



Inspection Report Summary

Service Details

St Denys

16 Newport Terrace, Newport, Barnstaple, Devon, EX32 9BB

Care Home

Date and Time of Inspection Visit

21/6/04 at 10.30

Brief Description of Service Provided

St. Denys comprises two adjoining terraced houses converted into one property. It is situated in a residential area within easy access of the community resources of Barnstaple. It is registered to accommodate thirteen people who have either mental health or learning disabilities. The home's ethos is to encourage those resident there to lead more independent lifestyles. Service users are encouraged to play an active role in the running of the home and the day to day activities of the establishment. Service users also use local resources. The home operates an effective key worker system with service users having care plans which are regularly reviewed. All service users have the option of 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.)

Not all Standards were inspected as part of this inspection. The summary is therefore derived from information obtain both in this inspection and the one undertaken on 5th June 2003.

Choice of Home (Standards 1-5)

As part of the admissions process, prospective Service users are invited to visit the home and stay overnight . All service users have care plans and wherever possible and in accordance with their risk assessments, they are involved in their compilation.

Individual Needs and Choices (Standards 6-10)

St.Denys operates an effective key worker system. Service users were aware of who their key worker was and what that role entailed. Service users were seen to participate in the day to day running of the home, doing such things as preparing food, deciding on menus and doing domestic tasks around the home. Service users views

are actively sought, through discussion and use of questionnaires, and such information gained is used to influence the development of the home. The proprietor is proactive in seeking the involvement of service users' family and relatives in the running of the home.

Lifestyle (Standards 11-17)

Service users can access community facilities and are encouraged to integrate into the local community. Currently no service users are in employment, but some do attend courses at local colleges. Service users have unrestricted access to all parts of the home. The home has a positive attitude towards pets which encourages service users to take some joint responsibility for the resident cat. Family and friends are welcome to visit the home.

Personal and Healthcare Support (Standards 18-21)

Whilst no service users are in need of intimate care, the home places an emphasis on the maintenance of service users' privacy and dignity. The home has a good working relationship with the psychiatric nurse responsible for some service users. The key worker system is effective and the proprietor has in place a system to facilitate communication with relatives and families of service users. Entries on files demonstrated that service users' health is monitored.

Concerns, Complaints and Protection (Standards 22-23)

The home has a complaints procedure of which service users are aware. There is also a complaints book which is left in the lounge and in which service users are free to write down any concerns they may have. The home has a vulnerable adults protection policy and also a copy of the 'No Secrets' training video.

Environment (Standards 24-30)

The home is domestic in size and furnishings. All service users have the option of a single occupancy bedroom. One bedroom is below 9 square meters. The service user who occupies that room is adamant that he/she likes that room and prefers it to remain as it is, although the proprietor has drawn up possible strategies to enlarge the room. The home has an ongoing refurbishment policy. Bedrooms were seen to have been personalised. The home does not admit people who have physical disabilities. Externally there is an enclosed courtyard which provides a quiet recreational area for service users.

Staffing (Standards 31-36)

All staff receive an induction and staff files contain training profiles. The proprietor carries out some of the home's in house training. The home has a low staff turnover. Staff on duty were seen to communicate well with service users. Records showed that staff were supervised regularly.

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

The home operates an open management policy with the proprietor taking on some supervisory roles and being involved with the management of the home and policy development. The home has strategies to encourage staff, service users and their families to voice their views about the running of the home. The proprietor regularly reviews policies and procedures relating to the home.
