

Key inspection report

Care homes for adults (18-65 years)

Name:	Prudential Care Home Ltd
Address:	146 Carlingford Road London London N15 3EU

The quality rating for this care home is:	two star good service
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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:
Susan Shamash	2 3 0 6 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 Adults (18-65 years) 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Prudential Care Home Ltd
Address:	146 Carlingford Road London London N15 3EU
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Prudential Care Home Ltd
Name of registered manager (if applicable)	
Mr Joseph Ankrah	
Type of registration:	care home
Number of places registered:	6

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	6	6
Additional conditions:		

Date of last inspection									
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Brief description of the care home

146 Carlingford Road is registered to provide support for up to six adults with mental health needs including those subject to conditions of Section 37/41 of the 1983 Mental Health Act. The home is run by Prudential Care Home Ltd, a private provider that owns other residential services in the area.

The property is a large three storey building with six bedrooms. There is a bathroom and separate toilet facility on each floor, a staff office, lounge and kitchen/diner area.

The stated aims of the home are 'To provide a safe homely environment in which the residents have as much control over their lives as possible, enabling them to achieve the maximum degree of independence whilst retaining their dignity. To provide each individual with an opportunity to build new skills for life and adapt old ones. To provide

Brief description of the care home

a therapeutic programme under the care programme approach which is appropriate and relevant to individual needs, and to enable each individual to function to his/her potential.'

The home is approximately five minutes walk from Turnpike Lane Underground Station, and is served by local buses. It is close to shops, pubs and other public amenities.

In June 2009 the weekly fees charged range between 850 - 1200 GBP depending on level of need. Current inspection reports can be obtained directly from the home and can also be viewed on www.cqc.org.uk

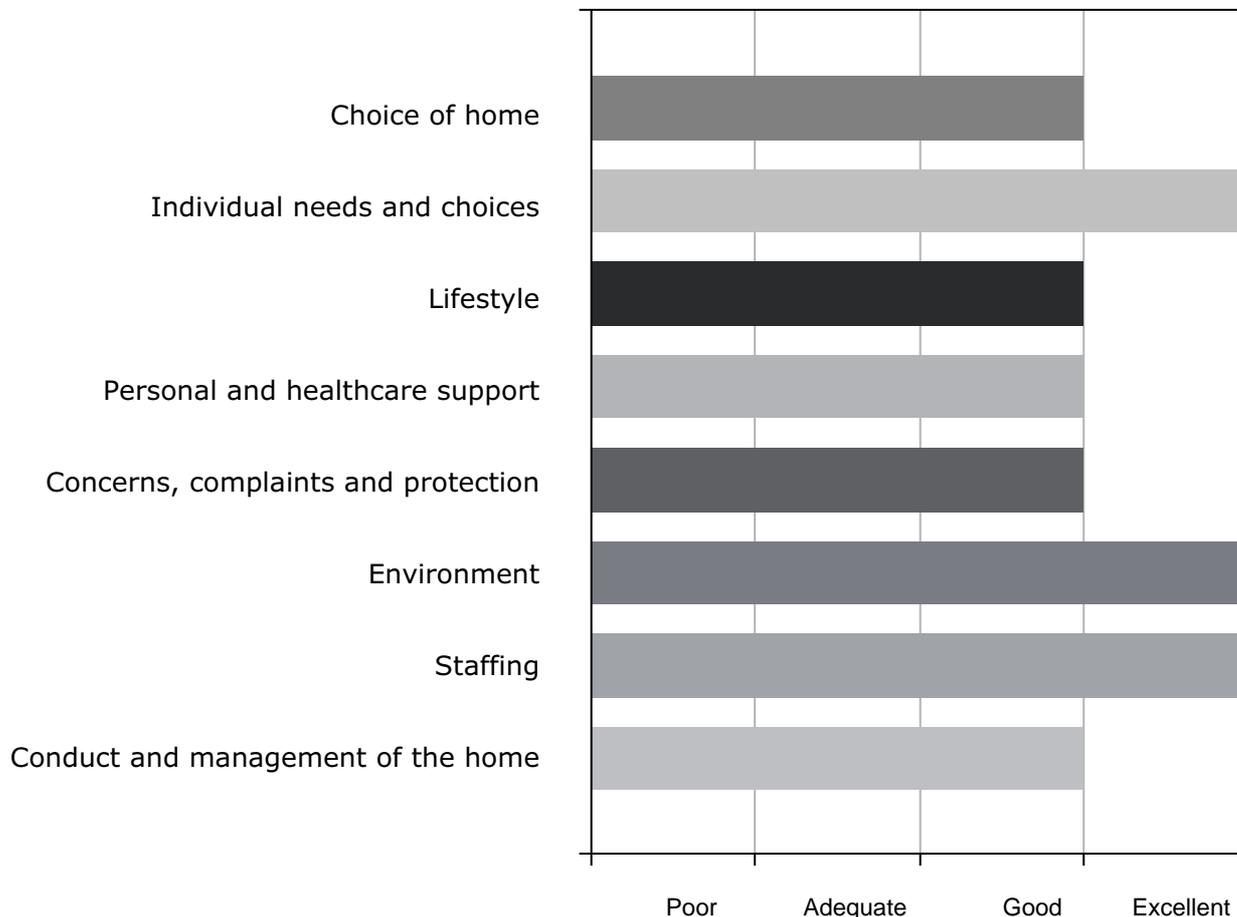
Summary

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

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

This unannounced inspection took place over one day and lasted approximately six hours. This was the home's first inspection undertaken by the Care Quality Inspection since it opened this year. There were five people living at the home at the time of the visit, and one person was visiting the home, on the day of the inspection, with a view to moving into the remaining room. There is currently no registered manager for this service, however a new manager is in the process of being recruited for the home.

I conducted a tour of the home and I had the opportunity to speak to three people living at the home, and the person visiting the home. I was assisted throughout the inspection by the deputy manager, and a manager from another home owned by the registered provider. I also spoke with three support workers on duty, and had the opportunity to meet the registered provider and a senior manager involved in coordinating activities across the homes.

A variety of records, including care plans, staff files and health and safety documents, were also examined, and I observed routines and interactions within the home throughout the visit. Information provided in completed surveys about the home was also taken into account as part of this inspection. One survey was received from a relative, one from a healthcare professional, five from people living at the home, and five from staff working at the home.

What the care home does well:

A homely and relaxed atmosphere is provided with sufficient staff to meet the needs of people living at the home effectively.

People living at the home are provided with a high standard of accommodation, including decoration, furnishings and facilities that exceed those stipulated by legislation.

People say that they enjoy living at the service, and there is a high level of satisfaction with the support received. One person wrote in a feedback survey 'I like Prudential home and enjoy living here.'

There is a high standard of practice in developing care/support plans and risk assessments, identifying goals, and providing support for people to attain these, with support from key workers and the staff team as a whole.

People living at the home are able to choose the content of the menus for the home, their daily routines, and activities to be provided, and are supported to develop their independent living skills.

The home provides a high standard of training regarding all aspects of mental health support.

One staff member advised 'The support I receive from my line manager is the best I have had over the last five years working as a support worker. My confidence and skills have increased and career opportunities now seem possible.' Staff and residents benefit from the 'hands on' approach of the registered provider and overall management.

Quality assurance systems are in place to ensure that people receive a high standard of care and support at all times. There is also a high standard of health and safety practice within the home.

What has improved since the last inspection?

Not applicable as this is the first inspection of this service.

What they could do better:

Limitations to agreements regarding confidentiality should be clarified with residents.

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, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. 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 the person 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.

People moving into the home feel that they are provided with adequate information and their needs and wishes are assessed so that the home can be sure that it can meet their needs and preferences. Their rights could be better protected by more specific terms and conditions with the home.

Evidence:

I had the opportunity to speak with three people living at the home, and one person on a visit to the home, who was hoping to move in shortly. The residents all told me that they enjoyed living at the home and thought that all their needs were being met effectively. The person visiting noted "I like it here - and I 'm looking forward to move in."

Another person advised "I like it here - I was homeless before so I really appreciate it - the staff are really supportive."

Detailed assessments were available in each person's care file indicating that a

Evidence:

comprehensive assessment is undertaken prior to their being admitted to the home.

A statement of purpose and service user's guide were available for the home, and people spoken to advised that they had been given sufficient information about the home prior to moving in.

The statement of purpose indicates that the home will take all steps necessary to combat discrimination and take positive action to promote equal opportunities while appreciating the benefits of diversity.

Most people living at the home advised that they had had opportunities to visit the home for short visits, overnight and weekend stays prior to moving in, except in a particular case where circumstances made this impossible. This was confirmed by staff spoken to and recordings in each person's daily notes.

Individual needs and choices

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 needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

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.

The home assesses and responds to the needs of residents whilst helping them to make decisions for themselves.

People living at the home are supported to take appropriately calculated risks in order to develop their independence skills as far as possible, and their confidentiality is protected to a high standard.

Evidence:

I looked at the care plans of four people living at the home, which identified their primary needs and how these were being met. I also spoke to people about the support that they receive, and two staff members told me about how they assisted residents to achieve the aims set out in their care plans.

Care files contained an up to date care plan and risk assessments, reflecting a person-centred approach to supporting residents. These were based on detailed assessments undertaken by the home and obtained as part of the admission information for each

Evidence:

person, and were signed by the relevant resident. The minutes of recent Care Programme Approach and psychiatric reviews were also available. Care staff interviewed were aware of the need to provide guidance and support to residents where necessary, whilst letting them decide for themselves as much as possible how they lead their lives. The residents said they could decide when they wanted to have their meals, what they had to eat, how they spent their days etc.

Risk assessments indicated that staff support residents to take risks as part of a more independent lifestyle, and this was confirmed by staff and residents spoken to. Observation of interactions in the home indicated that staff had formed supportive relationships with residents, enabling them to make choices about how they spent their time.

Clear records were available of keyworking session between staff and residents, indicating that people received significant support at working towards their agreed goals.

The home has a comprehensive policy regarding protecting residents' confidentiality. Currently this includes giving residents the option to opt out of health and social care professionals having access to their care and support files. However this breaches the rights and obligations of some health/social care professionals to access these records, and it is therefore required that this policy be reviewed, to ensure that people are not given misleading assurances of confidentiality.

Lifestyle

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 can take part in activities that are appropriate to their age and culture and 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 and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

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 good at enabling people to get out and about and lead lives of their choices.

Residents enjoy a better quality of life because they have good links with the local community and close contact with friends and family.

People are supported to make choices for themselves about how they spend their time. They are encouraged to help prepare meals at the home and consulted about the menus so that their preferences are taken into account, and a varied and nutritious diet is provided to them.

Evidence:

Despite residents being quite new to the home, they generally advised that they were satisfied with activities available to them. Two people attend a local gym regularly,

Evidence:

and other activities undertaken by residents on a regular basis include going out in the local area, use of local shops and amenities, cycling, visiting friends and relatives, improving their independence skills in tasks such as cooking, cleaning, and ironing etc. and attending a drop-in drugs counselling group.

Other activities provided for residents have included a holiday to Brighton, regular cinema trips, and recent trips to Southend on Sea, and Piccadilly Circus. One person told me "I don't do much, go out for drives, to the seaside and places like that on Saturdays, and cinema night during the week, and I also go to a drugs group. I don't want to do too much, as I need to rest, it's not long since I came out of hospital."

A minibus is shared between homes owned by the provider organisation, and residents are also able to participate in activities arranged across the different home, with people who have similar interests to themselves.

Within the home people are supported to be involved in cooking their own meals and undertaking housework in order to develop their independence skills.

Staff were aware of people's cultural needs, including dietary preferences and religious observance. Foods on the home's menu took account of the cultural diversity of people living at the home.

People said they could have visitors when they wanted and spoke positively about how staff members respect their rights and give them responsibility.

Residents have their own keys to the home and their rooms and staff have no access to personal/private space unless permission is received. Restrictions are kept to a minimum and where they are in place they are stated in the home's brochure or the contract. I observed that residents and staff related well to each other in a relaxed way.

The home was well stocked with food including fresh fruit and vegetables. People that I spoke to advised that they were consulted on menu choices.

Personal and healthcare support

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 receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people 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.

If people are approaching the end of their life, the care home will respect their choices and help them to 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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The staff team is good at providing physical and emotional support to residents in a way that they are comfortable with. They are supported to attend regular healthcare appointments.

Residents are protected by the medication arrangements in place in the home.

Evidence:

Staff were observed to interact appropriately with residents and in a way that recognises their individual needs and preferences. Residents spoken to told me that their needs were being met and that staff were easy to talk to.

Care records showed that people living at the home are prompted and supported to attend regular healthcare appointments including dentists and opticians. No residents were self-medicating at the time of the inspection, and a detailed medication administration policy was in place for the home. The records relating to the administration of medication to residents were up to date and accurate. Medicines were stored within a separate small cabinet for each person. The storage temperature

Evidence:

of medicines stored at room temperature was being monitored to ensure that it does not exceed 25 degrees Celsius, as appropriate.

However although medicines were being prescribed in mixed blister packs, the pharmacist responsible was not providing descriptions of each prescribed medicine included in blister packs, so that these could not be accurately signed into the home. A recommendation is made accordingly.

Concerns, 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. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

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.

The home has a satisfactory complaints system so that people can be confident that their complaints and concerns will be listened to and acted on.

Appropriate Safeguarding Adults procedures are in place to protect people from abusive practices as far as possible.

Evidence:

The home has policies and procedures in place in relation to reporting and investigating complaints, with each person given a copy of the complaints policy as part of the service user's guide. Only one complaint had been made as yet, and this was recorded appropriately, alongside an account of action taken to address the issues raised.

Residents that I spoke to said they felt able to make complaints and raise issues if they needed to.

There had been no incidents in relation to Safeguarding Adults within the home. Staff had had training in this area and the staff members on duty were aware of how to respond to incidents or allegations.

The deputy manager was aware of the need to follow the adult protection policies and procedures for the host local authority (Haringey) and those of other local authorities

Evidence:

who had placed people at the home, for the protection of people living at the home from abuse.

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, comfortable, 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. People have enough privacy when using toilets and bathrooms.

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.

People live in an attractive, clean and comfortable environment which exceeds statutory standards to ensure the comfort of people living at the home.

Evidence:

Inspection of the premises showed that it was comfortably furnished, decorated to a high standard, and provided a homely environment for residents. Residents told me that it was a refreshingly pleasant environment to live in, compared to some of the previous places that they had stayed in.

The home was clean, and staff advised that they supported residents to keep their home clean and tidy.

Bedrooms had been personalised, in view of the fact that residents had not been living there long. Each bedroom had a sink, radiator, bed, wardrobe, chest of drawers, table and chairs, bedside lamp, television, telephone and refrigerator provided by the home, exceeding the provision specified by the national minimum standards.

The rear garden had a covered seating area which was well used by residents on the day of the inspection visit, one resident with their bedroom having direct access to the rear garden, also had their own sun lounger.

Evidence:

There was a computer with internet access available to residents within the lounge, alongside comfortable leather style sofas, a large flat screen television.

The kitchen was spacious, and well equipped, and staff and residents advised that all equipment was functioning well. A dining area was available in an extension to the kitchen, at the rear of the home.

Bathrooms/toilets were clean and well decorated, with soap and hand drying facilities available as appropriate.

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, qualified 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. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

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 benefit from an experienced team of staff who support them appropriately. They are protected by the home's recruitment procedures. Staff members are provided with the relevant training and supervision to meet residents' needs.

Evidence:

I had the opportunity to speak to three staff members and the deputy manager, and they confirmed that the rota for the home provides sufficient staffing numbers to meet people's needs effectively. Most staff at the home have spent time working at another home belonging to the registered provider and are therefore experienced at meeting the needs of people with mental health problems. Positive feedback was received from all residents, indicating that they felt well supported by staff at the home.

One staff member advised that they aimed to build therapeutic relationships with residents based on trust, empathy and mutual understanding.

All staff files were available for inspection within the home. I inspected four staff files and each contained sufficient information to evidence that staff members had the appropriate checks undertaken to protect residents from having unsuitable staff working in the home. These checks included two written references, identity documents and enhanced CRB disclosures. Discussion with the deputy manager and

Evidence:

another manager from a nearby home indicated that they were aware of the appropriate procedures to follow when recruiting staff.

Records and certificates maintained in staff files indicated that staff members had undertaken thorough inductions prior to working at the home, including basic counselling skills and mental health awareness. All four staff whose files were inspected had completed NVQ level 2, 3 or 4 in care, exceeding the national minimum standard for training in this area. Other training courses undertaken included control and restraint, dual diagnosis, breakaway techniques, Schizophrenia/Bipolar Disorder, substance misuse, and team building. All staff had undertaken regular updates of mandatory training in health and safety, food hygiene, first aid, fire safety, infection control, manual handling medication administration, concerns/complaints and safeguarding adults. The home is commended for its high standard of provision in this area.

Supervision records showed that this was being undertaken on a regular basis, covering all relevant areas to staff members' roles within the home. The deputy manager advised that he was currently needing to be more directive in supervision sessions due to the newness of all staff, but that this would change in time.

Conduct and management of the 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 have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because 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. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

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 run so that people living there benefit from having their individual needs and preferences responded to.

Residents contribute to the way in which the home is run, and appropriate quality control procedures are in place for the home to ensure that high standards of care and support are maintained at all times.

A high standard of practice safeguards the health and safety of people living and working at the home.

Evidence:

The registered manager had not taken up their post at the home, and therefore the provider organisation were in the process of recruiting a new manager for the home. The deputy manager had been covering in the interim period, with support from the provider organisation and registered managers from other homes owned by the provider. Staff and residents in the home spoke highly of the support and direction provided to them by the deputy manager, who in turn advised that they were

Evidence:

receiving invaluable support from the provider organisation. It was understood that the home benefits from the 'hands on' approach of the registered provider.

I also had the opportunity to meet with the registered provider, another senior manager, and two managers from other homes belonging to the provider organisation.

The deputy manager advised that regular staff meetings are held at the home during which people can put forward their ideas and suggestions on how the home is run. Meeting minutes indicated that they were used for consultation about the way the home is run as appropriate. Resident meetings had recently commenced during which activities, menus and other issues relating to the running of the home are discussed.

A monthly medication audit is undertaken for the home, and the deputy manager advised monthly quality assurance visits were being undertaken by a representative of the provider organisation, with reports of these visits available, to evidence this.

Clear policies were in place for supporting residents with their finances, and the deputy manager explained the current procedures, and showed me current records as appropriate. A detailed selection of policies and procedures were available for the home.

Health and safety records were looked at, including gas and electrical installation certificates and portable appliances testing certificates, fire safety certificates, accident reports and daily refrigerator, freezer and cooking temperatures, which were current and complete.

Fire safety records were up to date, with weekly alarm tests undertaken, and fire extinguishers, emergency lighting and alarms all having been serviced recently. The records of fire drills indicated that these are undertaken regularly as appropriate. However these did not include the time of each drill, which should be varied on each occasion, or the location of the fire assumed during each drill.

The deputy manager advised that he would be checking whether a legionella certificate was necessary for the home.

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	10	17	The registered person must ensure that confidentiality agreements around access to care and support records for people living at the home do not mislead them in terms of statutory professionals obligations to access their notes.	28/08/2009

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations
1	20	It is recommended that the pharmacist supplying people's medicines in blister packs should be asked to provide descriptions of each medicine, so that these can be checked into the home accurately, for the further protection of people being administered prescribed medicines by the home.
2	42	It is recommended that the records of fire drills held at the home should include the time at which each drill is undertaken (varied on each occasion) and specify the assumed location of the fire on each occasion, to further

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
		safeguard people living or working at the home in the event of a fire.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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