

Random inspection report

Care homes for older people

Name:	Overton House
Address:	The Garth Cottingham Hull East Yorkshire HU16 5BP

The quality rating for this care home is:	two star good service
The rating was made on:	

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 review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:
Janet Lamb	0 1 0 5 2 0 0 9

Information about the care home

Name of care home:	Overton House
Address:	The Garth Cottingham Hull East Yorkshire HU16 5BP
Telephone number:	01482847328
Fax number:	01482840972
Email address:	manager.overtonhouse@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:	40

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	39	0
old age, not falling within any other category	0	39
physical disability	1	0

Conditions of registration:								
Admit one service user under pensionable age, on an emergency basis.								
Date of last inspection								
Brief description of the care home								
Overton House provides personal care and accommodation for up to 39 older people some of whom may have dementia. The home may also offer a place to one younger person with a physical disability. Overton House is owned by Humberside Independent Care Association Ltd which is a not for profit organisation. The home is situated in the village of Cottingham, near to the City of Hull. The village has a variety of shops and pubs and there is access to local transport facilities. Overton House is a								

Brief description of the care home

single storey purpose built home with a choice of communal areas for people to use. There is a pleasant well-maintained garden and patio area. The home is currently undergoing a three phase refurbishment programme, in which rooms are being converted to modern en-suites. Eventually all rooms will become singles (with an option to have one as a companion room) with en-suite toilet and wash basin. The standard fees charged by the home at the time of the last key inspection in 2007 ranged from £440 to £460 with additional charges made for hairdressing, chiropody, toiletries etc. These fees may well have increased since then. Up to date information can be obtained from the home by requesting a copy of the 'statement of purpose' and the 'service user guide.'

What we found:

We found that care plans in place for people show they are having their care needs appropriately met, even when needs are highly demanding of staff time and resources. Also that people are being supported well to ensure they and others are not at risk of harm or injury.

We found that there had been a misunderstanding on the part of the acting manager of the procedures for making safeguarding adults referrals to the local authority and for making notifications to the Care Quality Commission (CQC) under regulation 37 of the Care Homes for Older People National Minimum Standards Care Homes Regulations. And that the discrepancy in the number and type of referrals and notifications to the authority and CQC was because of this misunderstanding. This has now been clarified.

We found that there are sufficient staff on duty throughout the day and night, with appropriate skills to care for people with dementia, to meet their needs and to support and supervise people with high demands on staff time and resources.

We found that there is a new manager in post and that she has been since 31/03/09. She is awaiting the return of her Criminal Records Bureau check and will then submit an application to CQC to become the Registered Manager of the service.

We also found that the home has been undergoing a three phase refurbishment programme and work is now in phase three. There is now use of the part of the building that previously belonged to day care services, as it has been converted into five en-suite single rooms with a shared bathroom. Some of the main house has seen three bedrooms being converted into two en-suite bedrooms along the corridors, and end lounges converted into large single en-suites. There are also plans for making communal areas larger and more open spaces to give staff improved opportunities for supervising and observing people.

Once the building alterations are complete the organisation needs to contact CQC Regional Registration Team and inform us of the actual changes that have been made and check there isn't a need to make an application under a major variation to have the new bedrooms (specifically the day centre rooms) registered and cleared.

What the care home does well:

It has been confirmed that the service continues to provide good care and support to people living in the home with high needs due to their conditions of dementia. The service provides sufficient numbers of staff on duty, with the appropriate training and skills to care for and support these people.

The service produces good plans of care and good health care plans to assist and enable staff to meet people's needs.

The service has a qualified and experienced manager in post to replace the previous one, and it is understood she will shortly be making an application to become the Registered Manager.

What they could do better:

The service could make sure all members of the management team have completed the Hull & East Riding of Yorkshire Safeguarding Adults Board manager's training on procedures and protocols, and senior managers of the organisation should make sure service managers understand their responsibilities in this regard.

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 2.

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, 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, 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

Reader Information

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Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got 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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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