



Inspection Report Summary

Service Details

St Denys
16 Newport Terrace, Newport, Barnstaple, Devon, EX32 9BB
Care Home

Date and Time of Inspection Visit

04/10/04 at 11.00

Brief Description of Service Provided

St. Denys comprises a single property made from two adjoining terraced houses. It is registered to accommodate 13 people with a mental disorder, excluding dementia, or who have a learning disability. The property is situated within easy access of the facilities of Barnstaple. All service users are accommodated in single occupancy bedrooms.

Inspector's Summary

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

This is the second inspection conducted at this home by the C.S.C.I. It was an unannounced inspection. It is required that over a period of one year every home has a minimum of two inspections and that every Standard is inspected at least once over the two inspections. As most of the Standards were inspected at the announced inspection of 21st. June 2004, to gain an overview of the home, both the announced inspection report and this report should be read.

On arriving at the home the inspector found service users engaged in domestic tasks around the home assisted by a member of staff. One service user was out with a relative and the registered manager was about to accompany another service user on a trip into the community. Service users were seen to be at ease with staff and with the inspecting officer. Both the management of the home and staff, in discussion, displayed a good depth of knowledge regarding individual service users. The home runs an effective key worker system and both service users and staff are encouraged to participate in the running of the home.

Choice of Home (Standards 1-5)

The home has a written policy regarding the admission of service users to the home. This involves several visits to the home allowing the prospective service user to meet

other service users, see the accommodation, meet the staff and thereby assist him/her in making the decision about whether or not to choose to move to the home.

Individual Needs and Choices (Standards 6-10)

All service users have care plans which they assist in compiling. The home has an effective key worker system. The home uses Community Meetings and an annual service user questionnaire to enable service users to have a say in the running of the home and to assist managers in providing a service which meets the needs of service users. Care plans were seen to be reviewed. The home has a pro active approach to encouraging the involvement of service users' families and relatives in the running of the home.

Lifestyle (Standards 11-17)

Service users are encouraged to be as independent as they are able. They are encouraged to pursue their own interests and hobbies and to access facilities within the community. Within the home certain service users undertake domestic tasks around the home. Visitors are welcome to the home. All service users have their own bedrooms, which are personalised and to which they have a key. Mealtimes are flexible with service users assisting in food preparation.

Personal and Healthcare Support (Standards 18-21)

Records demonstrated that the home regularly monitors service users' medication. Wherever possible service users manage their own out patients appointments however staff are available to accompany them if they require this. The home also uses the expertise of health professionals. The administration of medication was seen to be recorded appropriately and is audited by Boots pharmacy.

Concerns, Complaints and Protection (Standards 22-23)

The home has a written complaints system and an Adult Protection policy. The complaints procedure is on display in the home and there is a book in the lounge in which service users can write down any complaints they have.

Environment (Standards 24-30)

This inspection did not concentrate on the environment. The home is indistinguishable from others in the area. It is domestic in style. All service users have single occupancy bedrooms which are personalised.

Staffing (Standards 31-36)

Staff have job descriptions which relate to their role as key workers. All staff receive an induction which the proprietor has formatted in accordance with TOPSS guidelines. The home operates an appropriate recruitment procedure. Staff receive regular supervision.

Conduct and Management of the Home (Standards 37-43)

The proprietor and registered manager are completing their NVQ 4 training. The management operate in a transparent manner involving both staff and service users in planning regarding the running of the home.

Additional Visits made

No Additional visits have been made to this home since the last inspection.
