



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Pine Lodge
Address:	13 Hazeldene Road Weston Super Mare North Somerset BS23 2XL

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:
Melanie Edwards	2 6 0 8 2 0 0 9

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

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

Outcome area (for example Choice of home)

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Evidence:

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

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

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- 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Pine Lodge
Address:	13 Hazeldene Road Weston Super Mare North Somerset BS23 2XL
Telephone number:	01934622539
Fax number:	
Email address:	pinelodge@orchardcare.co.uk
Provider web address:	

Name of registered provider(s):	Orchard Care (South West) Ltd
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Type of registration:	care home
Number of places registered:	21

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	21
Additional conditions:		
The maximum number of service users who can be accommodated is 21.		
The registered person may provide the following category of service: Care home only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (Code OP)		
Date of last inspection		
Brief description of the care home		
Pine Lodge is a large detached property with well kept gardens and visitor car parking situated in a quiet position near to Ashcombe Park. It is a Home registered for residential care of residents aged 65 years or older. All rooms are single with shared accommodation offered upon request. It is a non-smoking home. Eleven of the 20 rooms have en-suite facilities and the remainder have wash hand basins. The communal areas include a lounge area on the first floor, a TV lounge and another quiet		

Brief description of the care home

lounge area on the ground floor with a large separate dining room. It is in close proximity to local shops, places of worship and a main bus route. Fees charged are around four hundred pounds per week.

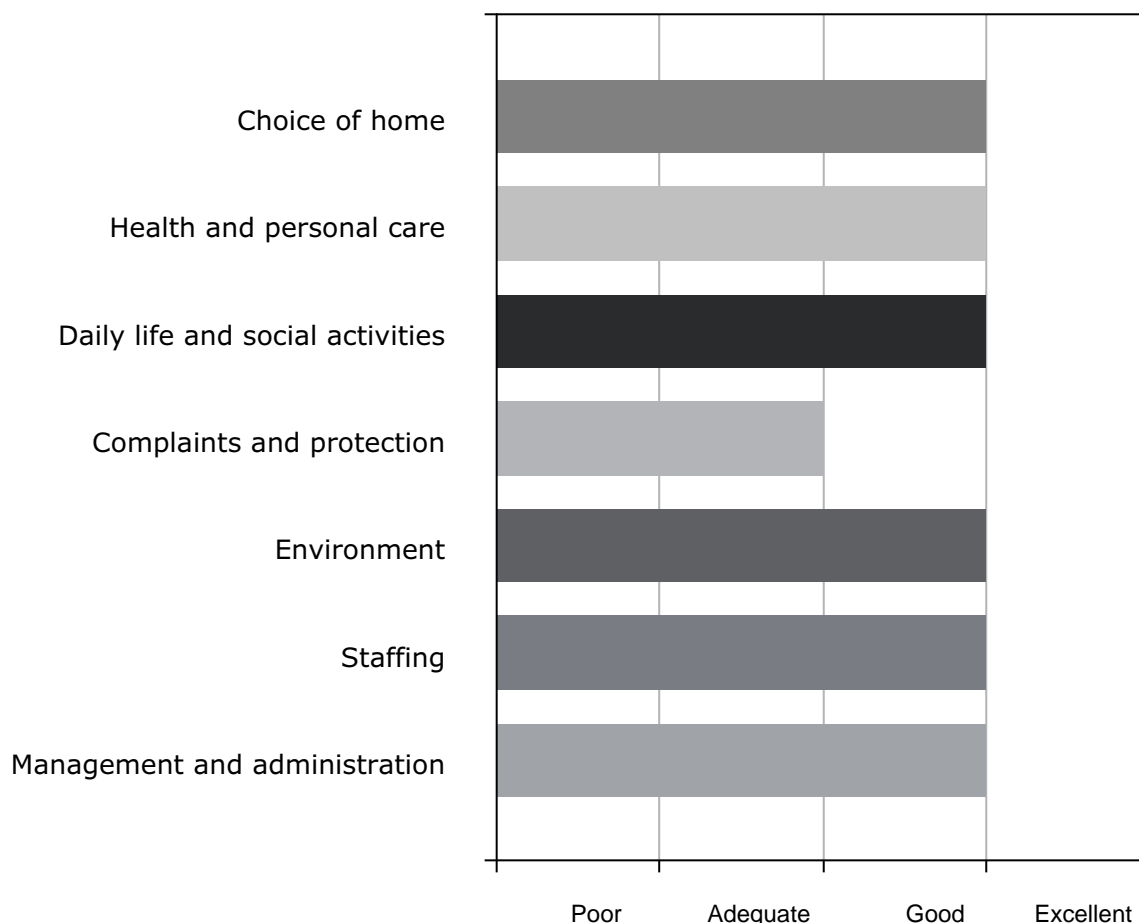
Summary

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:

We met twelve of the seventeen residents who are living at the home.

We spent time observing residents and staff together.

We met the manager and three support workers.

We saw residents being assisted with their needs by staff.

We looked at a number of records to do with running and managing the home. We saw two people's care plans, two assessment records, five medication records, menus, staff duty records, three staff training records, three staff employment records, one supervision record, accident records for this month and fire records.

We saw the entire environment.

We found the home was operating within the required conditions of registration which we impose. The conditions of registration set out the type of care and the needs of residents as well as the numbers of residents who may stay at the home.

What the care home does well:

The residents we met are very happy at the home and feel they are very well cared for as one resident said to us , 'it's my home'.

Resident needs are being met by the staff who care for them.

Residents are able to do some social activities that they enjoy.

Resident can eat a varied and well balanced diet.

The environment is homely and welcoming and residents live in a relaxing home.

There are good systems in place to monitor the quality of the service provided to the residents.

The home is being satisfactorily well run and is run in the interests of the residents.

What has improved since the last inspection?

Assessment records now show clearly what residents needs are and how the staff will support people to meet them.

What they could do better:

Ensure complaints are investigated by following the homes complaints procedure.

Provide all staff with up to date training on 'safeguarding' residents from abuse.

Provide staff with training in understanding how to care for people who have Dementia.

Ensure staff use the stair lift in a safe way and do not use it to transport jugs of water up the stairs.

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 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 can get hold of a good level of information to make a choice about whether the home is right for them

Residents needs are being assessed.

The home does not provide intermediate care for people.

Evidence:

To see how people can find out what services there are at the home and what happens there, we looked at a copy of the service users guide and the statement of purpose. We saw copies of both of these documents are kept in the entrance hall. This means anyone can read them. We saw in both of the documents a good level of information about the service residents can expect, the qualifications of the staff employed and the accommodation that the home will provide. The philosophy of care in the home and how the service aim to meet residents needs is also clearly explained.

Evidence:

The complaints procedure is in each service users guide so residents know how to complain about the service.

We looked in detail at two residents assessment records to see how well their needs are assessed and if the support that they need is clearly identified. We found the assessment records were satisfactorily detailed. They showed the residents different physical mental and social needs had been assessed. The actions taken to support the person had also been explained in the assessment records. The assessment records we read were being regularly reviewed and updated. Assessment records are regularly reviewed as this information forms the basis for planning what sort of care and support residents will need.

We talked to the deputy manager and two care staff about how residents are supported with their needs. The staff demonstrated a good understanding of what residents needs are. We saw the staff help residents with their care needs and we saw that they meet residents needs in the way set out in the assessment records and care plans.

The home does not provide intermediate care for residents

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.

Residents needs are met and care plans adequately demonstrate how they are met.

Residents health needs are met.

Residents are well treated by the staff.

Evidence:

We read in detail two of the residents care plans so that we could see how well they are being helped and assisted with their range of needs. We found the care plans to be reasonably informative. The care plans showed how to meet the needs of the person. The care plans explained help what actions staff must follow to assist the resident to meet their needs. Residents care plans had been regularly reviewed to show that their needs could still be met.

We saw that all of the staff knocked on bedroom doors before entering them and assisting residents in a polite and respectful manner. This shows the staff respect privacy. We also saw staff speak to all of the residents who we met in a very

Evidence:

respectful manner.

We were told some positive comments about the care and the service that residents receive. Examples of comments made by residents included , 'oh the staff are wonderful', 'they do their very best', and 'on the whole I would say it was excellent'.

We saw in residents care records a written health record. These record when residents see a doctor optician dentist and chiropodist and what treatment may be required. There was information in the daily records that demonstrated staff monitor and observe residents and call a doctor if concerned. Residents are registered with local GP surgeries. Community nurses also support the residents with their nursing care needs in the home.

We looked in detail at the practises and procedures for giving residents medication and for storing and disposing of it. We saw the senior carer give residents their medication at lunchtime. We saw that the senior carer took time with each resident to make sure they had their medication. We looked at five residents medication administration charts in detail. We saw a photo of each resident kept with the chart for safe identification purposes. The charts we saw were reasonably clearly written. We found medication stock was generally satisfactorily organised. There was a satisfactory system for ordering and receiving medication and the records were up to date. Medication stock is stored in a secure cupboard in a clinic room.

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.

Residents are able to do low key of social activities in the home.

Residents are helped to keep close contact with family and friends if they so wish.

Residents are helped to exercise choice and control in their daily lives.

Residents can enjoy a well cooked and well balanced diet.

Evidence:

The residents we met told us they could do some low-key activities in the home. We were told that things had, 'gone a bit quiet lately ' when referring to the range of activities that are put on. We were told by Ms Kingston that there are plans to make sure activities continue to happen regularly. The sort of activities that are planned to take place soon include a drive to Weston Super Mare, games and musical afternoons. We saw information about planned activities for the residents on display in the hallway. This helps residents to stay informed about what sort of events will be taking place. Ms Kingston told us that a member of staff is also employed to put on some social and therapeutic activities in the home each week.

Evidence:

We saw some of the residents have visits from their family and friends. The visitors who we met said that the staff are welcoming and friendly to them and we saw staff being very friendly and hospitable to people who were visiting. We were also told by staff that residents and visitors can have lunch together if they so wish. We were told that there is a relaxed and flexible visiting policy this benefits residents as this means they can keep in contact with family and friends and people who matter to them.

We saw residents getting up at different times during the morning. We were told by the residents we spoke to that, 'within reason' they can do what they want to in the home. This is good evidence that choices and autonomy are being respected.

We took the opportunity to have lunch with a small group of residents at their invitation. The meal was moussaka, mashed potatoes and three cooked vegetables followed by choices of deserts. We found the meal tasty and well presented. All of the residents that we spoke to commented very positively about the food served at the home.

We checked the residents menu to find out if residents are consistently provided with a well balanced diet. The meal options seen were nutritionally well balanced and varied. The home are trying to introduce choices available each day. Staff will be asking residents what they wish to eat each day. This will offer residents more chance to make an important choice in their daily lives. the cook told us how special diets can be catered for and there are a variety of special meals provided for residents if needed.

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

Residents would benefit if there was a more robust formalised way to deal with their complaints.

Residents are protected from the risk of harm and abuse.

Evidence:

We saw copies of the complaints procedure in the reception area and in the dining room. We noticed that the procedure includes our contact details for anyone who wishes to contact us. How to contact the owners of the home is also explained if people wish to contact them directly to make a complaint.

A member of staff also takes on the role of 'liaison officer' in the home. This role is to meet each resident on a weekly basis and to find out how they are and if they have any concerns or complaints. This is a really good way to help residents to complain if they need to. Some of the staff team have now done training to ensure they are up to date in their understanding of the principle of safeguarding residents from abuse. However we saw in staff training records that four staff have not done safeguarding training. We were told by Ms Kingston that they will book staff to attend courses on this subject run by North Somerset Council.

We spoke to staff about the subject of safeguarding residents from abuse. The staff demonstrated a good understanding of what to do to protect the residents from harm.

Evidence:

The residents we met told us they would make a complaint to the manager or any of the staff. The residents said that staff take do listen to them and try and help them. We did discuss two recent complaints that had been made about the alleged poor attitude of a member of staff. We saw some detailed and helpful information to show how the member of staff was being supervised and monitored in their work and practise. However we did not see any written evidence to show how the two initial complaints had been responded to by the home and whether or not they were upheld. We discussed this with Ms Kingston in detail.

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.

Residents live in a home that is clean and safely maintained.

Residents live in a suitable environment and there are adaptations and equipment in place in the home.

Evidence:

Pine Lodge Care Home is a newer style building, it is a large house set in its own grounds in the town of Weston Super Mare. The home is situated close to private houses, shops, the sea front and restaurants.

The building is set in its own grounds. We found that the garden looked well maintained. We saw patio seats and an area where residents can sit and walk safely. We saw residents outside during the inspection. We noticed how people looked very comfortable and relaxed in the surroundings.

We found that the fixtures and fittings are domestic and homely in their design.

Bedrooms are used for single use, eleven of the twenty bedrooms have en-suite facilities, the other rooms are near to bathrooms and toilets.

Bedrooms have been made to look more personalized to reflect the tastes of

Evidence:

residents. We saw photographs mementos and items of furniture in residents bedrooms. We found the standard of furniture and fittings to be satisfactory.

We saw staff working hard cleaning the home. The home was clean and tidy in all of the areas that we saw.

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.

Residents get enough help and support from the staff team to meet their needs.

Residents are protected by the recruitment procedures and checks on all new staff.

The staff do some training to care and support the residents properly. However residents could benefit if staff did up to date training in supporting people with Dementia.

Evidence:

We looked at the number of staff on duty every day by looking at the staff duty rota for the month. We saw that there is a minimum of three care staff on duty every day and there are two staff at night. There is also extra staff on duty in the week to offer additional support to the residents. There are also domestic staff and catering staff as well as a handy man who works at the home. However we did not fully review the numbers of these staff. We noticed how the care staff were friendly and very polite to the residents they were helping. We observed residents being supported by staff. Based on what we found during the inspection and from what the residents told us, the number of staff on duty is meeting peoples range of needs.

We did not fully review how many care staff have completed national vocational qualifications in care. However we discussed the progress of staff in working toward

Evidence:

this qualification with Ms Kingston. Ms Kingston told us that the number was below fifty percent of the staff team. She also told us she is in the process of trying to implement a staff national vocational qualification training program for staff via a College or training provider. We will follow up the progress of the staff team in achieving this training at the next inspection.

We asked for staff recruitment records of three staff who work in the home. We saw the necessary checks on all new staff are being carried out. Specifically there are two written references taken up for all new staff before they start work. We also saw there are criminal records bureau disclosures checks and protection of vulnerable adult first checks carried out on all new staff. This helps show us that people are kept safe by recruitment practises and procedures.

We saw some evidence in the three staff training files we saw that staff had done training in subjects that relate to the needs of the residents. However in discussion with two of the staff and with Ms Kingston it was unclear what sort of communication methods staff follow to support some people who have Dementia. We discussed this with Ms Kingston and we advised that it could be beneficial for the residents if the staff did some sort of training or study in understanding more effective ways to communicate with people who have Dementia.

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.

Residents live in a home that is satisfactorily well run.

There are effective ways used to monitor the quality of care and service in the home.

The health and safety of residents is generally protected however staff must use the stair lift correctly.

Evidence:

Ms Kingston has been the registered manager of the home for over two years, before this she was the registered manager of another care home. We were told by residents we met that Ms Kingston was very approachable and a, 'very nice girl'. This helps show Ms Kingston is liked and trusted by the residents.

We looked at the recent residents survey results carried out about different areas of the service. We saw that residents have been consulted regularly about their views of

Evidence:

the overall running of the home and the care that they are provided with.

We checked the finances records of two residents who live at the home .We saw up to date records kept of the money that each person has spent .We also saw receipts obtained for the times that had been bought. This helps to show that residents money is looked after safely by the home.

We found that the environment looked satisfactorily maintained throughout. However we saw staff use the stair lift in a potential unsafe way,it was being used to transport jugs of water up the stairs. This could damage the electrics of the lift and cause a hazard for people using the lift if water was left on the seat.

Ms Kingston does health and safety audits of the whole environment, equipment and furniture. We advised that it would be very beneficial to keep up to date records of these checks.

We saw that the kitchen looked clean and tidy and in good order. The staff do food hygiene training to ensure they have a good understanding of safe practises for preparing and cooking food. All staff do regular health and safety training in range of areas including fire safety and infection control. This helps ensure staff maintain a good understanding of best health and safety principals and practises.

We checked the fire logbook and we found that fire checks and drills are being carried out. These tests are done to makes sure that the equipment works properly in the event of a fire.

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
1	16	22	Re-investigate the complaint about the alleged poor attitude of a member of staff. Protection and rights of the residents.	27/09/2009

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
1	18	Provide all staff with up to date training on 'safeguarding' residents from abuse.
2	30	The staff should do some up to date training in understanding how to care for people who have Dementia .
3	38	Ensure staff use the stair lift in a safe way and do not use it to transport jugs of water up the stairs.

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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