

Random inspection report

Care homes for older people

Name:	Little Holland Hall Nursing Home
Address:	Frinton Road Holland On Sea Essex CO15 5SS

The quality rating for this care home is:	two star good service
The rating was made on:	21/04/2009

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:
Derek Brown	1 7 0 6 2 0 0 9

Information about the care home

Name of care home:	Little Holland Hall Nursing Home
Address:	Frinton Road Holland On Sea Essex CO15 5SS
Telephone number:	01255813402
Fax number:	01255813962
Email address:	manager.littlehollandhall@careuk.com
Provider web address:	

Name of registered provider(s):	Ellerash Limited
Type of registration:	care home
Number of places registered:	41

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	3
physical disability	41	41
terminally ill	3	0

Conditions of registration:	
Persons of either sex aged 40 years and over, who require nursing care by reason of a physical disability (not to exceed 8 persons)	
Persons of either sex, aged 55 years and over, who require general palliative care (not to exceed 3 persons)	
Persons of either sex, aged 60 years and over, who require nursing care by reason of a physical disability (not to exceed 41 persons)	
Persons of either sex, aged 65 years and over, only falling within the category of old age (not to exceed 3 persons)	
Persons of either sex, aged 65 years and over, who require nursing care by reason of a physical disability (not to exceed 41 persons)	

The total number of service users accommodated must not exceed 41 persons

Date of last inspection

2

1

0

4

2

0

0

9

Brief description of the care home

Little Holland Hall is situated in Holland on Sea, North Essex. It is part of a larger complex that includes sheltered housing; warden controlled flats; and privately owned homes for older people. Near to the nursing home, on the same site, there is a two storey listed building. Ellerash Ltd, which is part of the Care UK group, owns the Little Holland Hall complex. Care UK is a national care organisation.

This nursing home has 41 single rooms divided between two floors. All of the rooms have en suite facilities. The home offers nursing care for up to 41 older people. Within this number, three beds are also registered for residents with palliative care needs. The home is not registered for dementia care.

Current resident fees range between 442.54 pounds and 725.00 pounds, per week.

What we found:

The reason for this inspection by a pharmacist inspector was to assess the practices and procedures for the safe use of oxygen and oxygen equipment following information received by the Commission.

We looked at the home's policy and procedure for the use of oxygen which is part of the procedures for the safe use of medicines. This needs to be updated as it refers to obtaining medical oxygen from 'community pharmacies' and this is no longer applicable. The policy also states that 'Appropriate hazard signs should be in place in areas where oxygen is stored and used'. But we found that two of the four areas where oxygen is both stored and used did not carry any hazard signs.

Three of the current residents are prescribed oxygen which is delivered by means of an oxygen concentrator with cylinders supplied as back-up in case of failure of the power supply. Both concentrators and cylinders are supplied directly from BOC Vitalair upon the direction of the resident's GP but we could find, only in one case, a delivery receipt which indicated the name of the resident it was prescribed for. In no case was there confirmation of the prescription from the GP or the rate of oxygen to be administered. This puts residents at risk of receiving an incorrect amount and the possibility it could be used for the wrong resident. None of the oxygen concentrators seen, and only one of the oxygen cylinders seen, carried an identifying label showing the resident it was prescribed for. In fairness to the home, this is outside their direct control as it is the responsibility of the supplier to indicate who it is prescribed for.

We looked at care records, and in only one case was there confirmation that oxygen was prescribed and in no case was there an assessment documented of the risks to the resident or others in using the medical gas. Where resident's were taking responsibility for setting the equipment flow-rate themselves, there was no assessment of their capability to do so correctly. No records were made by care staff when the equipment was set up to deliver the oxygen or for how long this was administered.

There has been an incident where a resident was given oxygen on the verbal instruction of a doctor and this is documented in the care notes as 'she has been commenced on oxygen'; but again, there is no record of the flow-rate to give, or what was given. Nursing staff also reported that a cylinder prescribed for another person had been used to treat this resident.

We were informed that training has been arranged to take place in July 2009 for all staff involved in the use of oxygen.

What the care home does well:

Back-up oxygen cylinders are stored securely and safely out of access by unauthorised people.

What they could do better:

The policy and procedures for the use of oxygen need to be updated to reflect current arrangements for ordering and supply.

Records of the prescription of oxygen, the flow-rate to use and records of its use must be maintained. A requirement has been made about this.

Where a medical gas is prescribed, it must only be used for the treatment of the person it is prescribed for.

Appropriate hazard signs must be in place where oxygen is both stored and used and both the use and storage of oxygen must be the subject of documented risk assessment and risk management plans. A requirement has been made about this.

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
1	9	13	<p>Where medical oxygen is prescribed there must be records kept of its prescription and administration; and include the flow-rate and length of use.</p> <p>The will ensure that people are protected by receiving the treatment as prescribed by their doctor.</p>	31/07/2009
2	9	13	<p>Where medical gases are used and stored there must be appropriate risk assessment and risk management procedures documented and in place.</p> <p>This will protect people from harm</p>	31/07/2009

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

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Telephone: 03000 616161

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