

Amberton Court Residential Profile



Thorn Mount
Gipton
LS8 3LR

Community Involvement

Gospel Group Visits every 2 weeks
Visits by Local Schools
Monthly Visits by Salvation Army

What did the CQC say we did well?

* Assessment of people's needs are undertaken and included details of risks, to ensure people's needs are met
* Care is received in a way that respects dignity and privacy
* A statement was taken from a relative who praised both staff home and environment
* Staff enjoyed their work and had a good understanding of principles of care
* Menus were nutritional and appetising
* In addition our inspector showed ten areas of improvement since the previous year

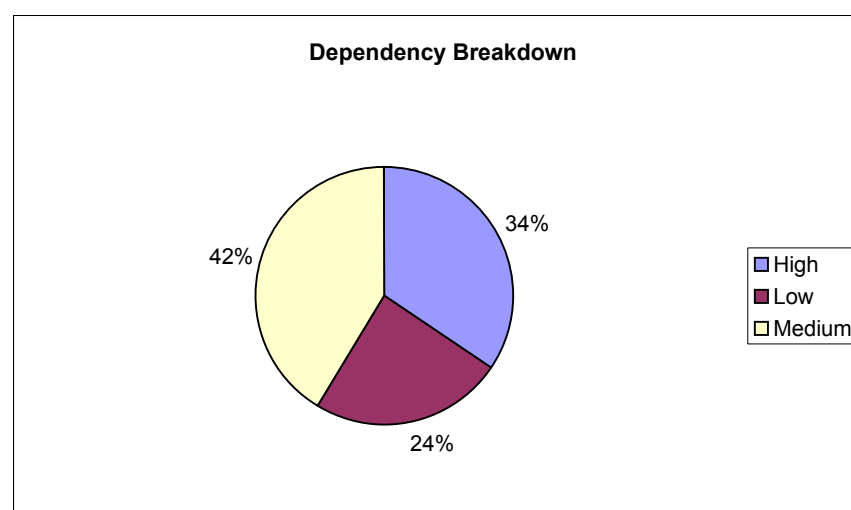
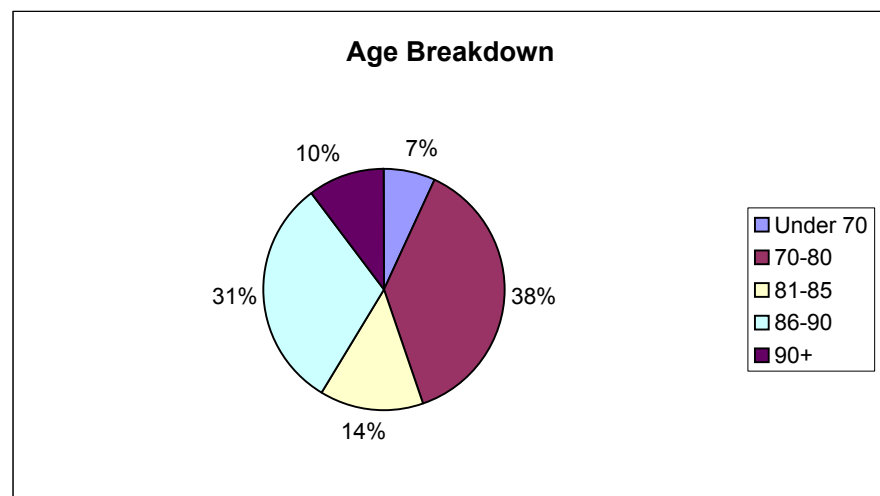
What did the CQC say could be improved on?

* Staffing levels
* Care Plans
* Replacement of double glazed units that have condensation

Residential Profile

No of Places	Permenant	34
	Short Stay	1
	Intermediate Care	0
	Total	35
Average Occupancy 09/10		95%

Resident Profile



Burley Willows Residential Profile



Willow Garth
Burley
Leeds
LS4 2HL

What did the CQC say we did well?

- * Customers are able to make contact with family and friends and they are encouraged to be part of the decision making process.
- * A good varied and nutritious diet that takes into account individual choice is served.
- * There is a complaints procedure and people feel that any concerns will be taken seriously.
- * People feel safe at the home. Within a comfortable and well maintained environment.
- * Trained and competent staff look after the people, they are protected by robust recruitment procedures.
- * The home is well managed and the managers are well able to discharge their responsibilities.
- * Excellent leadership to the staff and ensure that people living at the home are protected and cared for appropriately.

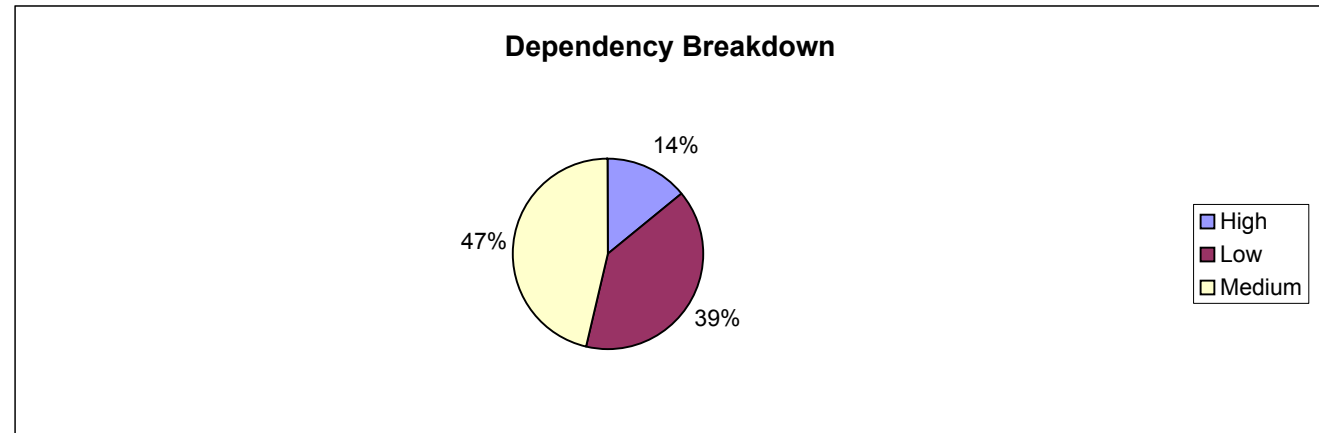
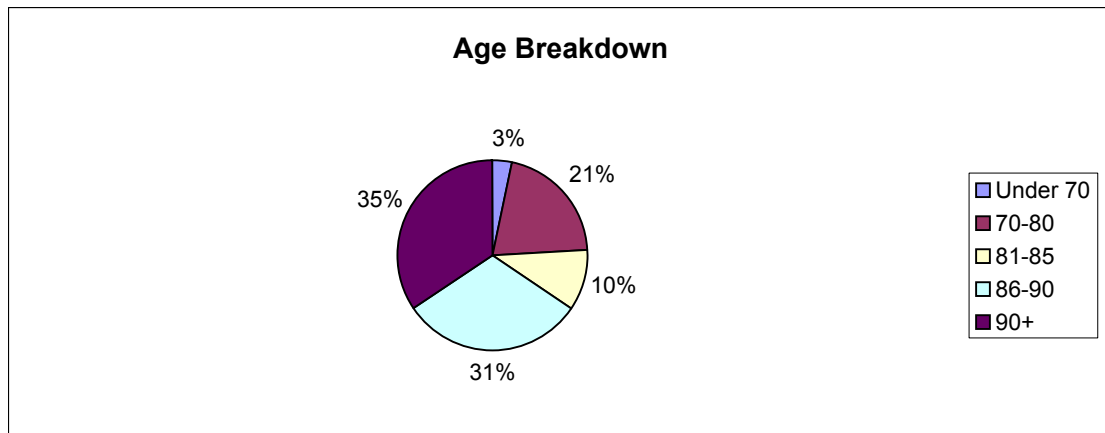
What did the CQC say could be improved on?

- * More in – house training, equality and diversity, cultural awareness already booked.
- * Continue to improve the activities for clients and to raise more funds for trips etc.
- * Continually improve the environment
- * To continue developing care records to ensure that staff have enough information so that they can look after people in the way they want.

Residential Profile

No of Places	Permenant	28
	Short Stay	5
	Intermediate Care	2
	Total	35
Average Occupancy 09/10		80%

Resident Profile



Dolphin Manor Residential Profile



Stonebrigg Lane
Rothwell
LS26 0UD

Community Involvement

	Awaiting

What did the CQC say we did well?

- * People spoken to said that they are very well looked after at the home and that the staff are "great."
- * People are encouraged to maintain their independence and to do as much as possible for themselves.
- * The home is very clean and offers a safe and comfortable place for the people who live there. People are fully included in decision making at the home.
- * The home recognised that visitors are an important part of people's lives.
- * All visitors are made welcome and are offered refreshments to enjoy with their relative or friend. One relative said, "It is just like a family home."

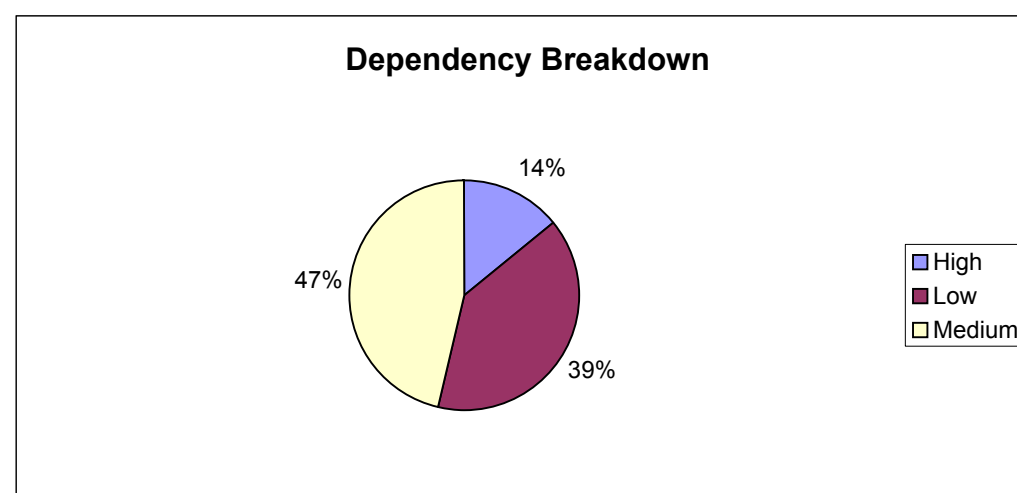
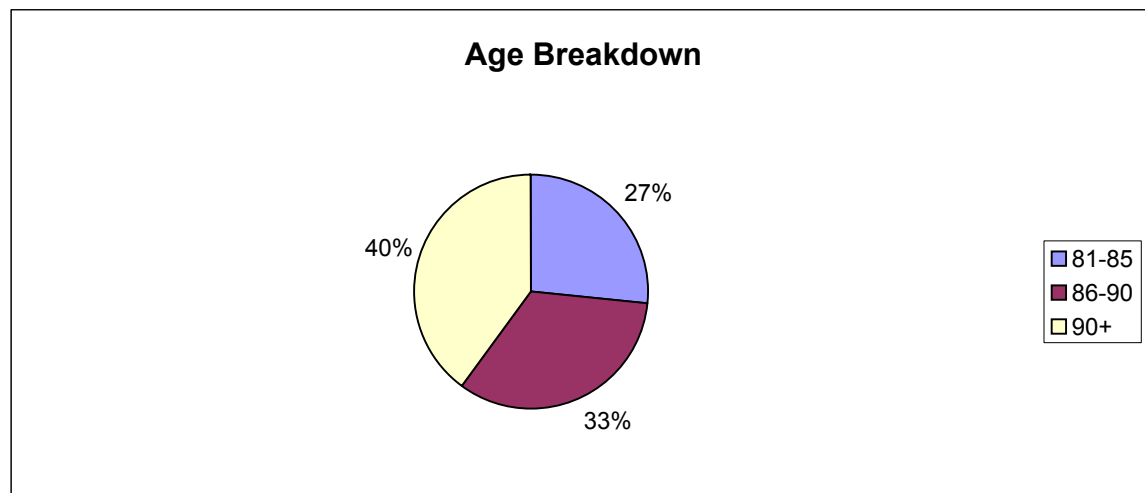
What did the CQC say could be improved on?

* The numbers of care staff on night duty should be reviewed taking in to account the dependency of the people living at the home and the layout of the home. This is to make sure that the safety and well being of staff and the people at the home is not compromised.

Residential Profile

No of Places	Permanent	30
	Short Stay	5
	Intermediate Care	0
	Total	35
Average Occupancy		
09/10		84%

Resident Profile



Fairview Residential Profile



Brooklands Avenue
Seacroft
LS14 6NW

Community Involvement

Local churches - Our Lady of Good Council
St James Church

What did the CQC say we did well?

- * Pre-admissions assessments
- * Falls monitoring
- * Professional Visitor gave excellent report
- * Good feeling of wellbeing
- * Good diversion practice
- * Staff had good knowledge of people being cared for
- * Food and nutrition and choice at mealtimes was very good
- * Staff responding to clients without delay

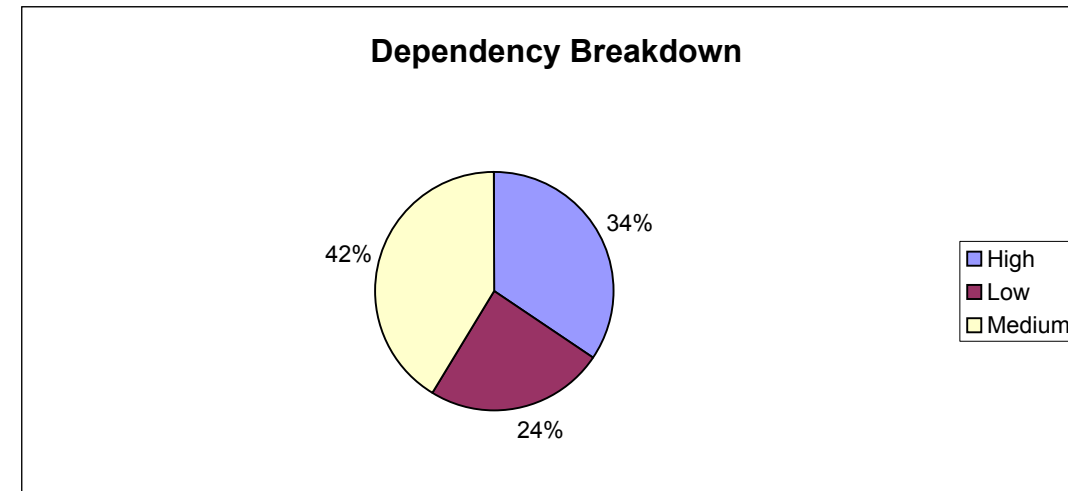
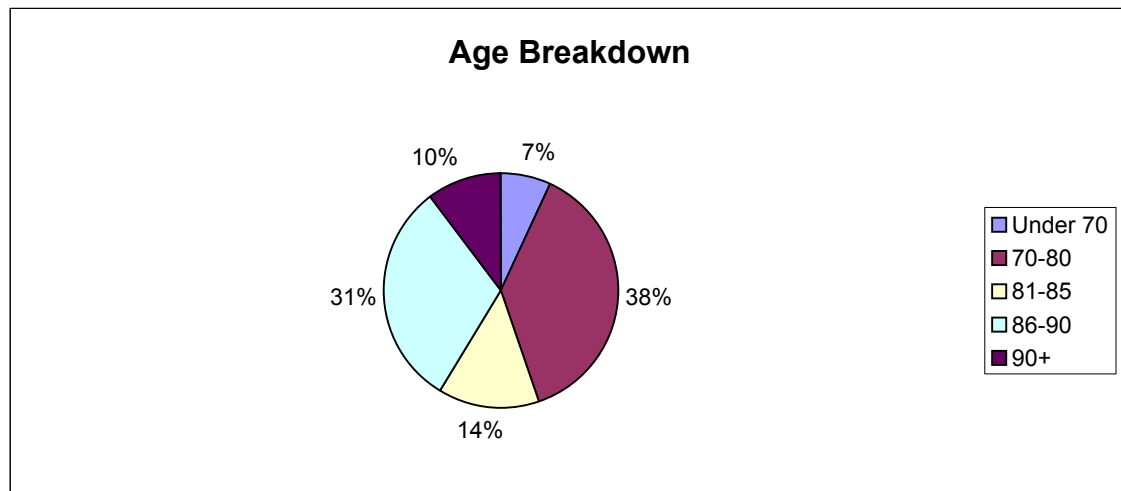
What did the CQC say could be improved on?

- * More explanation in lifestyle review sheets
- * Staff to have support on recording on service user daily reports - more indepth and relevant
- * Activity programme - update/revise
- * Sensory room equipment in need of repair/renre
- * Signposting
- * Keypads on doors to be made less obvious if possible - to minimise feelings of restricted freedom

Residential Profile

No of Places	Permenant	34
	Short Stay	3
	Intermediate Care	
	Total	37
Average Occupancy 09/10		84%

Resident Profile



Grange Court - Residential Profile



Chruch Gardens
Garforth
LS25 1HG

Community Involvement

	Awaiting

What did the CQC say we did well?

- * Pre-admission practice
- * Staff knowledgeable about people's care needs
- * Lively and welcoming atmosphere

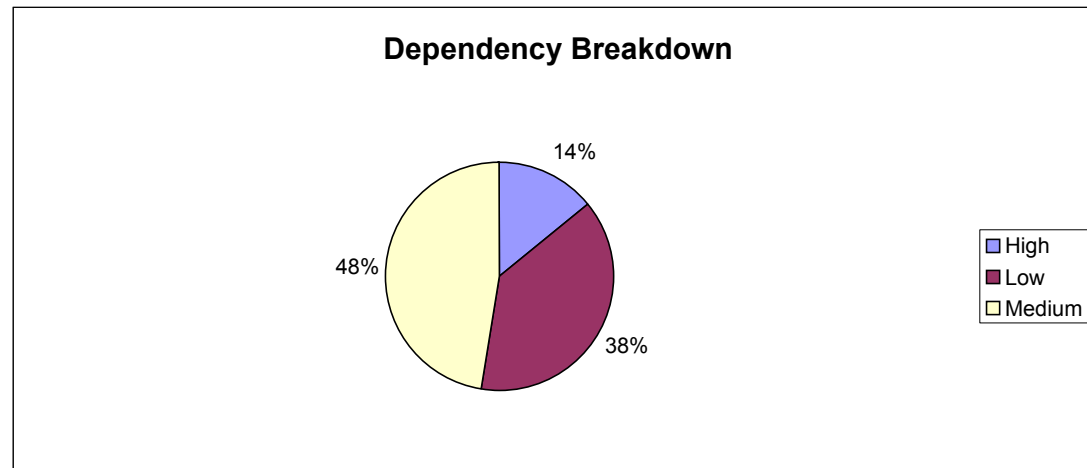
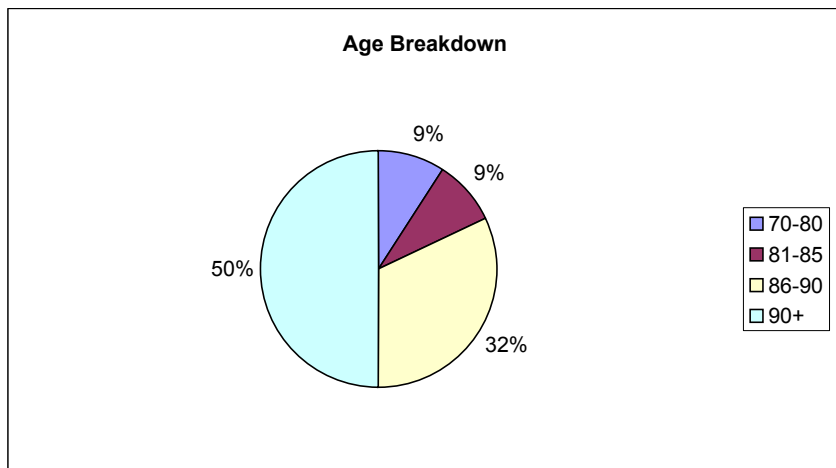
What did the CQC say could be improved on?

- * Some people at the home felt bored and needed more stimulation
- * Care records should be improved to provide good written evidence of care needs and the care provided

Residential Profile

No of Places	Permenant	26
	Short Stay	1
	Intermediate Care	5
	Total	32
Average Occupancy 09/10		95%

Resident Profile



The Green Residential Profile



Seacroft Green
Seacroft
LS14 6JL

Community Involvement

Seacroft Village Green Residents Association Group
Attend Local Police Meetings
Involved with North Seacroft Neighbourhood Scheme

What did the CQC say we did well?

- * Staff understand the role and why they are doing it
- * Staff are patient, sensitive and discreet
- * Staff have a good understanding of the importance of people remaining in control of their lives and being as independent as possible

What did the CQC say could be improved on?

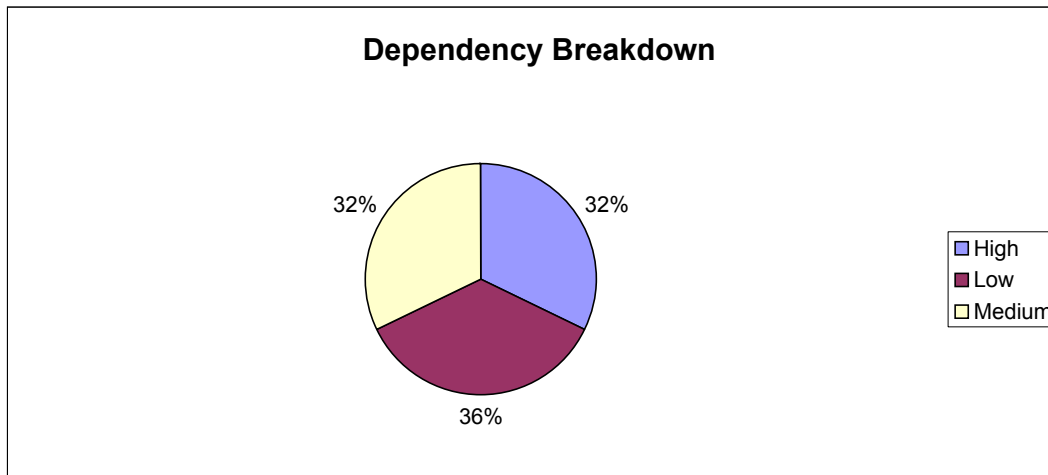
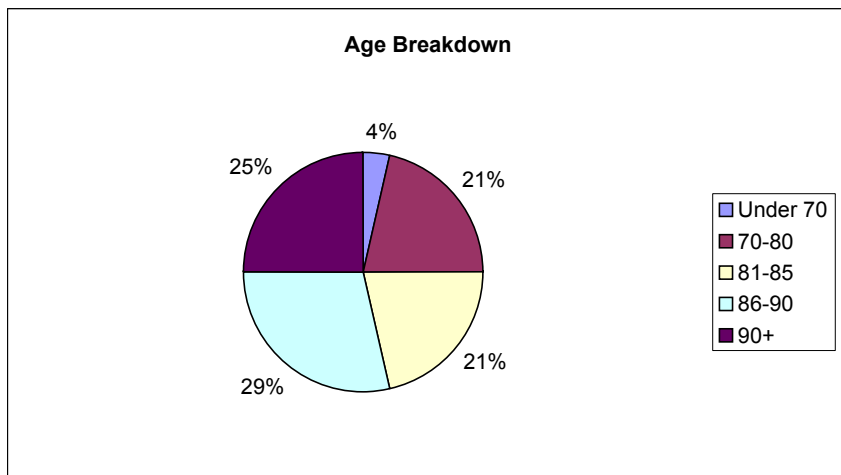
are not overlooked

- * People admitted for regular respite should have their care needs re-assessed at each admission so that staff have up to date information about their care and the home is sure that it can still meet the person's needs
- * When people are admitted staff should carry out nutritional and falls assessments - ensuring risks are properly identified
- * Staff whose job includes giving out medication should have proper training
- * Staff should have training updates in areas such as moving and handling, food hygiene and first aid
- * To prevent the risk of cross infection water soluble bags must be provided and be available at all times

Residential Profile

No of Places	Permenant	29
	Short Stay	3
	Intermediate Care	5
	Total	37
Average Occupancy		
09/10		97%

Resident Profile



Harry Booth House Residential Profile



Atha Crescent
Beeston
LS11 0PH

What did the CQC say we did well?

* Care Plans.
* Risk assessments.
* Activities/ reviews.

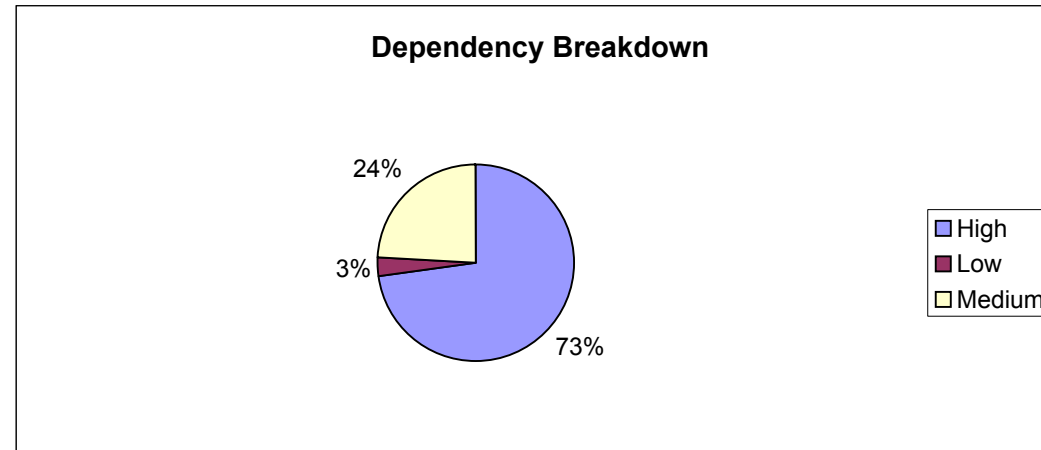
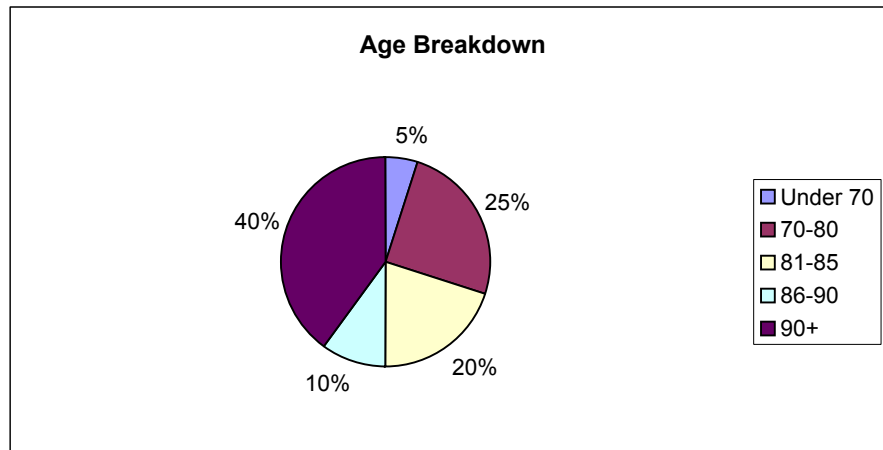
What did the CQC say could be improved on?

* Consideration to be given when medication is administered so as not to interrupt on the meal times.
* One to One activities.

Residential Profile

No of Places	Permenant	38
	Short Stay	2
	Intermediate Care	40
Average Occupancy 09/10		92%

Resident Profile



Home Lea House Residential Profile



137 Wood Lane
Rothwell
LS26 0PH

Community Involvement

	Awaiting
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What did the CQC say we did well?

* The home has a warm and welcoming atmosphere. The people who live there appear comfortable and content in their surroundings and encouraged to make choices about their day to day lives.
 * The assessment and admission process is good and people can be confident that their needs can be met at the home.
 * People are encouraged to spend time at the home before making up their mind about moving in.
 * Staff know the people they care for well and have the training they need to help them understand how to look after people properly.
 * The home provides a high level of care for the people who live at the home.

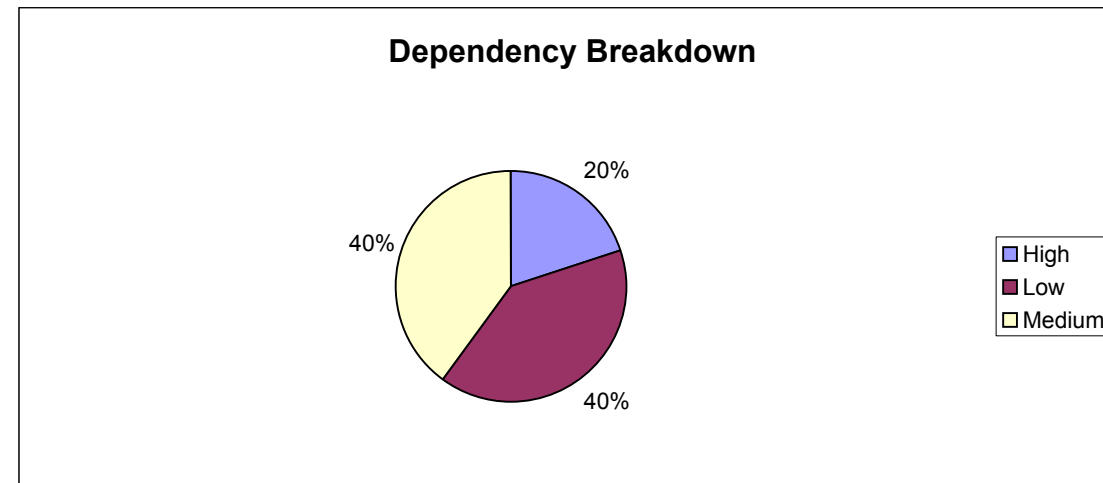
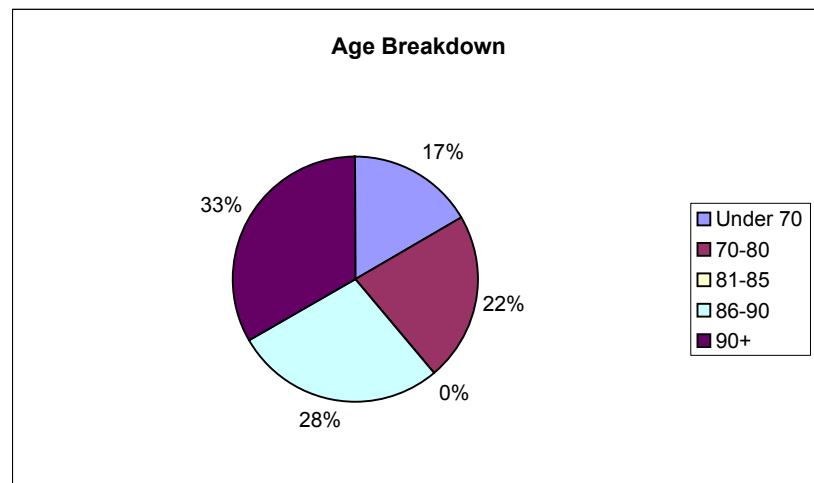
What did the CQC say could be improved on?

* They need to develop the information held within care records to ensure they reflect the care given. This is also so that staff have the information they need to look after people in a way they want.

Residential Profile

No of Places	Permenant	29
	Short Stay	
	Intermediate Care	
	Total	29
Average Occupancy 09/10		85%

Resident Profile



Kirkland House Residential Profile



Kirkland House
Queensway
Yeadon
LS19 7RD

Community Involvement

Monthly Visits from a local church
Involvement from Guiseley Lions
Involvement from AVSED - a local voluntary agency

What did the CQC say we did well?

* Assessments before the person moves into the home to assess the needs
* Choice and Control offered
* Discreet and kind support offered
* People are encouraged to maintain and develop relationships and to maintain links with the community
* The home is well managed and organised

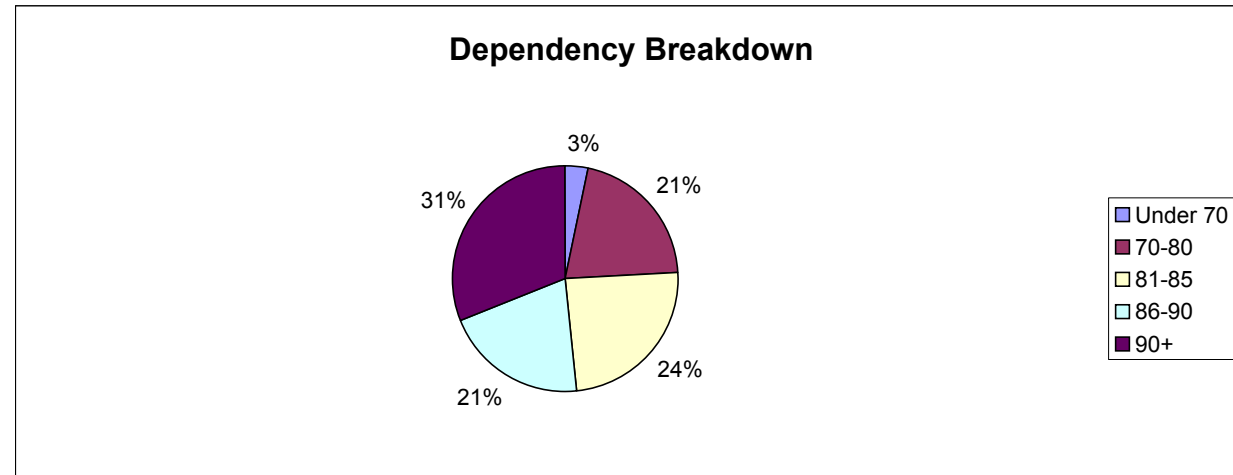
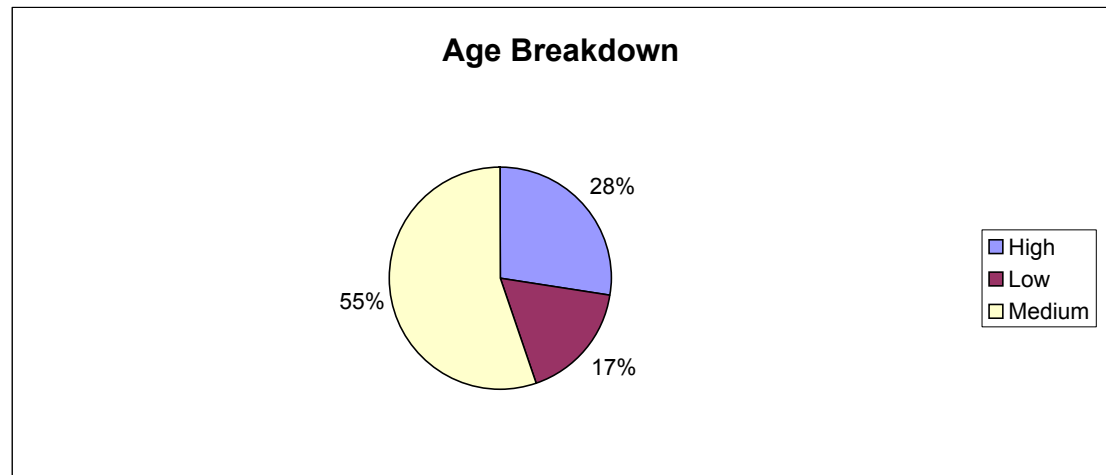
What did the CQC say could be improved on?

* Staffing levels must be reviewed and where necessary increased to make sure that there are sufficient staff on duty at all times

Residential Profile

No of Places	Permenant	29
	Short Stay	2
	Intermediate Care	
	Total	31
Average Occupancy 09/10		

Resident Profile



Knowle Manor Residential Profile



Tennyson Terrace
Morley
LS27 8QP

Community Involvement

Awaiting

What did the CQC say we did well?

- * Very good relationships with our residents and relatives
- * A strong ethos for involving our residents in all aspects of their lives
- * Excellent activities package
- * An open and transparent management style

What did the CQC say could be improved on?

- * Review the amount of night staff we have on duty

Residential Profile

No of Places	Permenant	27
	Short Stay	2
	Intermediate Care	
	Total	29
Average Occupancy 09/10		

Manorfield House Residential Profile



Manor Road
Horsforth
LS18 4DX

Community Involvement

Local visits from schools and groups bi-annually

What did the CQC say we did well?

- * The interests of the people living in the home are seen as very important to the manager and staff and are safeguarded at all times.
- * The number and skill mix of staff is said to be sufficient and staff are well trained.
- * Service Users live in a well maintained and safe environment which maintains independence with the provision of specialist equipment.
- * A robust adult protection policy and procedure ensures residents are listened to and protected from abuse.
- * Residents are able to exercise choice in daily routines and their social expectations are met.
- * Residents They are provided with a varied and nutritious diet
- * Care needs are met and medication practices are safe with health care needs being met.

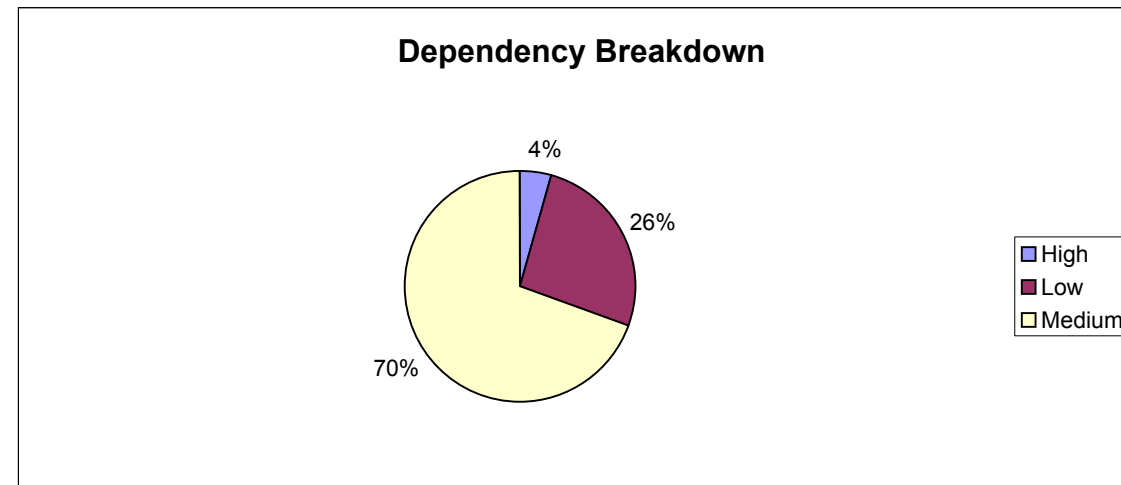
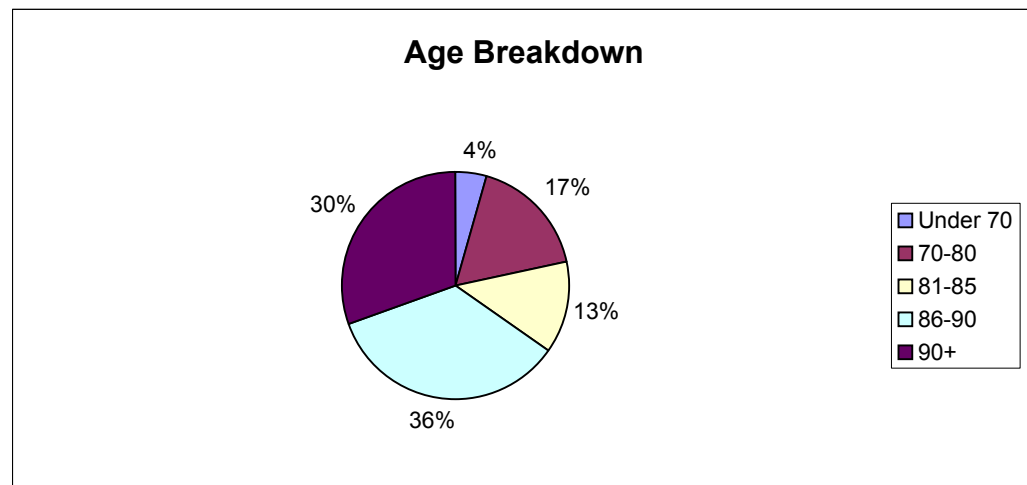
What did the CQC say could be improved on?

- * Lifestyle Plans to be made clear and detailed. To provide clear instructions for staff and evidence that care needs are met.
- * Training records should be updated.
- * All staff to receive first aid training
- * Records do not consistently provide evidence.

Residential Profile

No of Places	Permenant	25
	Short Stay	2
	Intermediate Care	
	Total	27
Average Occupancy 09/10		

Resident Profile



Middlecross Residential Profile



Simpson Grove
Armley
LS12 1QG

Community Involvement

Via Relatives and Friends

What did the CQC say we did well?

- * Well trained & experienced staff team committed to providing high standards of person centred care.
- * Residents treated with dignity.
- * Good support for family members .
- * Good information about the home.
- * Good record keeping.

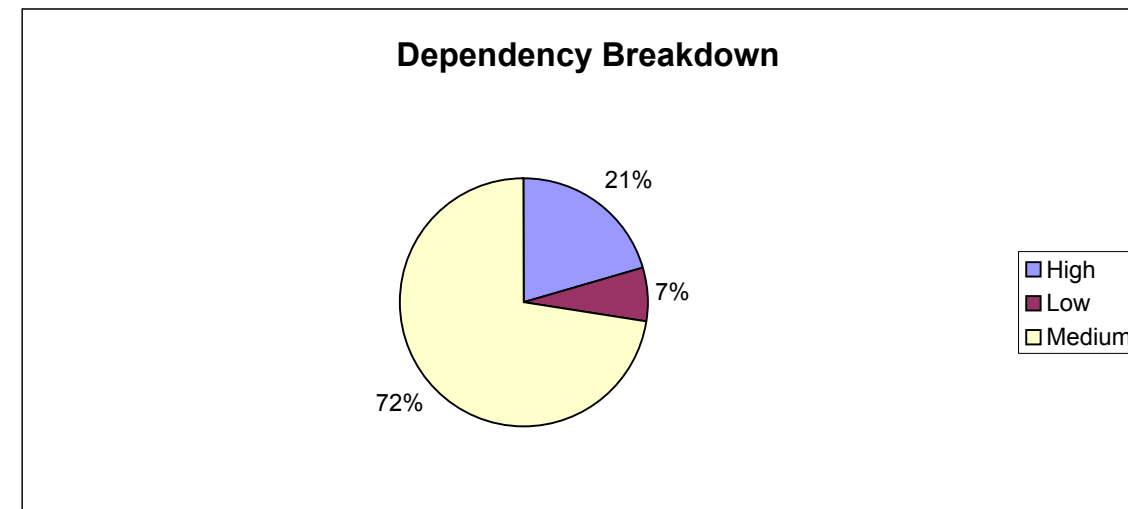
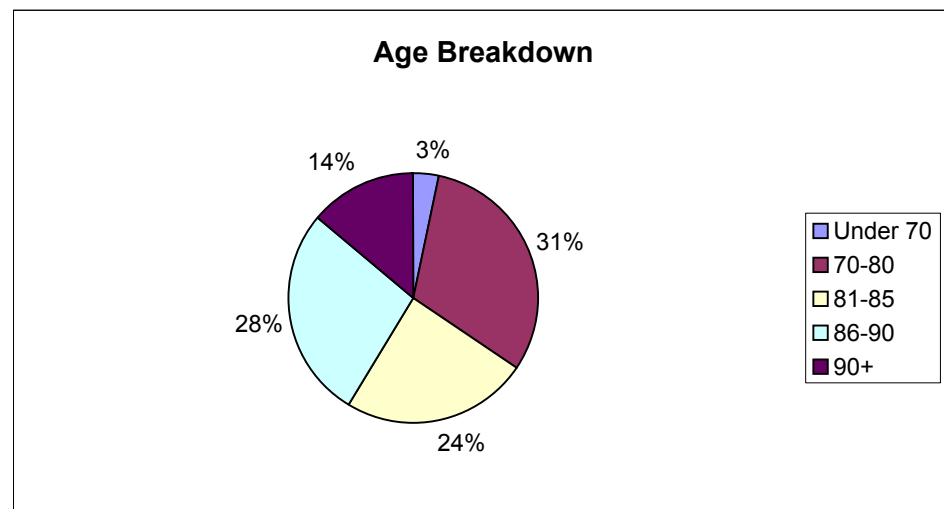
What did the CQC say could be improved on?

- * Staff training managing aggression (this has been completed)
- * 2 improvements to the building (these have been completed)
- * Staff must have 6 supervisions per year (this has been addressed)

Residential Profile

No of Places	Permenant	25
	Short Stay	2
	Intermediate Care	5
	Total	32
Average Occupancy 09/10		98%

Resident Profile



Musgrave Court Residential Profile



Crawshaw Road
Pudsey
LS28 7UB

Community Involvement

Monthly Visits for the local church

What did the CQC say we did well?

- * Well trained competent staff.
- * Clear leadership and direction from the manager.
- * Skilled at communicating with people who live at the home.
- * Supporting people to make choices.

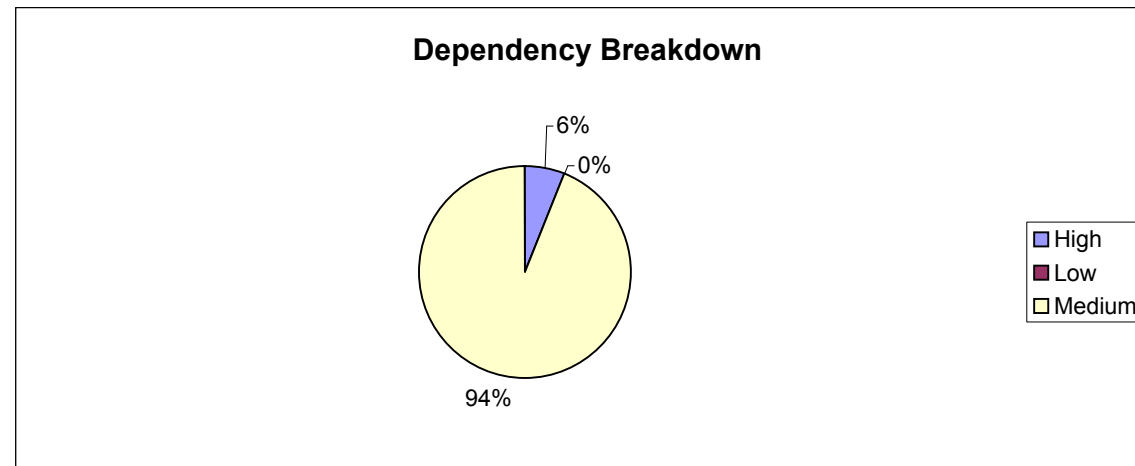
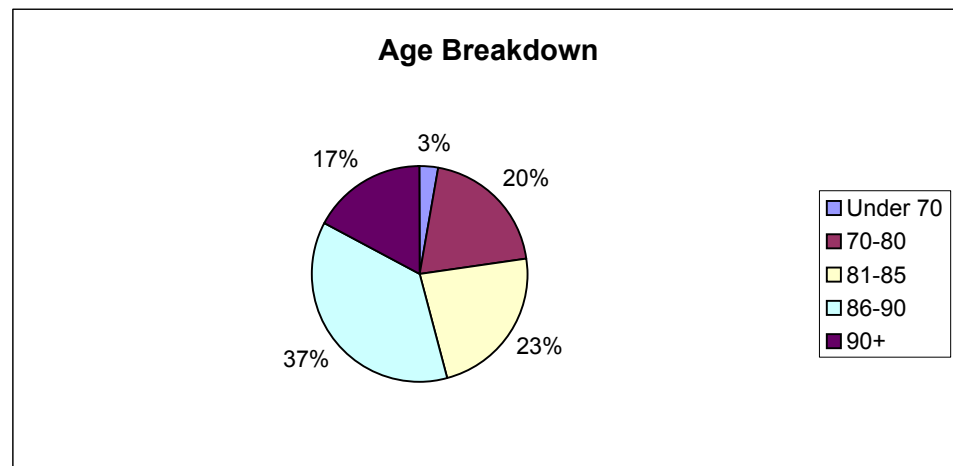
What did the CQC say could be improved on?

Person centred care plans to reflect abilities and limitations.

Residential Profile

No of Places	Permenant	33
	Short Stay	3
	Intermediate Care	
	Total	36
Average Occupancy 09/10	98%	

Resident Profile



Primrose Hill Residential Profile



Westwood Way
Boston Spa
LS26 6DX

Community Involvement

What did the CQC say we did well?

- * People are provided with good information about the service.
- * Evidence was seen to show they are enabled to visit the home to look round and chat to staff prior to taking up a place. This helps prospective residents to make an informed choice about whether they want to take a place at the home.
- * People are provided with a good standard of care planning and risk assessment.
- * Staff communicate very well with all the people living in the home.
- * Staff have a good awareness about safeguarding vulnerable people and are aware of the procedures to follow if an incident is identified. This helps to minimise the risk of harm occurring to people living in the home.
- * Rolling programme of refurbishment and specific monies are set aside to assist the process.
- * Staff are recruited and trained to a good standard. This means people who use the service will receive a more consistent care package.

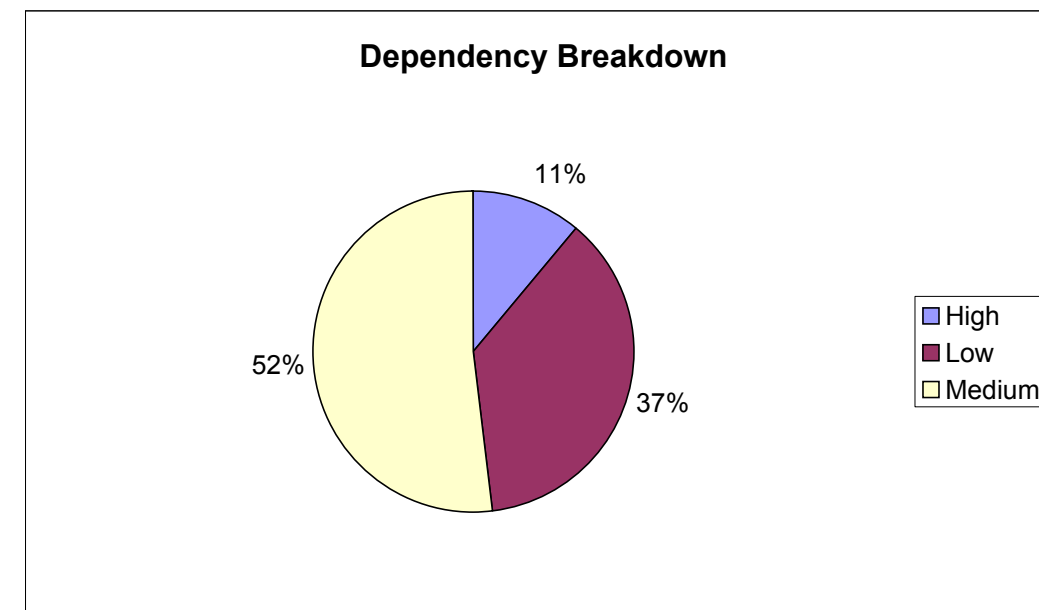
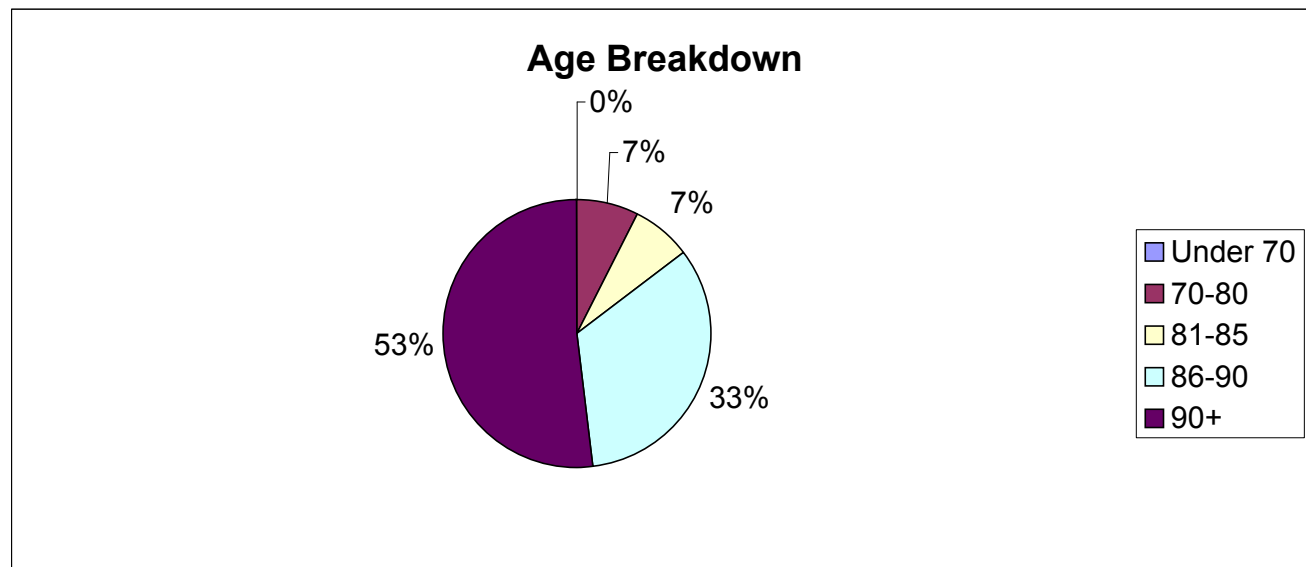
What did the CQC say could be improved on?

People living in the home should be better informed about the complaints process.
New residents must be assessed prior to moving into the home.
People must be risk assessed in area's such as falls and moving and handling.
All incidents must be assessed using the internal safeguarding policy. All incidents that are Clearly safeguarding matters must be reported to the appropriate professionals.

Residential Profile

No of Places	Permenant	31
	Short Stay	2
	Intermediate Care	
	Total	33
Average Occupancy		
09/10		95%

Resident Profile



Richmond House Residential Profile



Richmond Road
Farsley
LS28 5ST

Community Involvement

Focus for community involvement from neighbours. Local schools and elected representative
Various faiths in the community visit the home

What did the CQC say we did well?

* Well managed and run in the best interests of the people who use the service.

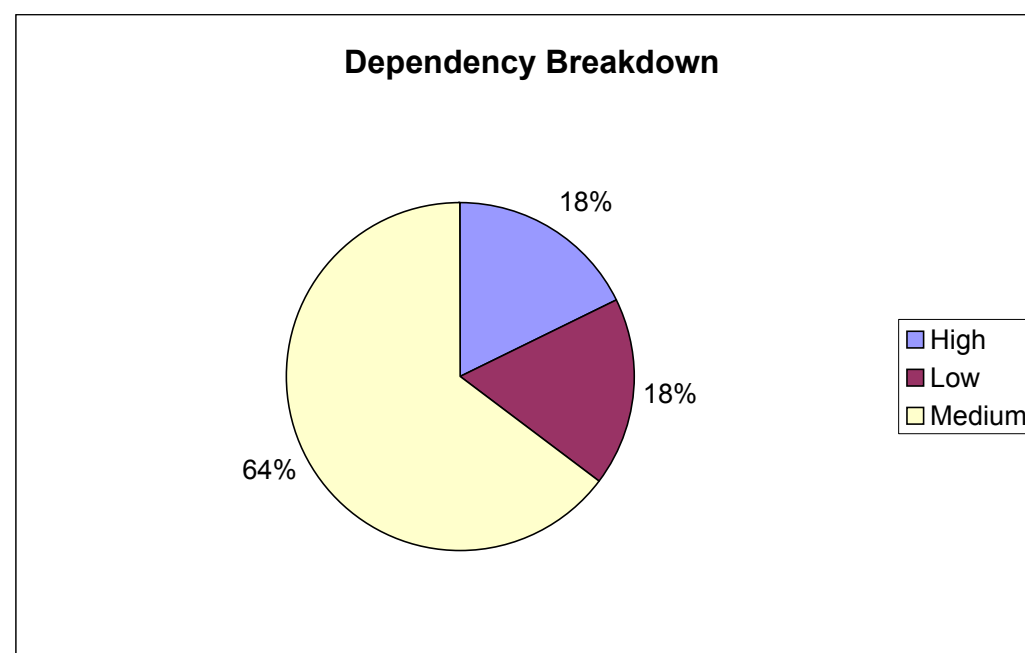
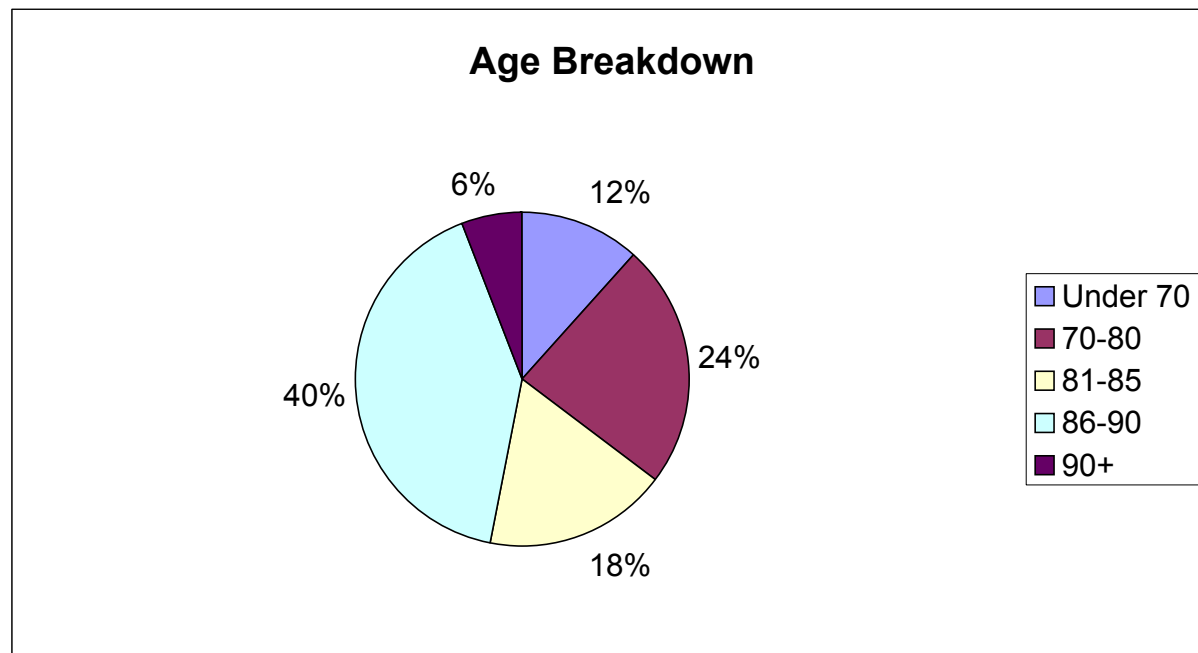
What did the CQC say could be improved on?

* Improvements to Medication.
* Additional administrative hours.

Residential Profile

No of Places	Permenant	0
	Short Stay	12
	Intermediate Care	8
	Total	20
Average Occupancy 09/10		78%

Resident Profile



Siegen Manor Residential Profile



Wesley Street
Morley
LS27 9EE

Community Involvement

Approaching a relative to chair a forum
Links with multifaith churches in the area
Occasional visits from schools

What did the CQC say we did well?

* Excellent ratings for meeting health and personal care needs.
* Feed back from professionals and customers was excellent.
* Relative feedback was excellent.
* Daily life and social activities were considered excellent.
* Person centred care was commended.

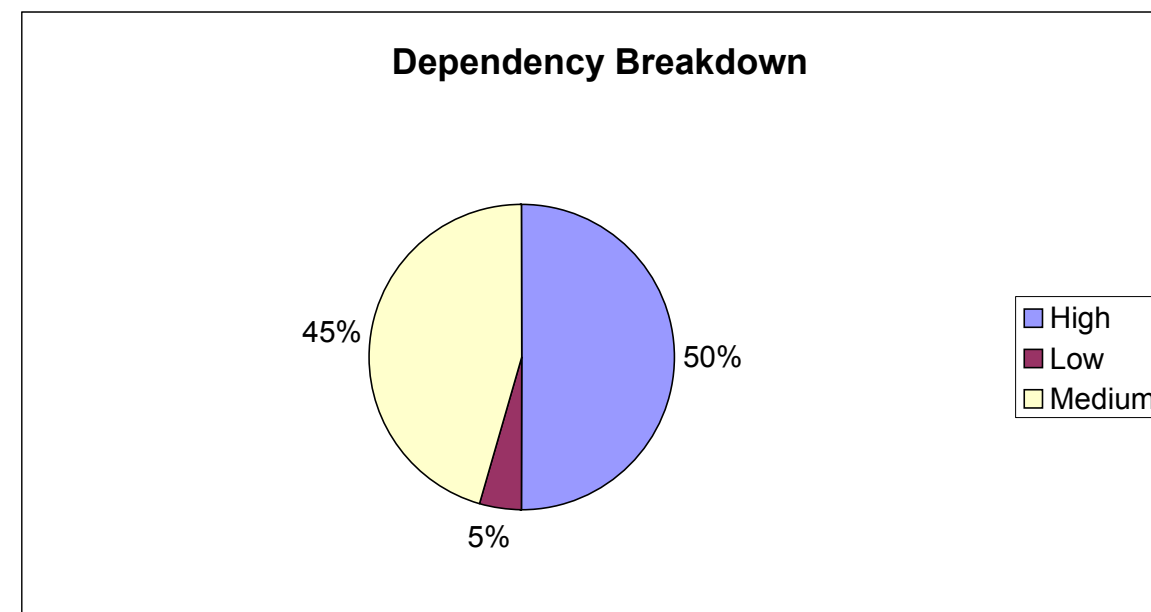
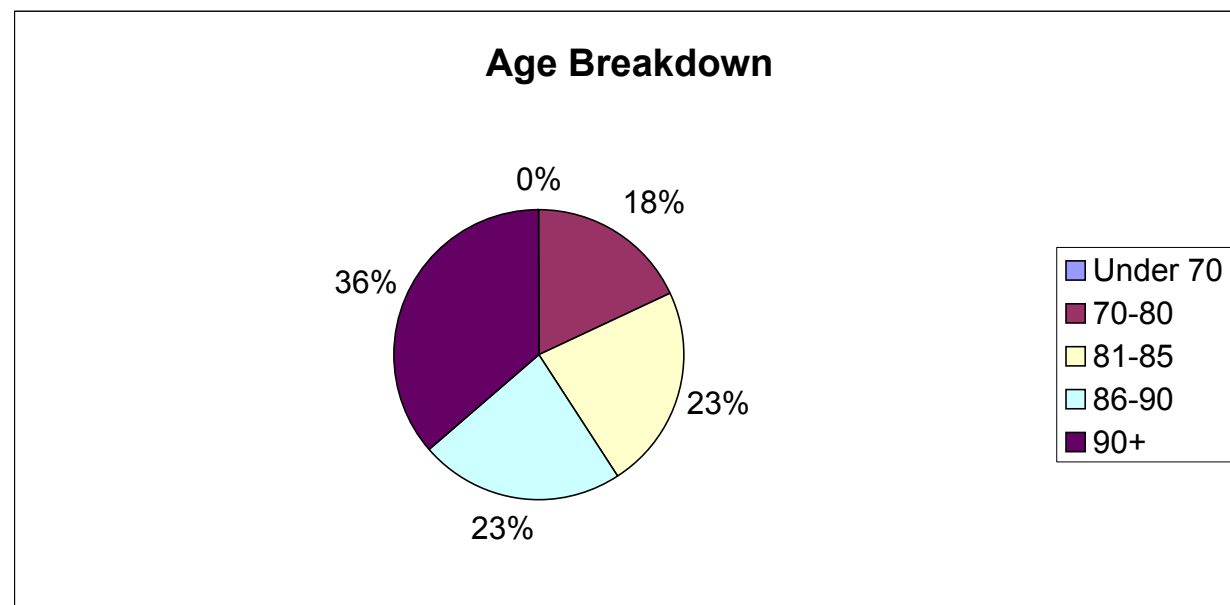
What did the CQC say could be improved on?

N/A

Residential Profile

No of Places	Permenant	23
	Short Stay	2
	Intermediate Care	5
	Total	30
Average Occupancy		
09/10		99%

Resident Profile



Spring Gardens Residential Profile



Westbourne Grove
Otley
LS21 3NN

Community Involvement

Monthly Visits from a local church
Involvement from Guiseley Lions
Involvement from AVSED - a local voluntary agency

What did the CQC say we did well?

- * Staff are friendly and helpful
- * People who live at the home have their needs assessed before they come to stay
- * Staff are caring and respect people's privacy and dignity.
- * Routines in the home are flexible and people can exercise choice in their lives
- * Visitors are encouraged and made welcome
- * People who live in the home have regular meetings and are able to make changes.

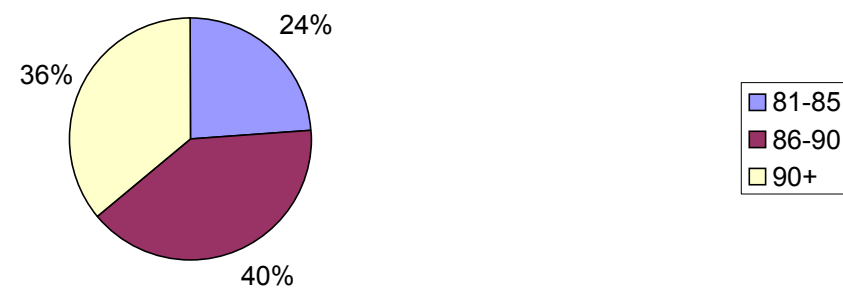
What did the CQC say could be improved on?

- * The home could look at providing more social activities.
- * Staff must have access to plans of care that give clear action to follow to meet people's needs.
- * The manager should continually monitor the amount of staff working with the people to ensure there is enough staff to meet their needs during the night.
- * All people moving into the home must have a full assessment of care needs.

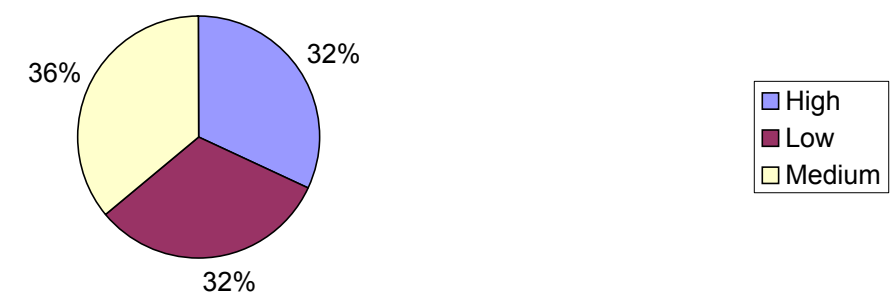
Residential Profile

No of Places	Permenant	28
	Short Stay	2
	Intermediate Care	
	Total	30
Average Occupancy 09/10		99%

Age Breakdown



Dependency Breakdown



Suffolk Court Residential Profile



Silver Lane
Yeadon
LS18 7JN

Community Involvement

Monthly Visits from a local church
Involvement from Guiseley Lions
Involvement from AVSED - a local voluntary agency

What did the CQC say we did well?

* People and their relatives spoke very well of the service and particularly the staff.
 * Visitors said that they could visit at any time and were made welcome.
 * The atmosphere in the home was warm and friendly. It was clear that there were good relationships between staff, people living in the home and their visitors.
 * Staff were good at encouraging and assisting people.
 * Policies are in place aimed to set out how the home protects people, and prevents harm or abuse and this includes a whistle blowing policy.

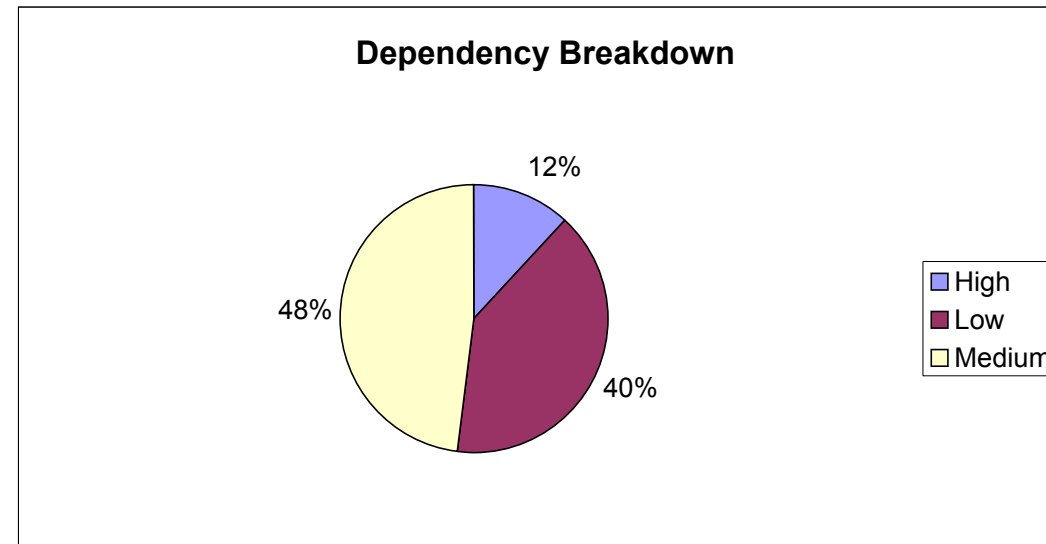
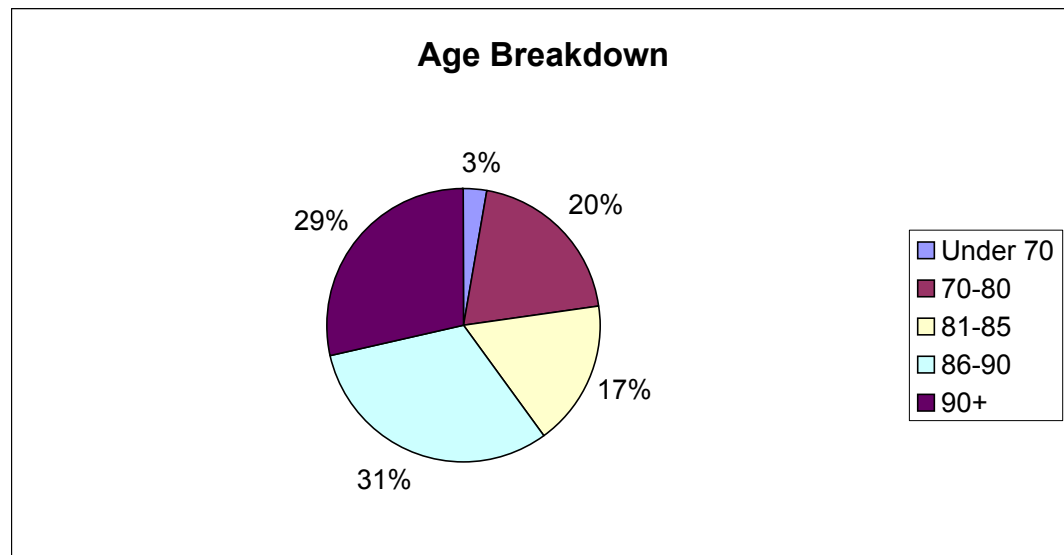
What did the CQC say could be improved on?

* Care plans and risk assessments must provide evidence to show, where possible, people living in the home or their representatives have been involved with developing the care plans and risk assessments. This will ensure agreement to provide the care package has been gained.
 * All care plans and risk assessments must be reviewed regularly and changed to reflect the care needs of the person receiving the care package. * People must be provided with social and recreational opportunities that help stimulate their well-being. All planned activities should be based around the needs and choices of the people living in the home.
 * The fire officer inspected the home 11/08/09 and some issues requiring attention were highlighted. These should be addressed to help to promote the safety and welfare of people.

Residential Profile

No of Places	Permenant	37
	Short Stay	3
	Intermediate Care	
	Total	40
Average Occupancy 09/10		

Resident Profile



Westholme Residential Profile



Thornhill Road
Wortley
LS12 4LL

Community Involvement

Working in Partnership with Armley Helping Hands
 * Locally recognised as a community based organisation supporting older people in Armley and Wortley district Leeds 12 (It has recently secured 5 years commissioning with an extension of three years enabling Westholme to have a continuing partnership agreement to 2018).
 The purpose of the partnership is to enable Westholme residents to engage in their local community maximising community involvement and ownership. Sharing skills and experience and resources.
 * Residents have choice and access into new community activities i.e. access to local lunch club, day trips local community events. The partnership coordinates a cinema project within the home which provides a stimulation and engagement of residents and members of the public.
 * Westholme has worked with the councillors and the Armley MP in making sure that Westholme is accommodating the needs of the local community.

What did the CQC say we did well?

* The Home is well managed, staff work hard to maintain peoples choices and respect.
 * People are encouraged to exercise choice about how and where to spend their time.
 * There are opportunities to take part in Social activities.

What did the CQC say could be improved on?

* Staff should complete Nutritional risk assessment when a person is admitted and later as necessary.

Residential Profile

No of Places	Permenant	39
	Short Stay	1
	Intermediate Care	
	Total	40
Average Occupancy		
09/10		

Resident Profile

