

Key inspection report

Care homes for older people

Name:	St Andrews House, Ashburton
Address:	West Street Ashburton Newton Abbot Devon TQ13 7DU

The quality rating for this care home is:

three star excellent service

A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

Lead inspector:	Date:
Graham Thomas	1 5 1 2 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Older People can be found at www.dh.gov.uk or bought 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

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the care home

Name of care home:	St Andrews House, Ashburton
Address:	West Street Ashburton Newton Abbot Devon TQ13 7DU
Telephone number:	01364653053
Fax number:	
Email address:	sallystandrews@msn.net
Provider web address:	www.standrewshouse.net

Name of registered provider(s):	Mrs Rosemary Christophers, Mr Duncan Christophers, Mr Jeremy Christophers
Type of registration:	care home
Number of places registered:	24

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	24
old age, not falling within any other category	0	24
physical disability	0	24
Additional conditions:		
To include Service Users under the age of 65 years.		

Date of last inspection									
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Brief description of the care home
St Andrews House is a privately owned care home for older people, some of whom have physical and mental health needs associated with old age.
The home is a detached property set in its own walled grounds, consisting of the original rectory with a modern extension. The service is family owned and has a registered manager who oversees the day-to-day running of the home. There are two lounge areas and a garden room, which also serves as a dining area located on the

Brief description of the care home

ground floor. There are also some residents bedrooms on this level with the rest being on the first floor, which is accessed via a shaft lift or staircase.

All rooms are currently used for single occupancy and all have en-suite facilities.

St Andrews House has attractive and well maintained grounds with level access for residents. The Home is situated within a short walk to local shops and amenities.

At the time of this inspection fees ranged from £500 to £525 per week. Copies of inspection reports are available within the home in the entrance foyer.

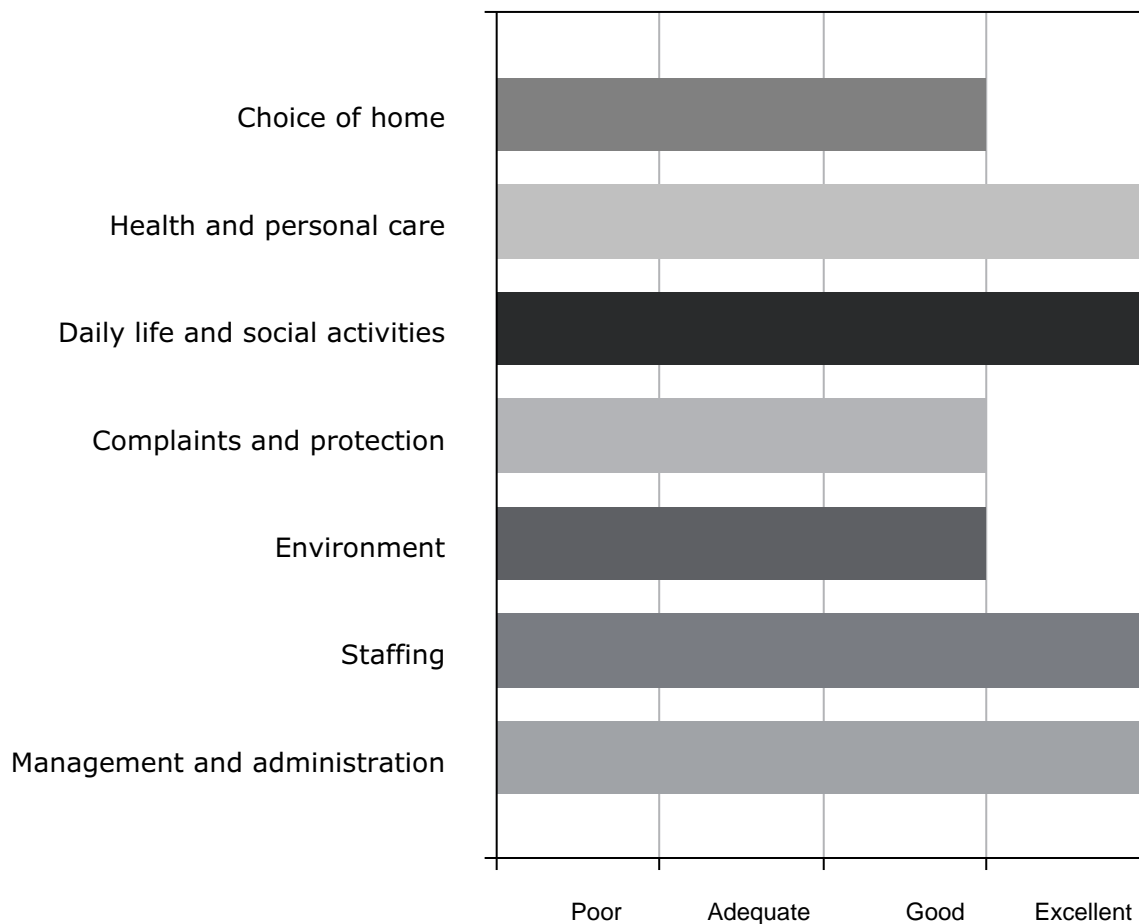
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

Before visiting the home we sent surveys to people living there. Ten were returned, some of which had been completed on people's behalf. We also asked the provider to complete an Annual Quality Assurance Assessment (AQAA) with information about the home. We looked at these as well as other information we had received about the home since our last inspection. This included information sent to us about incidents in the home, called 'notifications'.

We visited the home with an "Expert by Experience" from "Help the Aged". "Experts by Experience" provide an independent view based on experience and knowledge of the kinds of services we inspect. While visiting, we spoke with people living in the home, the owners, manager, and staff. We also spoke with a visiting Doctor and Podiatrist

During our visit we looked around the home and saw staff at work. We also looked at records such as care plans, staff files and other records about the running of the home.

What the care home does well:

St Andrews House is a hygienic, clean, comfortable and homely place to live.

The home provides people with comprehensive information and assesses their needs before it offers them a place. This ensures that the home will suit them and meet their needs.

Well detailed care plans provide staff with the information they need to provide individual care. Staff are trained and the home equipped to meet each person's individual needs. People's health is closely monitored and there are good arrangements for liaising with health professionals.

People can make choices about their routines and lifestyles. There are good arrangements for people to keep in touch with people who are important to them. This includes computer and web cam facilities. A range of activities are available and these are co-ordinated by a specific member of staff who is about to move to a full time position.

There are good systems for handling complaints and staff know what to do if there is any suspicion of abuse.

People living in the home make many positive comments about the caring attitude of the staff and have confidence in them. Training for staff is well organised and they receive the training they need to meet people's needs safely.

The manager is well qualified, experienced and has systems in place to manage the home for the benefit of people who live there.

What has improved since the last inspection?

The home has a good annual quality auditing system and a commitment to ongoing improvement.

What they could do better:

We have recommended that the home makes sure that there are activities suitable for its male residents.

At the time of our visit, two doors were not closing properly which could compromise people's privacy and safety

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 on page 4.

The report of this inspection is available from our website www.cqc.org.uk.

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order line 0870 240 7535.

Details of our findings

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Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 1, 3 and 6

There is good information for people to help them decide if St. Andrews House the right place for them. Detailed assessments help the home to decide if it can meet people's needs before offering them a place.

Evidence:

We received ten completed surveys from people living at St Andrews. These asked whether people had received enough information about the home before they moved in to help them decide if it was the right place for them. Two people could not remember and the other eight stated that they had received enough information and a contract. In the Annual Quality Assurance Questionnaire completed by the home they told us: "1. Our service user guide contains a large format CD for use on TV or computer. As well as this we offer a very thoughtful and comprehensive website. 2. Our standard Contract is available to all prospective clients in our brochure pack. 3. All clients are visited prior to admission or invited to spend time, often a whole day, at

Evidence:

the home prior to admission. 4. The prospective admission of all clients is given great consideration in advance and some applications have to be refused on the basis that the client in question would not find us a suitable placement. This takes into account their needs as well as those of our existing clients...." During our visit we confirmed that this information was available. One person we spoke with confirmed that they had visited the home before moving in.

No people had recently moved into the the home when we visited. However we saw that there were arrangements in place for making detailed assessments of people's needs before they moved in. This included their health, personal care and social needs.

Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 7, 8, 9 and 10

People living at St Andrews House receive excellent care and support tailored to their individual needs.

Evidence:

In the ten surveys returned to us before we visited the home, people said that they "always" or "usually" received the care and support they need and that staff were on hand to provide it. We spoke with people living in the home during our visit. One person told us "Staff bend over backwards to please you and always come when you ring the bell". Another described service they received as "kind, thoughtful, efficient" and said they received "excellent care".

We looked in detail at the care being provided for three people. We found that each person had a detailed plan of care and had been allocated a "key worker". The plans provided carers with details of problems, needs, individual goals and the approach that was to be used to meet particular needs. The plans had been regularly reviewed with the person or their representative where possible and signed by staff to show

Evidence:

they were aware of any changes.

We saw that the plans contained a range of assessments relevant to the person. These included for example, assessments of mental capacity, dementia, moving and handling and nutrition. Risk assessments and management plans had been produced for such areas as the use of bed rails, falls, and the development of pressure areas. We saw moving and handling plans in people's individual rooms.

In information we received from the home before we visited, we read that the care planning system was to be further improved by being computerised. This work was in progress when we visited.

During our visit we saw that there was appropriate equipment available to meet individual needs such as pressure relieving cushions and hoists and slings for moving people safely. We saw staff using a hoist to move a person. This was done without rush and the person was kept informed of what was happening at every stage of the procedure. Staff files showed that they had been trained in using this equipment.

The service provided was clearly designed to meet individual needs, involving outside agencies where appropriate. For instance, one person had a visual impairment. At the time of our visit, the person was receiving a visit from "TORCH" an organisation supporting people with sight loss. This service was able to assist with individual advice and materials such as large print calendars.

We saw records showing that people's health was regularly monitored including, for example, blood pressure and weight. The individual files and other records showed evidence of visits and consultations with Opticians, Physiotherapists and Community Nurses. We spoke with a visiting General Practitioner during our visit who told us that there was good liaison with medical practitioners and that people were referred for appointments promptly and appropriately. During our visit, a podiatrist was providing treatment in the home's treatment room and the "Expert by Experience" noted that people were being reminded by staff about their appointments.

We looked at the home's system for helping people with their medication. We saw that individual files contained risk assessments where people were administering their own medicines. People who preferred staff to look after their medicines had signed an agreement with the home to this effect. We found that medicines were securely stored with additional storage provided for medicines requiring refrigeration. The records of medicine administration we examined were up to date and in good order. Staff training records showed that those who were administering medicines had been

Evidence:

appropriately trained.

When visiting the home we saw that staff had a good relationship with people living there. They were, at all times, respectful and protected people's privacy and dignity by knocking on room doors before entering and closing doors when giving personal care. The "expert by experience" noted that, "all residents appeared clean, dressed in freshly laundered clothes, looked well cared for and at ease in their surroundings."

Daily life and social activities

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 12, 13, 14 and 15

St Andrews continues to provide excellent support for people to maintain the lifestyle of their choice.

Evidence:

This area of the home's service was examined by the "expert by experience". He wrote:

"The home employs an experienced fully trained occupational therapist and she organises and delivers a very full programme of activities and events. Outside entertainers and people with skills such as flower arranging and conversation also visit.

All of the people taking advantage of the activities on the day of the visit were ladies. The gentlemen spoken with indicated that they were aware of the opportunities but chose to not to engage in them saying, "I find it is the ladies who go on the trips and I am quite happy to stay in my room", "I think the things they do are more for the women" and "I went to a recent party but I was the only man there". One gent said, "I prefer to watch the football on SKY television". A computer with Internet and a

Evidence:

web-camera is available in one of the lounges for people to use to keep in contact with friends and family.

Trips are organised to a wide variety of attractions using a people carrier or hired transport designed to accommodate wheelchairs. A forthcoming event is the Annual Carol Service at nearby Buckfast Abbey. Trips out for lunch are also a feature. Recently visits have been received from the Salvation Army Band and the local Brownie group for whom some of the residents made gingerbread men. A monthly Service of Holy Communion is available to all. One gentleman takes daily walks in the immediate vicinity of the Home.

Residents advised that their visitors are always made to feel welcome and are offered refreshments.

Everyone spoken with was complimentary about the food some saying, "The food is very good here", "Very good food", "Reasonable lunches" and "I really enjoy my bacon sandwich at breakfast time". Cooked breakfast is available as well as a wide variety of other items. Lunch is a choice from two main courses and a variety of deserts. On the day of the visit the selection was pasta bake or chicken (with garlic) wrapped in bacon with potatoes, carrots and peas accompanied by a jug of white sauce. Dessert was a choice of rice pudding, yoghurt or fresh fruit. The food looked appetising, was hot and very tasty. The evening meal is served from 5pm and consists of soup plus one hot dish or a selection of sandwiches. Most diners remained silent during the lunch meal despite attempts to engage them in conversation. Assistance was given in a discreet manner to those needing it. The Cook advised that she purchases fruit and vegetables locally and one of the Service Providers supplies pork from his own pigs. "The Owner" obtains dry goods and meats from larger suppliers. Soft diets are catered for. The menu follows the seasons to take advantage of fresh produce and suggestions from residents are always sought at the periodical meetings of residents. International dishes such as lasagne and curry are on the menu from time to time...

..The daily menu and events are displayed on a large whiteboard in the main dining area."

The Registered Manager told us that each person has an living in the home can have an individual email account if they wish.

Complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 16 and 18

People living at St. Andrews House can feel confident that their concerns and complaints will be appropriately addressed. There are robust systems in place for safeguarding people from abuse.

Evidence:

At the time of this inspection, the Commission had not received any complaints about the home. The home's complaints records showed that the home had received no complaints.

A clear complaints procedure is in place with guidance for staff at all levels about how they should respond to a complaint.

In the ten surveys returned to us by people living in the home, all said there was someone available to speak to if they were not happy. All said that they were aware of the formal complaints procedure. People with whom we spoke during our visit told us that they were confident that staff would respond well to any concerns or complaints.

Clear policies were seen concerning the safeguarding of vulnerable adults from abuse. The staff with whom we spoke were clear about what might constitute abuse and how they might report this. The staff training programme included courses relevant to this subject.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 19 and 26

People living at St Andrews House benefit from a clean homely and comfortable environment that meets their individual needs.

Evidence:

St Andrew's House comprises of an old period property with a purpose-built wing attached to the rear. All bedrooms have en-suite facilities of either showers or baths, and there are three separate communal areas for resident use. A passenger lift provides access to the upper floor. There are extensive gardens to the rear, and some parking to the front with level access. This means residents have a choice of areas in which to spend time. Communal lounges contained books and other items of interest for people living in the home. A new plasma screen television had been provided and there were computer facilities including a web cam facility.

People who returned surveys told us that the home was always or usually fresh and clean. One person commented "the facilities here are excellent" and another person remarked that they found the home comfortable.

We looked at most areas of the home during our visit. We saw that it is comfortably decorated and furnished in a homely, traditional style. Evidence of ongoing decoration and refurbishment was seen during our visit such as the provision of a new assisted

Evidence:

bath. The "Expert by Experience" wrote: "There were no obvious safety issues. The heating was good and the wood burners looked attractive and welcoming. There were no unpleasant odours..... ...The bedrooms visited were very clean, homely and personalised to varying degrees. Most had pleasant rural or garden views and some had balconies with patio doors."

One room door and another in an upstairs corridor were catching on the carpet so that the automatic closure devices were not effective. However we saw that the home had records of ongoing maintenance and refurbishment.

Risk assessments were in place regarding individual and general risks relating to the home's environment such as hot surfaces and trip hazards.

During our visit we looked at arrangements for hygiene and the control of infection in the home. We saw a generally good standard of cleanliness throughout. The laundry facilities include industrial standard washing and drying facilities. There were contracts in place for the disposal of clinical waste. Antiseptic hand gel was available for staff use and wash hand basins were provided with liquid soap and paper towels. Staff were seen using aprons and gloves for tasks such as personal care, cleaning and handling laundry.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 27, 28, 29 and 30

People at St Andrews House are well supported by a well trained staff group with sound values

Evidence:

We received various comments about staff in the surveys returned to us and in conversation with people living in the home. For example comments in surveys described staff as "helpful" and "very caring". At the home, one person told us, "Staff bend over backwards to please you and always come when you ring the bell".

The "Expert by Experience" wrote:

"Residents commented on the recent change of staff and when lamenting the departure of one particular carer a person said, "I accept that in this type of place staff move on and then we have to 'break-in' the new ones and teach them our ways!". The evidence was that there might be a slight problem where English is not the first language of newly arrived staff and the resident has impaired hearing. Residents advised that they were confident in the ability of the staff to attend to their needs and a person with a colostomy said, 'They are very good at dealing with my bag'".

Evidence:

We looked at staff rotas and discussed staffing arrangements with the registered manager and individual staff. The home has four care staff on duty during peak hours in addition to the manager, a cook, cleaning staff and an activities co-ordinator whose post was about to change to full-time when we visited. The Registered Providers also maintain a presence in the home.

We looked at the files of recently recruited staff to examine the recruitment procedure. These included all the required checks such as confirmation of identity, references and criminal records checks. Staff confirmed that they had attended for formal interviews.

The Registered Manager showed us a training needs analysis which identified the training achieved and training still required. This included high quality training specific to people's roles as well as necessary training in health and safety topics. For example the home's cook had attended courses at a well reputed local cookery school. The training plan showed that a number of staff had achieved National Vocational Qualifications in care and that this area of training was ongoing. Induction training for new staff is based on a nationally recognised framework. A new staff member with whom we spoke confirmed that there was a "buddying" system for new staff which involved mentoring by more experienced colleagues.

In conversation staff displayed sound values about their work. For example, one senior carer commented very clearly that "we are the guests" in the home. All those spoke with were very clear about their respective roles. Records showed evidence of regular staff supervision and staff meetings. Notes of daily handover meetings included a section for staff identifying what they would do specifically today to make residents' lives more fulfilled.

Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Standards 31, 33, 35 and 38

St Andrews House is well managed for the benefit of people living there.

Evidence:

Sally Rhodes, the registered manager holds the Registered Managers Award and National Vocational Qualification at level 4 in Care. She is also a qualified NVQ assessor. In addition she has attended a great many courses relevant to her role including such topics as "Quality Assurance" and "Putting the Mental Capacity Act into Practice"

We found that the home was well organised and this was the subject of specific comments made by people living there. In interview, staff were very clear about their roles and lines of accountability. There were good systems in place for the organisation and management of staff including buddying, training, supervision and regular meetings. At the heart of these systems were the needs of people living in the home. This is shown, for example, in the daily commitment at handover meetings to

Evidence:

finding ways to make people's lives more fulfilling.

We also saw further evidence of consultation and involvement of people living in the home. This included residents' meetings and quality assurance surveys. An analysis of the results of a recent quality assurance exercise was seen. This included details of feedback about potential improvements, and who was to be responsible for acting upon the feedback.

Arrangements for service users' monies appeared sound with appropriate individual records kept.

We looked at how the health and safety of people using the service and staff is maintained. As described in previous sections of this report, risk assessments were seen both for individual and environmental risks. The staff training programme includes health and safety topics such as fire, moving and handling, food hygiene and infection control. During the inspection we saw records of maintenance and upgrading of safety systems and equipment. For, example, the home's fire system had been upgraded in August 2009, records were seen regarding recent servicing of hoists and the lift as well as electrical and water testing. In September 2009, the home had received a satisfactory food hygiene inspection.

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, Care Homes 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, Care Homes 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	19	23	<p>The Registered Person must ensure that all doors fitted with automatic closing devices are able to close effectively</p> <p>This is to safeguard the privacy and safety of people living in the home</p>	03/03/2010

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
1	12	The home's activities programme should be reviewed to ensure that it meets the needs of men living in the home

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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