

## Key inspection report

### Care homes for adults (18-65 years)

<b>Name:</b>	Ca Na Gardens
<b>Address:</b>	174 Scraptoft Lane Leicester LE5 1HX

<b>The quality rating for this care home is:</b>	one star adequate 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.

<b>Lead inspector:</b>	<b>Date:</b>
Chris Wroe	2 5 1 1 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](http://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](http://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:	Ca Na Gardens
Address:	174 Scraftoft Lane Leicester LE5 1HX
Telephone number:	01162413337
Fax number:	01162202772
Email address:	Biggsy_31@yahoo.co.uk
Provider web address:	

Name of registered provider(s):	Hamra Associates Limited
Type of registration:	care home
Number of places registered:	8

Conditions of registration:								
Category(ies) :	Number of places (if applicable):							
	Under 65	Over 65						
learning disability	8	0						
Additional conditions:								
No additional conditions of registration apply.								
Date of last inspection	1	2	0	5	2	0	0	9

Brief description of the care home
<p>Cana Gardens is a care home providing personal care and accommodation for up to eight people with a learning disability.</p> <p>The home, which is located on the outskirts of Leicester city centre, offers six single and one shared bedroom. Communal facilities include a lounge and a separate lounge/dining area. Both of these rooms have patio doors, which lead onto a large garden to the rear of the home.</p> <p>There are a variety of local amenities close by including a large supermarket, small local shops, health centres, temples, churches and takeaways. There is a bus route nearby, and travel to and from the city centre is about 20minutes.</p> <p>Current charges are between #344 and 352 per person per week.</p>

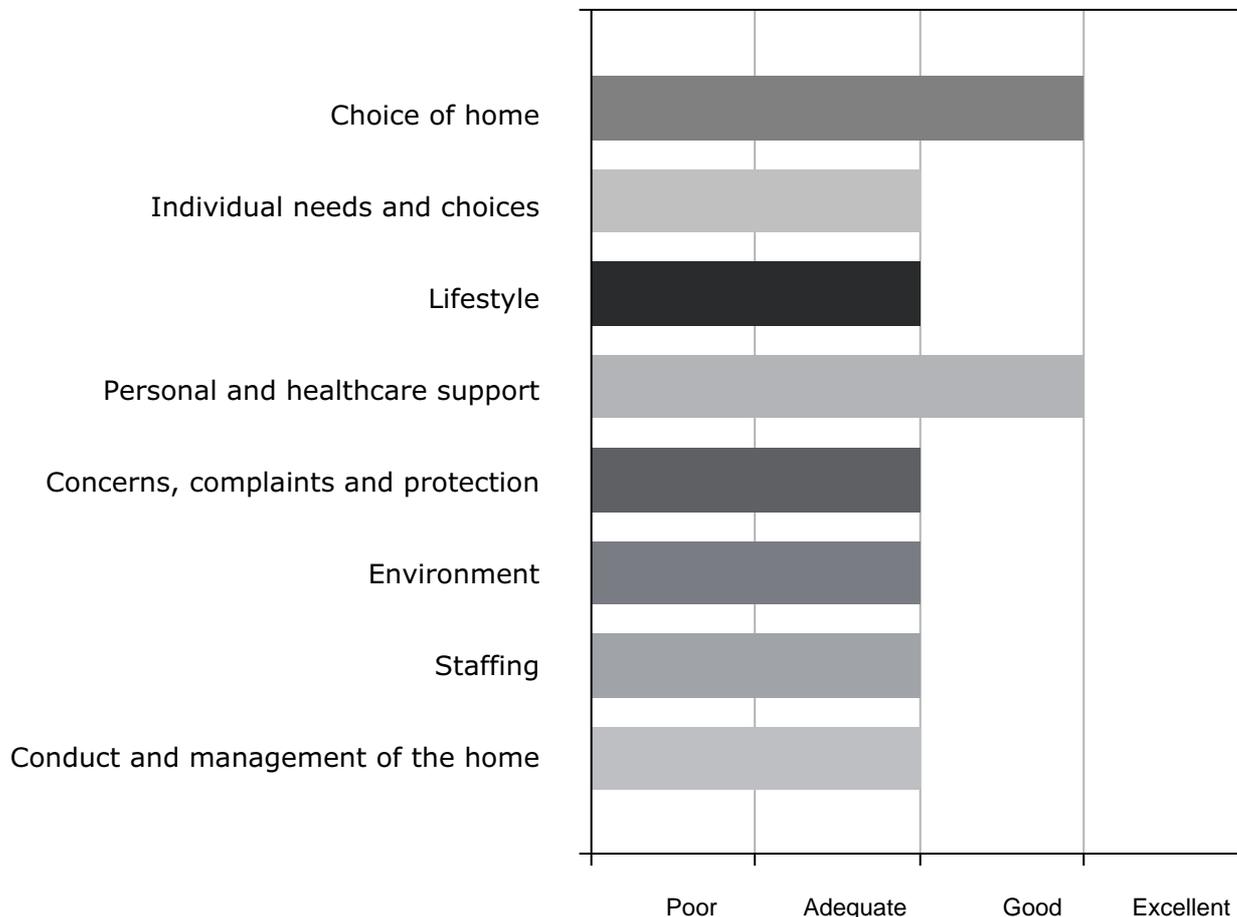
## Summary

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

The quality rating for this care home is:

one star adequate service

### Our judgement for each outcome:



### How we did our inspection:

We visited the home on 17th and 25th November 2009. The provider (owner of the home), Ray Mclaughlan, and staff in the home helped us with our inspection. Our visit to the home lasted a total of nine hours. We took an 'expert by experience' with us on our visit. This is someone who uses care services and who can tell us what they think about the home, which helps us to decide what we think.

We asked for information. The main way we do our inspections is using a method we call 'case tracking'. This means looking at the care given to people in different ways. The ways this was done are: - talking to the people who live in the home - talking to staff and the manager - watching how people are given support - looking at written records.

We spent some time with people who live in the home and with staff. We watched to find out how comfortable people were in their home. We spoke to two members of staff

during our visit to the home, who told us about working in the home and gave us their views.

We checked all the standards that the Care Quality Commission has decided are 'key' standards during this inspection. The information in this report just about what we checked in this inspection. We have kept details about individual people out of the report, to make sure these things are kept confidential.

### **What the care home does well:**

There is a written assessment about each person who lives in the home, which gives information about them and about their care needs. Staff continue to try to make sure the home is the right place for people who live there.

There are written care plans for each person, which tell about the kinds of support people need. Social workers and other healthcare professionals are involved with making sure people continue to get the right kind of care and support.

People who live in the home are involved in different activities. Some go to day centres. Some people have one to one support to do things. Families are welcome in the home. People are offered cultural choices in meals and some activities.

People who live in the home have generally good support in their personal care. They have access to GPs and other health professionals for check-ups. Staff look after medication well.

Most parts of the home are kept tidy and clean and in good condition. People have their own things in their bedrooms.

Staff support people with care and sensitivity. There is a rota showing which staff are on duty, and who is in charge. Some staff give one to one support to people.

There are different policies in the home to tell staff how to do their work safely and well. Staff have training in different subjects to help them learn.

### **What has improved since the last inspection?**

There has been some work done on developing information about the way people communicate, to help the staff to understand their needs better.

The way staff give out and record medication has improved.

Staff have had training in different subjects, including safe handling of medication.

Staff have been keeping social services informed about incidents affecting people who live in the home.

### **What they could do better:**

Some of the care plans need to show more clearly the actual care needs of people who live in the home.

There are not always written risk assessments, to make sure people are protected if someone's behaviour could harm them.

It would be good if the staff could look at different ways to involve people in their own care plans.

There still needs to be improvement in understanding how people communicate, and in giving staff the skills to communicate and better meet people's needs.

There must be enough staff in the home to make sure people can be supported to go out if they want to.

Staff should make sure they follow up on any actions recommended by healthcare professionals.

The service needs to update its complaints information so that it talks about the Care Quality Commission (instead of the Commission for Social Care Inspection).

The provider must make sure that all serious incidents, which could affect the safety and welfare of people living in the home, are reported to us.

The fire plan must be kept up to date, so that there is a proper record of who lives in the home.

Staff should try to make sure that any offensive smells are removed, to make sure people can live with dignity in their own rooms.

The provider must make sure that two written references are collected for each person who wants to work in the home before they are employed.

It would be good if more training could be given to staff about communication and learning disabilities to improve their understanding and their skills.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line 0870 240 7535.

## Details of our findings

### Contents

Choice of home (standards 1 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and healthcare support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

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.

The assessment process in the home is generally good, so that people benefit from being in the right place for their needs.

Evidence:

No one new has moved into the home since we last inspected. For each person who lives in the home, there is a written assessment - this gives information about what kind of support and care each person needs. These have good detail about each person. There are also written personal profiles, which give information about each person's ways of communicating. The staff continue to make sure that the home is the right place for people who live there, and that they can meet their needs.

The service user guide has been written in plain English, with pictures to aid understanding.

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

Whilst there are care plans in place, people who live in this home cannot be guaranteed to have their needs and choices fully understood and met.

Evidence:

Each person has a care plan, which gives information about their care needs and how they are supported. The care plans talk about the different activities people do and what support they need for these. There are also some risk assessments for each person, which tell about how they can be supported to do the things they want to do but still be kept safe. We saw that staff do generally give care in the way that it is set out in the care plan. For one person, staff did tell us that they need to be accompanied by two members of staff for safety when they go out - but the care plan and risk assessment only showed that one person was needed. This needs to be put right, to make sure everyone knows what care the person needs.

We did find that there are not risk assessments in place for all the areas of risk to people. Where other people living in the home might be at risk from someone's

## Evidence:

behaviour, there must be a risk assessment and information about how staff should try to keep people safe.

Social workers and other care professionals have been involved in people's ongoing care, and that review meetings have been held to make sure people are getting the care they need.

Staff told us that people who live in the home do not have any involvement with their care plans. whilst some people who live in the home may not have full understanding to be involved, it would be good if the provider looked at ways to help people who might have some understanding to be involved and to find out what is in their care plan.

We also found that there could be more done in the home towards helping people to develop their daily living skills - like helping preparing meals or learning a bit about looking after money. Some people who live in the home may not be able to learn all these skills. But it would be good if more support is given to finding out if there are things people could begin to learn to do. While support is not given to people, they stay dependent, and the staff do all the cooking and cleaning, The expert by experience, who visited the home with us, said: "I think the staff need training, the residents need more help to be independent". Most people who live in the home do go to day centres, where they may learn some skills - it would be good if this could be built on more in the home.

There are still ways that the service could improve how staff communicate with each person in the home. The manager, who recently left the home, developed personal profiles for each person. These tell all about each person including details about how they communicate. But there has not been any action to follow these up, so that staff can better find out what choices people are making.

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

The social and lifestyle needs of people who live in this home are partly fulfilled.

Evidence:

Some people who live in the home do different activities. Some people go to day centres. Some people have one to one support from staff at different times. While we were at the home, one person was enjoying listening to music. Some people who live in the home have the opportunity to go to a disco event each week. There are other activities organised outside and in the home, like video nights. People also get the chance to go on holiday. The home has a large garden, which people can enjoy in warm weather. People who live in the home spend time with their families. Relatives are welcomed in the home. Staff told us that there is not much social contact in the home for people who do not have family - although sometimes people see friends at day centres or the disco.

## Evidence:

Members of staff showed good understanding of people's needs and likes and dislikes. They told us that they felt they could not always fully meet people's social needs because there are not enough staff in the home. So while people's basic needs are met - being looked after, having enough food, being helped with personal care - their wider needs, like developing relationships, and developing daily living skills are not always fulfilled. We found that one person, who needs the support of two staff to go out, does not get the chance to go out very much, because there are not enough staff to be able to take them out and be at the home to look after other people. The provider (owner of the home) said that they were trying to recruit more staff at the moment, and to make changes so that this improves.

People who live in the home are supported to go to church if they want to, or to other religious places of worship. Different things are provided to support cultural needs and wishes, such as Asian television channels, and Asian food. Staff told us that they are learning to cook different meals, so that they can give people more of these choices.

Meals are prepared by care staff. Staff told us that only one person who lives in the home sometimes helps. There is variety in meals provided, and people have some choices. Staff cater for different cultural diet choices, and health needs. Care plans show that people who live in the home are sometimes involved in doing the shopping. But for one person who has particular dietary needs, there was no information about how they could be helped to learn about their needs and shop for the right kinds of food.

## 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.

People who live in this home benefit from mainly positive support for their personal and healthcare needs.

#### Evidence:

Staff give personal care to people who live in the home, supporting them according to their needs. Staff told us about how they give choices to people, for example to choose what they want to wear.

People have access to a local GP, and they are supported to have ongoing health checks, such as eye care, and dentistry. We found that staff follow up concerns about people's health and wellbeing, and generally keep other professionals involved as they need to. For one person we found that while social services had recommended involvement with health professionals relating to one person, this had not been followed up. This was something that could improve the person's quality of life.

There are new systems in the home to make sure that medicines are checked properly. We looked at a sample of medication and saw that recording has been done. Records of staff meetings show that any problems with giving out medication are dealt with. Staff told us that they have had training from their pharmacist and that they have been doing distance-learning training about medication.

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

People who live in this home are partly protected by the actions and understanding of staff.

Evidence:

There is information in the home about how to make a complaint. There is an easy-read guide with pictures which gives information about how to complain. The information still talks about us as being called CSCI, and our name needs to be changed to the Care Quality Commission (CQC) - so that people know who they can talk to. The provider told us there have been no complaints since the last inspection.

Staff told us about how they protect people in the home from harm. While staff have had some training, and they understand about protecting people, they still do not always report to us. We made a requirement at our last inspection about this. The home needs to report incidents to us so that we can see how people are kept safe. But staff have been telling the local social services department about incidents. We have written to the provider to explain very clearly what must be reported to us.

There has been a safeguarding concern since our last inspection. This was about one person's behaviour and how it affected other people. The local social services department has been checking the home about this and other issues. Changes have been made so that people who live in the home are now safer.

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

Some attention needs to be given to making sure the home is as safe as possible for people, and that they can live with dignity.

Evidence:

We looked around the home - and our expert by experience had a good look around. We found that while some parts of the home were fresh and clean, there was one bedroom which had an offensive smell - which would not be good for the dignity of the person whose room it was. The lounge and other parts of the home were mainly bright and welcoming. The kitchen floor lino covering is becoming dirty and worn in some places. The provider said they intend to replace this with tiles. We found that one part of the bannister was broken and could pose a risk to people - the provider said this would be put right without delay.

There is a large garden for people in the home to use. People who smoke go outside in the garden. We saw that people have their own things in their bedrooms. The bedrooms were cosy and people had family pictures in them.

Fire safety tests and other checks are done in the home to make sure people are safe. The fire plan for the home shows each person's bedroom, but it includes people who have now left the home. This could lead to confusion for fire services if there was a

Evidence:

fire, and could put people at risk.

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

People who live in the home are not fully protected by recruitment and training of staff.

Evidence:

There are at least two people on duty at all times of the day in the home - including during the night. Staff in the home are responsible for caring for people who live in the home, and for doing cleaning and cooking. The staff rota shows who is working in the home, who is responsible for each shift, and where one to one support is given to people. We looked at records about the staff who work in the home. The provider has mostly made sure that proper checks have been carried out, like checks with the Criminal Records Bureau. We found that for two members of staff only one reference had been collected, instead of two. The provider must make sure that two references are collected before someone begins work in the home. Staff have had training in different things to help them do their job well. The manager who came to work at the home had plans for staff to do training to especially help them to develop how they support people with learning disabilities. Unfortunately the manager left the home and so the training has not yet happened. A new manager has been just recently been employed. It would be good if this or similar training could be given, so that staff are better able to communicate with people and understand their needs. Staff told us they think this would help them.

Evidence:

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

Because of continuing changes of manager, there is not good consistent management to support people who live in this home.

Evidence:

This home has been without a registered manager for a long time. The previous manager left the home a few weeks before our visit, to move to another job. A new manager has now been employed and was beginning work during the week we inspected. The changes in manager have meant that things which could have developed in the home to make it run really well have not been able to happen. The provider hopes that with a new manager this will change.

During this inspection, we did not do a full check about how the provider makes sure that the home is giving a good service to people. This will be something we will check more at the next inspection.

Staff do tests and checks to make sure equipment in the home is safe. There are policies which tell people how to work safely. In staff meetings, issues about health

Evidence:

and safety are talked about.

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
1	20	13	<p>All medicines prescribed on an 'as required' basis must have a supporting protocol detailing their use.</p> <p>To ensure that instructions for use are properly followed and people's welfare safeguarded.</p>	30/06/2009
2	20	13	<p>The Registered Manager must ensure staff responsible for medicines administration have the necessary skills and training. 'In house' training schemes must have a body of up to date knowledge in the subject of medicines. The provider must identify courses available that will deliver the required training which include external trainers.</p> <p>To ensure people's health is safeguarded.</p>	30/06/2009
3	20	13	<p>The home must prompt the review of medication on a regular basis particularly if staff are concerned in the change of any condition of the person living in the service.</p> <p>To ensure people's health is safeguarded.</p>	30/06/2009

## 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
4	23	37	<p>The provider must ensure that all incidents of concern relating to people who live in the home are reported to the Care Quality Commission.</p> <p>This is to ensure that all measures are taken to safeguard people who live in the home.</p>	30/06/2009

## 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		13	<p>Risk assessments must be put in place wherever a risk to someone or to other people from that person has been identified.</p> <p>This is to make sure people are kept safe from harm in the home.</p>	31/12/2009
2	9	13	<p>Risk assessments must reflect the true risks to people, and what action needs to be taken to minimise the risk.</p> <p>this is to make sure that the right action is taken to keep people safe.</p>	31/12/2009
3	9	15	<p>The provider must look at ways to provide opportunities to people to have involvement with their care planning, in a way that will be meaningful to them and that they will understand.</p>	28/02/2010

## 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
			this is to make sure that people are given as much control of their lives as they are able to have.	
4	13	18	<p>The registered persons must ensure that sufficient staffing is put in place to enable the social needs of people to be properly met.</p> <p>This is to ensure that people are able to do the things they choose and need to do.</p>	31/01/2010
5	23	37	<p>the provider must ensure that all incident that affect the welfare of people who live in the home are reported to the Care Quality Commission.</p> <p>This is to ensure that we can have an overview about how people are safeguarded in the home.</p>	31/12/2009
6	24	23	<p>The provider must ensure that all parts of the home are in good repair to be safe for people living there.</p> <p>This is to ensure that people live in a comfortable and safe environment.</p>	31/12/2009
7	24	23	The provider must ensure that all fire safety precautions are taken to prevent the risk of fire,	31/12/2009

## 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
			<p>including holding proper information about who is living in the home.</p> <p>This is to ensure that people in the home are kept as safe as possible from the risk of fire.</p>	
8	34	18	<p>The provider must make sure that two written references are obtained for each person who comes to work at the home before they are employed.</p> <p>This is to ensure that people who live in the home are kept as safe as possible.</p>	31/12/2009

## 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	7	We recommend that more attention is given to looking at how to provide more choices and opportunities for people to develop their daily living skills where they may be able to do so.
2	7	we recommend that more work is done to help people who live in the home to communicate their needs and choices in different ways.
3	14	We recommend that staff look at ways to support people to develop friendships and relationships, and look at how to enable people to maintain their friendships, by for example, inviting friends they have at the day centre to the home.
4	19	We strongly recommend that where agencies who are responsible for someone's welfare recommend a course of

## 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
		action to promote their wellbeing, this is followed up by the staff.
5	22	We recommend that the name of the regulatory body in complaints and other information is changed to "Care Quality Commission" without delay, so that people have the right information about who they can contact.
6	23	We recommend that further training is given to staff about safeguarding and reporting incidents so that they are very clear about what needs to be reported and how to deal with situations.
7	24	We recommend that the provider looks at ways to minimise any offensive smells in people's bedrooms.
8	35	We recommend that staff are given training in areas specifically related to learning disabilities, including supporting communication, in order that they are better able to understand and meet the needs of people living in the home.
9	37	We strongly recommend that the provider ensures that the manager of the home is registered without delay, so that they can give a consistent service to people who live in the home and work towards the new registration requirements for the home.

## Helpline:

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**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

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