments to play and reads poetry. This was observed on this occasion and people who use the service were seen to enjoy these activities. A pianist also attends weekly and a third organiser attends fortnightly. There were clear records of the activities people were involved in. Fundraising notices were seen to provide funds for sensory equipment.

People who use the service have choice in their daily lives and visitors are welcome in the home. People can bring their possessions into the home. There is a rolling menu in place offering choice and variety and discrete assistance is offered as required. A recent environmental health report stated that there were excellent levels of cleanliness in the kitchen.



## 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 who use the service experience good quality in this outcome area because complaints are handled appropriately and people who use the service are protected from abuse.

Evidence:

There is a complaints book in which all complaints are recorded. There is a complaints procedure in place which sets out how and in what timescales the home will respond to complaints. The procedure needs to be updated with the Commissions new contact details which the acting manager agreed to do. Three surveys received from people who use the service completed with relatives help all indicated that they could complain and that matters would be dealt with.

The staff have been trained in safeguarding adults and records of this training were seen. Staff spoken to demonstrated a knowledge of these procedures.

## 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 who use this service experience good outcomes because residents live in a comfortable and safe environment.

Evidence:

The premises were toured. There are comfortable and well-furnished sitting rooms and a dining room. These are domestic in character. The living environment is appropriate for the particular lifestyle and needs of the residents and is homely, safe, comfortable and well maintained with some areas of paintwork needing to be redone. There was a handyman in the home during the inspection who was wallpapering the hall. The acting manager stated that his next task will be painting. There are toilet facilities close to the communal areas. There are two assisted bathrooms downstairs both of which have been refurbished.

Bedrooms are spacious and are personalised. There are three shared rooms and these have en suite facilities. The home on this occasion was neat, clean and free from offensive odours apart from two bedrooms where there are challenging continence issues. The home has a carpet cleaner and this was seen in use.

## Staffing

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

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

**This is what people staying in this care home experience:**

Judgement:

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

People who use the service experience good quality in this outcome area because needs are met by suitably qualified staff.

This judgement has been made using available evidence including a visit to this service.

Evidence:

The requirements of the last inspection on training have been met.

Staff rota showed staffing levels were sufficient to meet the needs of residents. There is housekeeping, laundry and kitchen support.

There are robust recruitment procedures in place and staff files inspected contained all the documentation required to ensure the protection of people who use the service. There was evidence of application forms with employment history. Criminal Records Bureau Clearance and POVA check, two references, identity documentation, and photograph were all in place. The comments received on staff surveys received were positive indicating that staff find the home to be a supportive place to work. Surveys received from relatives commented that the staff are caring and helpful.

There is a staff-training programme in place which staff spoken to confirmed they

Evidence:

attend. Training records were seen in staff files. The training provided includes safeguarding adults, food hygiene, moving and handling, fire, infection control, first aid and health and safety. The home is currently reviewing health and safety policies with an external adviser.

Other training includes medication, dementia and care of aging skin. Staff complete the Common induction standards for social care and records of this were seen. The acting manager is completing the Registered Managers Award.

## Management and administration

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

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

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

**This is what people staying in this care home experience:**

Judgement:

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

People who use the service experience good quality in this outcome area because the home is run in the best interests of the people who use the service.

This judgement has been made using available evidence including a visit to this service.

Evidence:

There is a new acting manager in place who is completing the registered Managers Award. She is aware of the need to register with the Commission and intends to commence the process.

The requirement of the last inspection on health and safety has been met by the provision of training and a review of policies is ongoing with an external adviser. Health and safety is further insured by the maintenance of equipment and documents relating to the lift, hoist and fire equipment was seen as was that for bacterial analysis of water.

Evidence:

Staff supervision is in place, the AQAA was accurately completed and staff meetings are held every two months.

The home does not handle any monies for people who use the service, if requested to hold money this is sent to the accountants for 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
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## Requirements and recommendations from this inspection:

### Immediate requirements:

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

No.	Standard	Regulation	Requirement	Timescale for action
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### Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
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### Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No.	Refer to Standard	Good Practice Recommendations
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## Helpline:

**Telephone:** 0845 015 0120 or 0191 233 3323

**Textphone:** 0845 015 2255 or 0191 233 3588

**Email:** [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

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

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