

Key inspection report

Care homes for older people

Name:	Ryecroft Care Home
Address:	1 Kings Avenue Meols Wirral CH47 0NH

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:
Helen Carton	3 0 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

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- 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:	Ryecroft Care Home
Address:	1 Kings Avenue Meols Wirral CH47 0NH
Telephone number:	01516321068
Fax number:	01516322890
Email address:	
Provider web address:	ryecroftthome@btinternet.com

Name of registered provider(s):	Ryecroft Care Limited
Type of registration:	care home
Number of places registered:	13

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	13
Additional conditions:		
The registered person may provide the following category of service only: Care home only - Code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP The maximum number of service users who can be accommodated is: 13		

Date of last inspection								
Brief description of the care home								
Ryecroft is a detached, three storey property in the residential area of Meols in Wirral. The home is situated on a main road, near to transport links, local shops, leisure and community facilities. Ryecroft is privately owned and is registered to accommodate 13 older people. All bedroom are single occupancy with nine having en-suite facilities. A passenger lift serves each floor. The home has a lounge with an adjoining conservatory and a separate dining room. There is a small garden area to the side of the house. There is on road parking at the side of the property.								
The fees for living at the home range from 420 to 500 pounds per week. A copy of the								

Brief description of the care home

most recent inspection report, service user guide and statement of purpose is available from the manager.

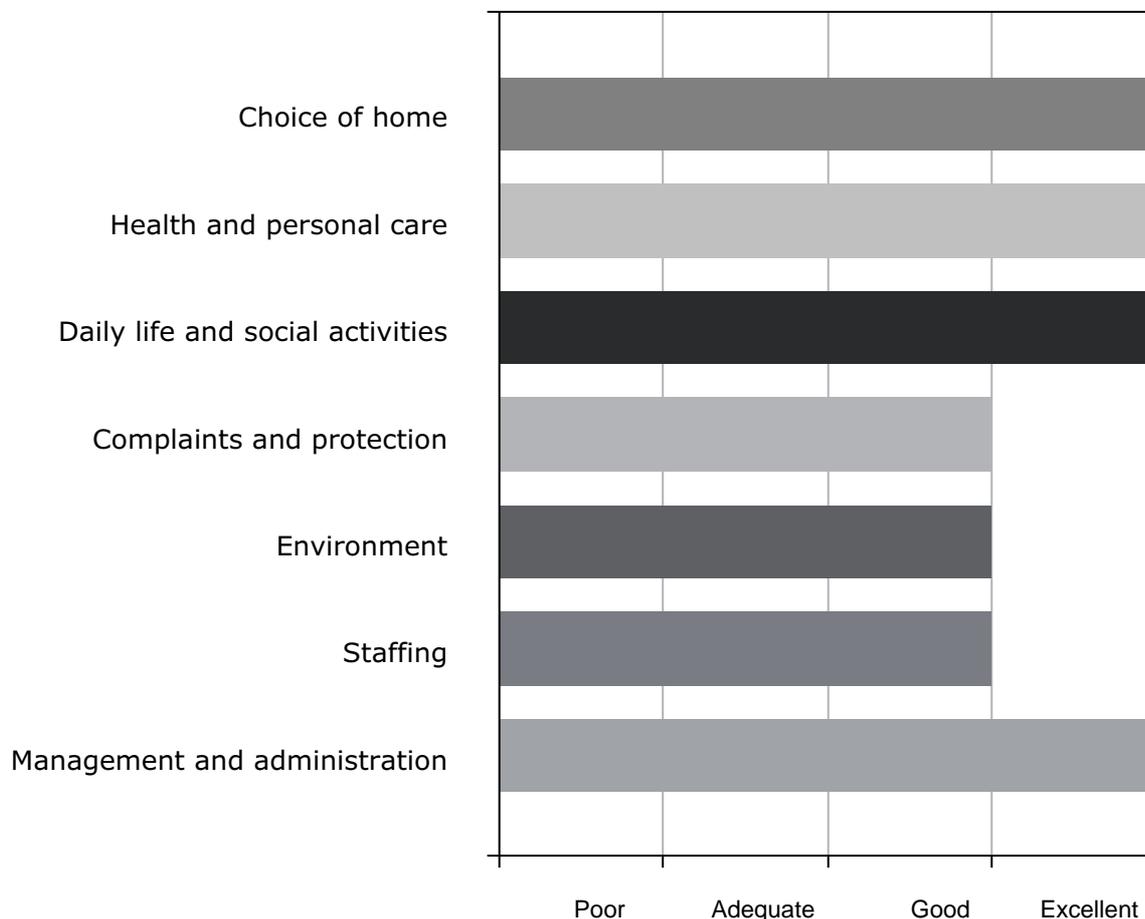
Summary

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:

As part of the inspection process we sent the manager of Ryecroft care home an Annual Quality Assurance Assessment (AQAA) document, which was completed prior to our visit to the home. This document was to provide information about the service at the home and to tell us where they felt they had made improvements to the way they support residents and the staff team.

The last inspection on this service was completed on the 2nd March 2007

We visited Ryecroft to enable us to look at records and to discuss how the home supports residents in all aspects of their lives. Part of this process involved speaking with the manager, members of the staff team and spending time with residents to find out their views on living at the home.

We spent approximately six hours at the home.



What the care home does well:

People who may wish to move into Ryecroft are given detailed information about the facilities of the home and the care and support they can expect to receive if they choose to move there. Residents spoken with during our visit made the following comments:

"Before I moved in I came and visited a few times met the other people who live here and had a look at the bedroom. This helped me to make the decision to move in and kept me in control of what was happening in my life".

"I visited before I moved in which was very helpful and calmed my nerves".

All new residents receive a comprehensive needs assessment before moving into the home. The assessment focuses on achieving positive outcomes for residents and supporting them to remain as connected as possible to their lifestyles prior to moving into Ryecroft.

Each resident has a care plan which provides detailed information about the type and level of care and support they need and want. Clear information is provided to enable the staff team to ensure personal and intimate care and support is carried out to maintain residents independence and to promote their rights to privacy and dignity. Residents spoken with during our visit to the home made the following comments:

"The staff are fabulous every single one of them, nothing is too much trouble".

"If I need help I just need to ask, sometimes I don't even need to do that they just know and come and ask me if I would like them to do anything for me"

Residents are supported to remain registered with their individual GPs, dentists and optometrists to ensure consistency of care and support. Records show and discussions with the manager and members of the staff team confirm a proactive approach is used to support residents to access healthcare services.

The home has efficient medication policy, procedure and practice guidance. The staff team have access to this written information and understand their role and responsibilities.

Residents are able to enjoy a full and stimulating lifestyle with a variety of options to choose from. The home has sought the views of the residents through individual and group meetings and considered their varied interests when planning the routines of daily living and arranging activities both in the home and the wider community. Routines are very flexible and residents can make choices in major areas of their life. Residents spoken with during our visit provided the following comments:

"When I realised I needed to move into a care home I was very anxious and quite upset I have now lived here over two years and feel this is my home which I share with a group of friends".

"Some of us go to the coffee morning across the road I enjoy that very much".

"It is hard moving into a care home and not a decision most people would want to make, but moving here has been good for me I have good company and Diana and the staff genuinely care about me".

Records, discussions with residents, the manager and members of the staff team shows residents are supported and encouraged to maintain positive relationships with their families and friends. Residents spoken with during our visit provided the following comments:

"My son doesn't even get his coat off before the staff have offered him a drink and something to eat, this is important to me it makes me realise this is my home".

"Diana and the staff make all my friends and relatives very welcome".

Residents told us they are able to have all meals in their rooms if they wish but are encouraged to have the main meal of the day in the dining room. Nine of the residents spoken with said they enjoyed having their main meal together as it gave them the opportunity to sit and chat and enjoy each others company.

Residents are offered a varied diet including a three course meal at lunch time with alternatives for the main meal being provided. Residents spoken with during our visit provided the following comments:

"The food is fabulous the meals are beautifully presented and there is always lots to eat".

"We like to sit and relax after our meals to have a chat and a bit of a giggle we can be here for up to an hour after we have finished eating, the staff never come in and try and rush us".

The home has an open culture that allows residents to express their views and concerns in a safe and understanding environment. Residents told us they are happy with the service provided, feel safe and well supported by an organisation that has their protection and safety as a priority.

The home is well maintained and provides a homely, comfortable and safe environment for residents to live in.

Staff members undertake external qualifications beyond the basic requirements. The manager encourages and supports the staff team to undertake training and recognise the benefits of a skilled, trained workforce.

A sample of recruitment records were looked at which showed the recruitment and selection procedures are robust, which is vital to ensure residents receive a good quality services and are offered protection from people unsuitable to work with vulnerable adults.

The registered manager Mrs Diana Meadows has the required qualification and experience and is highly competent to run the home and meets its stated aims and objectives.

What has improved since the last inspection?

Since our last visit to Ryecroft the manager and the staff team have worked hard to be awarded an Investors in People Recognition Award. This demonstrates a clear commitment by the manager, staff team and owners of the home to look at ways to continually improve the service to ensure positive outcomes for the residents who live there.

A large conservatory has been built onto the lounge significantly increasing the amount of communal space available for residents to use.

Since our last visit to the home work has been carried out on the bedroom areas resulting in all rooms now being single occupancy.

What they could do better:

The manager and the staff team should continue to strive to improve the service. With the manager already working on ways to improve residents and when appropriate relatives involvement in the review processes.

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. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

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

Detailed information is provided to prospective residents and their supporters about the care and support they will receive if they choose to move into Ryecroft. The assessment processes used by the home are robust and proactively support the success of a move to the home

Evidence:

Significant time and effort is spent planning to make admissions to the home personal and well managed. As part of this process staff members introduced to residents during introductory visits are on duty on the day they decide to move into the home. Residents spoken with during our visit to the home made the following comments:

"Before I moved in I came and visited a few times met the other people who live here and had a look at the bedroom. This helped me to make the decision to move in and kept me in control of what was happening in my life".

Evidence:

"I visited before I moved in which was very helpful and calmed my nerves".

The home has developed a comprehensive statement of purpose and service user's guide, which is very specific to the resident group and considers the different styles of accommodation, support, treatment, philosophies and specialist services required to meet the needs of people who use the service. The information is in a format suitable for their and their families' needs.

All new residents receive a comprehensive needs assessment before moving into the home. This is carried out by the manager who ensures individuals are supported and encouraged to be involved in the assessment process. Information gained from other interested parties such as health and social care professionals and where appropriate family members forms part of the overall assessment. For individuals whom are self funding the assessments process is undertaken with the manager seeking as much information to ensure the home can meet their needs and lifestyle choices.

The assessment focuses on achieving positive outcomes for residents and supporting them to remain as connected as possible to their lifestyles prior to moving into Ryecroft.

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.

Residents personal and health care needs are proactively met by a skilled and sensitive workforce.

Evidence:

Each resident has a care plan which provides detailed information about the type and level of care and support they need and want. Clear information is provided to enable the staff team to ensure personal and intimate care and support is carried out to maintain residents independence and to promote their rights to privacy and dignity. Residents spoken with during our visit to the home made the following comments:

"The staff are fabulous every single one of them, nothing is too much trouble".

"If I need help I just need to ask, sometimes I don't even need to do that they just know and come and ask me if I would like them to do anything for me"

Aids and equipment are provided to encourage maximum independence for residents and these are regularly reviewed and replaced to accommodate changing needs.

Evidence:

Residents are supported to remain registered with their individual GPs, dentists and optometrists to ensure consistency of care and support. Records show and discussions with the manager and members of the staff team confirm a proactive approach is used to support residents to access healthcare services. With systems in place to ensure healthcare appointments are attended and when necessary home visits are arranged.

The manager and the staff team fully respect the rights of residents in the area of health care and medication. They recognise and work with the decisions made by the individual regarding any refusal to take medication, or any specific requests about how their healthcare is managed. Members of the staff team spoken with provided the following information:

"We support the residents to remain as independent as possible and they decide what is important to them".

"We work well as a team and are aware of residents health care needs, Diana provides us with clear information and guidance".

The manager arranges training on health care topics that relate to the health care needs of residents such as dementia awareness, diabetes care, moving and handling and safeguarding awareness.

The home has developed efficient medication policy, procedure and practice guidance. The staff team have access to this written information and understand their role and responsibilities. Quality assurance systems including monthly audits by the manager and an annual audit by the dispensing pharmacist confirm that policy is put into practice. A sample of medication records were viewed and confirmed the manager and the staff team maintain detailed records on the ordering, storage, administration and disposal of residents medication. Only staff members who have gained an NVQ level 3 qualification, or above administer medication.

Care staff work to a very high standard and constantly monitor pain, distress and other symptoms to ensure individuals receive the care they need. The manager works closely with external professionals and specialists for advice and support to ensure resident receive the most appropriate and safe support at all times.

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.

Residents views and wishes are valued and form the basis of daily living, social and leisure activities provided by the home. Resulting in positive outcomes to enable them to maintain their emotional and mental well-being.

Evidence:

Residents are able to enjoy a full and stimulating lifestyle with a variety of options to choose from. The home has sought the views of the residents through individual and group meetings and considered their varied interests when planning the routines of daily living and arranging activities both in the home and the wider community. Routines are very flexible and residents can make choices in major areas of their life. The home employs two activities co-ordinators who work approximately four hours each day Monday to Friday. Residents spoken with during our visit provided the following comments:

"When I realised I needed to move into a care home I was very anxious and quite upset I have now lived here over two years and feel this is my home which I share with a group of friends".

"A few of us went to the Lady Lever art gallery and had a great time, there is always

Evidence:

something to do".

"Some of us go to the coffee morning across the road I enjoy that very much".

"It is hard moving into a care home and not a decision most people would want to make, but moving here has been good for me I have good company and Diana and the staff genuinely care about me".

Records, discussions with residents, the manager and members of the staff team shows residents are supported and encouraged to maintain positive relationships with their families and friends. Residents spoken with during our visit provided the following comments:

"My son doesn't even get his coat off before the staff have offered him a drink and something to eat, this is important to me it makes me realise this is my home".

"Diana and the staff make all my friends and relatives very welcome".

"Nothing is too much trouble for Diana and the girls".

Residents told us they are able to have all meals in their rooms if they wish but are encouraged to have the main meal of the day in the dining room. Nine of the residents spoken with said they enjoyed having their main meal together as it gave them the opportunity to sit and chat and enjoy each others company. The dining room has one large table residents told us they had decided to do this as it was easier to chat to each other.

Residents are offered a varied diet including a three course meal at lunch time with alternatives for the main meal being provided. Residents are involved through residents meetings in menu planning including grocery suppliers such as who provides the home's meat. The dining room is pleasantly decorated and furnished with tablecloths, condiments and napkins dressing the table. Residents spoken with during our visit provided the following comments:

"The food is fabulous the meals are beautifully presented and there is always lots to eat".

"See that fruit bowl it's filled twice a week you just come in and help yourself".

"We like to sit and relax after our meals to have a chat and a bit of a giggle we can be

Evidence:

here for up to an hour after we have finished eating, the staff never come in and try and rush us".

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.

Residents views and opinions are sought and acted upon resulting in their safety and well being being promoted and protected.

Evidence:

The home has an open culture that allows residents to express their views and concerns in a safe and understanding environment. Residents told us they are happy with the service provided, feel safe and well supported by an organisation that has their protection and safety as a priority.

The service has a complaints procedure that is clearly written and easy to understand. With copies held in each residents file, on the notice board and displayed in the entrance hall.

The policies and procedures for safeguarding adults are available and give clear specific guidance to those using them. Staff working at the service know when incidents need external input and who to refer the incident to.

The following comments were made by residents during our visit to the home:

"I can't imagine having a complaint but if I did I would go to Diana and I know it would be sorted out".

Evidence:

"If I was worried about anything I would talk to Diana or one of the other girls and I know it would be sorted out"

Training of staff in safeguarding is regularly arranged by the Home.

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.

The home is well maintained and provides a homely, comfortable and safe environment for residents to live in.

Evidence:

The home is a well maintained environment meeting the physical needs of the residents living there.

All bedrooms are single occupancy with all but three having en-suite facilities.

Residents are encouraged to personalise their bedrooms. All the home's fixtures and fittings meet the needs of individuals and can be changed if their needs change.

The environment promotes the privacy, dignity and equality of residents.

The shared areas provide a choice of communal space with opportunities to meet relatives and friends in private. We noticed all communal areas had ornaments and pictures giving a homely feel and appearance to the home. Residents spoken with during our visit provided the following comments:

"I'm living in my home from home".

Evidence:

"It's very comfortable here and I was able to bring my own furniture which helped me settle in".

The bathrooms and toilets are fitted with appropriate aids and adaptations to meet the needs of residents and are in sufficient numbers and of good quality.

Since our last visit to the home a large conservatory has been built on to the lounge offering residents a second communal area to read, chat and spend time with relatives and friends.

Residents told us there is plenty of hot water and the temperature in the home can be changed, on request.

The home is well lit, clean and tidy and smells fresh. There is a good infection control policy. With the manager seeking advice from external specialists, such as NHS infection control staff when necessary.

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

Residents are supported by a well trained and skilled workforce resulting in positive outcomes regarding individualised care and support.

Evidence:

Residents spoken with have confidence in the staff who care for them. Rotas show well thought out and creative ways of making sure that the home is staffed efficiently, with particular attention given to busy times of the day and changing needs of the people who use the service. Including designated hours each day for in house activities or community based outings.

Staff members undertake external qualifications beyond the basic requirements. The manager encourages and supports the staff team to undertake training and recognise the benefits of a skilled, trained workforce. The AQAA document provided by the manager indicates that nine of the twelve care staff employed have gained National Vocational Qualifications (NVQ). Members of the staff team spoken with provided the following comments:

"I was nervous about going on training courses but after I had been on one or two I started to enjoy them and my confidence improved I have now got an NVQ level 3 qualification".

Evidence:

"I know what I am expected to do and Diana is very clear about the standard of work she expects".

"I really enjoy working here the residents are so interesting and spending time with them is a pleasure".

A sample of recruitment records were looked at which showed the recruitment and selection procedures are robust, which is vital to ensure residents receive a good quality services and are offered protection from people unsuitable to work with vulnerable adults.

Staff meetings take place regularly. Supervision sessions are regular and staff find them helpful with a focus on improving outcomes for residents and the home.

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.

Residents health and safety is promoted and maintained by a well managed and person centred focused care service.

Evidence:

The registered manager Mrs Diana Meadows has the required qualification and experience and is highly competent to run the home and meets its stated aims and objectives.

The manager demonstrates a clear vision of the home based on best practice and the requirements of the registered providers. She communicates a clear sense of direction, is able to evidence a sound understanding of operational systems, particularly in relation to continuous improvement, customer satisfaction, and quality assurance. During our visit to the home we were told the home gained An Investors in People Award in January 2007 which demonstrates the manager's and registered providers commitment to developing the staff team as part of their quality assurance systems. The service offered by Ryecroft is service users focused and continues to

Evidence:

strive to improve the outcomes of the people who live there.

The manager ensures the staff team follow the policies and procedures of the home and also have access to training materials and information sheets to support them in their roles. Practice and performance are discussed during supervision, staff training and team meetings. Spot checks and quality monitoring systems provide management evidence that practice reflects the home's policies and procedures. There is strong evidence that the ethos of the home is open and transparent. The views of both residents and the staff team are listened to and valued. Residents spoken with during our visit made the following comments:

"Everything I want and need is here I feel genuinely cared for and valued".

"I enjoy my life here I have made some very good friends".

"Diana and the girls are great, very caring and really understand what I need and want".

The AQAA document contains detailed information about the health and safety checks and assessments carried out to ensure the residents and staff teams safety such as fire safety equipment check, current gas safety certificate and passenger lift certificate. This information was confirmed during our visit to the home.

The manager does not manage or hold for safekeeping residents monies with six residents managing their own finances and the remainder being supported by their relatives.

Record keeping is of a high standard. Residents can gain access to their records and contribute to them. They are always told when a significant new entry has been made and what it says.

The manager and the staff team have a good understanding of risk assessment processes which is underpinned by promoting independence, choice and autonomy. These principles are taken into account in all aspects of the running of the home.

Health and safety systems are regularly reviewed and updated and are developed on the basis of experience in the home, outcomes for people using the service and learning from external developments. The manager ensures that all staff are trained in health and safety matters. Individual training records reflect this and regular updates are planned ahead.

Evidence:

The manager has attended training regarding The Mental Capacity Act 2005 and there have been no deprivation of liberty safeguard referrals made.

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

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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