



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	The Cedars (7)
Address:	The Cedars (7) Ashbrooke Sunderland SR2 7TW

The quality rating for this care home is:

two star good service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Hilary Stewart	2 9 0 5 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. 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.

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 Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	The Cedars (7)
Address:	The Cedars (7) Ashbrooke Sunderland SR2 7TW
Telephone number:	01915140900
Fax number:	01915655706
Email address:	
Provider web address:	

Name of registered provider(s):	Education and Services for People with Autism Limited
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Type of registration:	care home
Number of places registered:	7

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	7	0
sensory impairment	1	0
Additional conditions:		

Date of last inspection								
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Brief description of the care home
<p>Number 7 The Cedars is a care home owned by European Services for People with Autism (ESPA), which is a registered charitable organisation. It provides accommodation with personal care and support for up to seven younger adults of mixed gender who have autism specific disorders, including one person who also has a sensory impairment. Nursing care cannot be provided. The property, a large Victorian villa with tastefully decorated and furnished spaced communal areas and bedrooms, is situated in the Ashbrooke area of Sunderland. It is walking distance of local shops, a park, churches and pubs and also near to a bus stop, from which a service regularly travel to the city centre. The home has the use of a private vehicle and there is a car park at the front of the building. People living at the home can easily access an</p>

Brief description of the care home

enclosed garden at the rear. Contained within the grounds is a coach house which provides a specialist service for one person which is intensively staffed. This accommodation is included in the registration of 7 The Cedars and is also inspected by the Commission for Social Care Inspection.

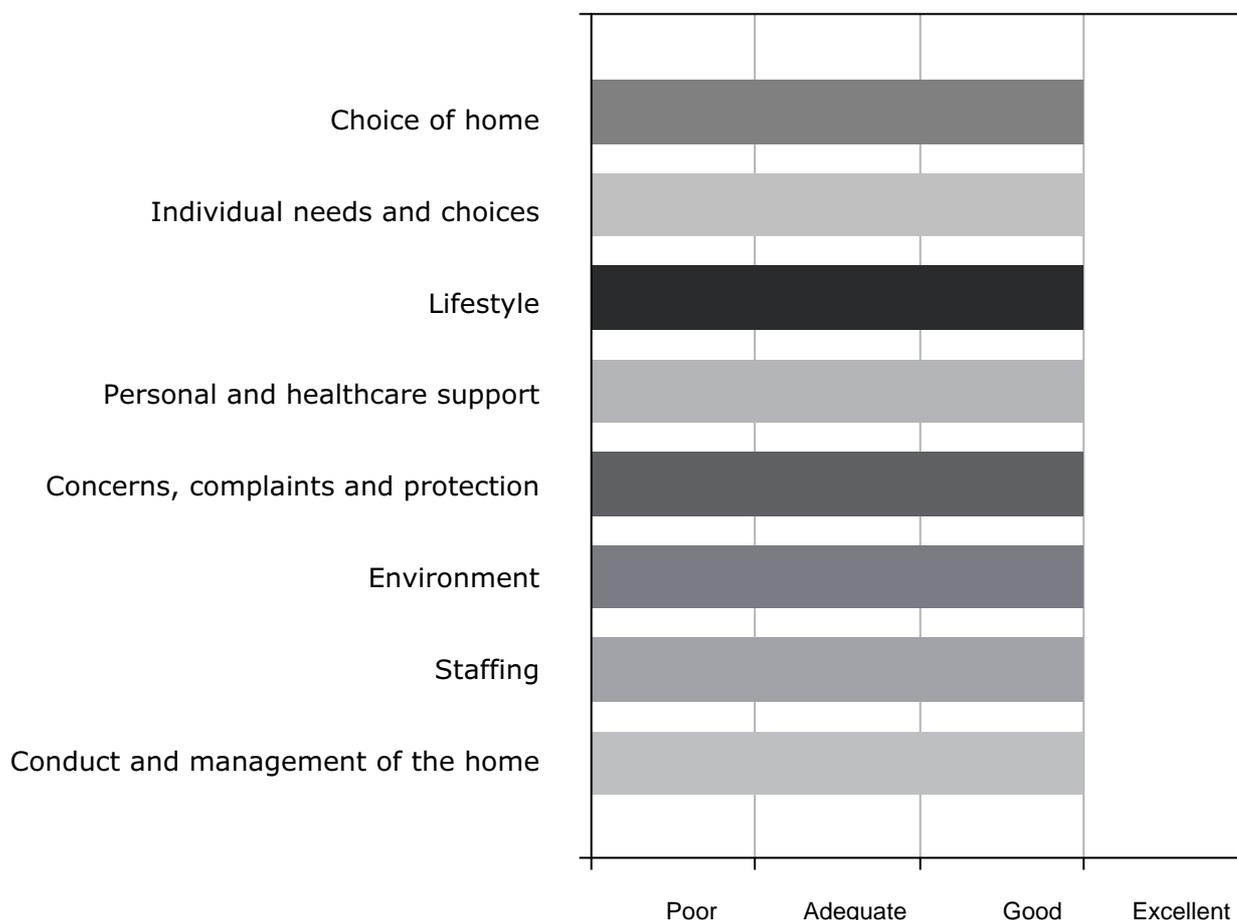
Summary

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:

The quality rating for this service is 2 star. This means the people who use this service experience good quality outcomes.

How the inspection was carried out.

Before the visit we looked at the information we have received since the last visit on 6th June 2007. How the service dealt with any complaints and concerns since the last visit. Any changes to how the home is run. The providers view of how well they care for people and the views of people who use the service and the staff.

An unannounced visit was made on 29th May 2009.

During the visit we included the people who use the service as much as possible. We

talked to staff and the manager. We looked at information about the people who use the service and how well their needs are met. We looked at other records which must be kept and checked that staff had the knowledge, skills and training to meet the needs of the people they care for. We also looked around the building to make sure it was clean safe and comfortable. We checked what improvements had been made since the last visit.

Then we told the manager what we found.

We have reviewed our practice when making requirements to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations but only when it is considered that people who use services are not being put at significant risk of harm. In future if a requirement is repeated it is likely that enforcement action will be taken.

The home charges between 1220 and 2280 pounds a week.

What the care home does well:

The needs of the people who live at the home are assessed before and after they move into the home. This means that their care needs can be planned and properly met.

Accurate and up to date information is kept in the care plans so staff know how to meet their needs.

Information about the home is available to help people decide if it is the right home for them.

Health care needs are well met by using a multi agency approach. This helps the people who live at the home to stay healthy.

The home has medication systems for the staff to follow to make sure that the people who live at the home are not put at risk.

The people have opportunities to take part in a variety of leisure pursuits and interests which provides them with a stimulating environment and helps them keep their social skills.

The staff team at the home value the differing needs of the people who live there and make sure that they are aware of each person's preferences.

They treat the people who live at the home as individuals and support them to live the life they choose as much as possible so they know they are valued.

There are procedures in place at the home that make sure that the people who live there are protected and kept safe from abuse.

The staff are supervised and trained so they know how to provide the people with good care.

What has improved since the last inspection?

The repairs highlighted during the last inspection have been addressed so the home is a more pleasant environment for the people at the home.

What they could do better:

If repairs were carried out in the bathroom and broken furniture repaired this would make it less likely that of the people who live at the home or a member of staff may injure themselves.

If all of the care plans had sufficient detail and all parts of the plan were completed, staff would know that the information in them was up to date and correct. This would mean that they would be sure they were providing the people at the home with the support and care they need.

If staff recruitment records showed that all of the staff have been properly vetted this would demonstrate that the organisation have made sure that they only employ suitable people to work at the home and therefore safeguard the people who use the

service.

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 set out 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 have an assessment by their care manager before they move into the home. The manager looks at this assessment to see if the home can meet the person's needs. They then carry their own assessment out prior to the person moving in so they can use this information for the care plan. People can visit the home before they make a decision.

Evidence:

The manager said that the people who live at the home have had their needs assessed before and after they move in. A person can only move into the home if they are certain that their needs can be met there. The manager said that the assessment of the peoples needs is on going, they evaluate them every month and up date the care plans if necessary. If a person decides to move into the home they can visit before they move in permanently, so they can be gradually introduced to the other people who live there.

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 **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 care plans for each person who lives there so staff have the information they need to meet the needs of the people at the home. People are supported to become more independent but at the same time staff look at the risks to keep them as safe as possible.

Evidence:

The manager said that the people who live at the home are consulted as much as possible about their care plans. Records showed that each person has a care plan. They have a support plan, a living plan a clinical file and another about managing peoples behaviour. Any significant events are recorded in each individuals record sheets. Each person's care plan contained information about their physical health, personal care needs, social skills and employment and activity timetable. The support plans had information about peoples communication needs, for instance if they use sign language such as Makaton.

Staff could describe how they work consistently with the people. Some of the personal

Evidence:

care plans needed more detail for example one plan said that the person needed one to one support but did not say what gender staff should be. Three of the care plans describing intimate care were dated 2005. The manager said that they had been reviewed but this had not been recorded. They said that they were aware of this and that all of the care plans would be reviewed by December 2009.

Staff said that the people who live at the home are given choices as much as possible. They take part in planning the activities, what food they want to eat and where they would like to go on holiday. Their timetables showed that they had different individual activities. On the day of the visit residents were involved in different activities such as shopping and going to the beach.

The home has some general risk assessments about the home itself and also individual ones to support the people to have a more independent lifestyle. Records showed that risk assessments had been carried out on daily living and activities for each person. The manager said that they update them regularly.

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 people who use the service experience healthy stimulating activities, supported by staff who value them, while maintaining links with their families and friends. This means they can have new experiences and interests and do not become isolated.

Evidence:

The people at the home are supported to maintain contact with their families and friends. The manager said that there is a visitors policy which is in an easy read format. Residents at the home can choose where they meet their visitors. Contact with family and friends is recorded in their daily living files.

All of the people have individual timetables and they were involved in different activities during the visit. The people were unable to confirm what they thought of their activities. Staff said and records showed that activities take place with each person. On the day of the visit three people were going shopping, another was in the

Evidence:

garden and two people were going to the beach. The daily routines within the home are structured around the people who live there. Sufficient staff were on duty to enable residents to take part in activities individually. Staff and the manager said that the people are involved in domestic routines. One person was helping in the kitchen that day.

The manager and staff said that the homes menus are based on the likes and dislikes of the people who live there. Residents are asked for their opinions about the food provided as much as possible. Special diets can be catered for such as gluten free. One member of staff said " they have two choices at every meal" and another said " they can have what they want". Hot drinks and snacks are always available throughout the day and evening although some people need support from staff for their safety. The manager said that this has been risk assessed, if people can not independently use the kitchen, the reasons for them needing support are written in their care plan. The kitchen was well stocked and there was fresh fruit and vegetables. The manager said that the meals served at the home are the choice of the people who live there.

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 have personal support when they need it so they can be as independent as possible. Health care needs are met, which ensures that people stay healthy.

Evidence:

The care plans identify the personal support that the people need with everyday tasks. They had enough detail for staff to know how to meet their personal and emotional needs. The manager said that the home has a key worker system which enables individuals to identify with a particular member of staff. Staff could describe how they meet the care needs of the people at the home. The manager said that staff respect peoples privacy and dignity by only assisting with personal care when needed. The home has policies and procedures for staff to follow when carrying out personal care and tells them how to ensure people have privacy. Staff will offer guidance and support around peoples hygiene and well being for example advice on what to wear for certain occasions. The manager said that they hope encourage the people at the home to become more independent with their personal care by using prompt cards and by staff supporting them gradually to learn to carry out more tasks themselves.

The manager said that peoples ability to self medicate has been assessed and this is

Evidence:

recorded in the care plans. All of the staff have completed training and have been assessed as competent in the safe administration of medication. The medication records did not have a photograph of each person is on their medication care plan as a safety measure. The list of specimen signatures was not accurate. The medication records were up to date and complete. Staff were familiar with the homes procedures and one member of staff demonstrated how they could safely administer 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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Complaints are dealt with so any problems are taken care of quickly which helps good relationships to be maintained. Staff know about and most have had training in how to protect people from harm, so the people who live at the home are kept safe.

Evidence:

Copies of the homes complaints procedure are in the information about the home. The manager and staff said that the people who live at the home and their relatives know how to make a complaint as it is discussed with them during the homes admissions process. There is a record kept of complaints. The manager said and records showed that there had not been any complaints made since the last visit. All of the information about how to make a complaint is in an easy to read format.

The manager said that all staff have had training in how to safeguard the people they care for and they receive refresher training regularly. There is a copy of the Local Authority procedures and the home has copies of their own adult protection procedures for staff. Staff said that they have had the training and they could describe what they needed to do if they suspected someone was suffering abuse. All staff have had training on the homes whistle blowing policy and procedure.

Staff also have training in acceptable forms of physical intervention. The manager said that they are trained in the organisations policy of how they expected to manage challenging behaviour which state that physical intervention is used only as a last

Evidence:

resort. Staff said that they have received training and records showed that any incident is recorded. There had not been an incident of physical intervention since the last visit. The home has procedures for staff when they deal with the peoples money so it is kept safe. Records showed that staff sign records when any of the residents money is used and the manager checks them regularly

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

People live in a safe and clean home, although some repairs and improvement are necessary.

Evidence:

The home is comfortable, warm and clean.

There are enough bathrooms and showers for the people who live at the home. One toilet downstairs had an unpleasant odour. The manager said that there are plans to improve the bathrooms. All of the bathrooms had liquid soap and paper towels.

Each person has their own bedroom and they looked comfortable and clean. They were all personalised and made very individual. One of the rooms had an orange carpet which was stained and in another bedroom the drawers were broken. All of the rooms were large but only had one centre light fitting which staff said was inadequate for the size of the rooms. The laundry is organised and clean.

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

Sufficient numbers of staff are in post to meet the diverse needs of the people who live at the home and they have opportunities for training so they know how to give them good care and meet their needs. Furthermore the home has a recruitment procedures in place, which help to prevent risk of harm to the people who live there. Some records did not show that all checks had been carried out.

Evidence:

Staff said that they receive training, which helps them with their work. The manager said that all staff receive the training and support they need. Staff said and records showed that they all have mandatory training such as first aid, food hygiene and safeguarding adults training. The manager said that twelve staff have vocational qualifications. Staff and the manager said that staff receive individual supervision and they have regular staff meetings. Records showed that individual formal supervision takes place but did not show that it was as often as it should. The manager said that this had been an issue before they had transferred to the home but staff were now receiving regular supervision sessions. Sufficient staff were on duty at the time of the visit. Staff said and records showed that sufficient staff had been on duty in the home the previous week. The manager said that they always manage to cover sickness and holidays. One member of staff said " yes we have enough staff" and another said " the

Evidence:

staffing levels are OK".

The manager said that all staff have been CRB (Criminal Records Bureau) checked at an enhanced level to make sure they are suitable people to work at the home. All staff go through a recruitment process and they cannot not start to work at the home until this is completed. They are interviewed and are only successful when they have two satisfactory references. Copies of staff records showed that checks had been carried out. Some records showed gaps in staff s work history that had not been explored during the recruitment process.

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 manager is experienced and runs the home in the best interests of the people who live there and there are procedures in place that make sure they are protected as much as possible.

Evidence:

The manager has the skills and experience to run the home, however they are not yet registered with the Commission. They have worked in other homes owned by the same organisation and they are also involved in staff training. The manager said that they are very enthusiastic about improving the service and the focus for the coming year will be about expanding and improving the methods of communication between the residents and staff. The home has a development plan for 2009.

The manager said that the people who live at the home and their families are asked their views about the running of the home as much as possible. Staff said and records showed that the people have key workers who monitor their care at the home.

Safety checks have been carried out on the equipment in the home such as testing

Evidence:

electrical equipment and the servicing the central heating boiler. Fire safety risk assessments had been completed. The fire logbook showed that fire drills and fire instruction take place but fire instruction was not as regular as it should be. The manager said that this has taken place but had not been recorded. Staff said that they have fire drills and instruction. Records showed that regular training is provided for staff in fire safety and first aid.

The manager said and records showed that they are qualified and experienced to run the home effectively. It was observed that there was a friendly atmosphere at the home and a pleasant rapport between the people who live at the home the manager and staff. The staff said that they could approach the manager with any concerns. Staff said that they liked working at 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

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	6	All care plans should state how many staff and of what gender are needed to support people with personal care and should show that they are reviewed regularly.
2	20	The manager should have a photograph of each person on their medication record as an extra safety measure and should make sure that the list of signatories is up to date.
3	24	The stained carpet should be cleaned or replaced , the broken drawers replaced and consideration be given to the lighting in the bedrooms and whether it is adequate for the size of the rooms.
4	30	Action should be taken to eliminate the unpleasant odour in the downstairs toilet.
5	34	The registered person should have a satisfactory written explanation for any gaps in a person work history as part of the homes recruitment process. This will help safeguard the people who live at the home by making sure only suitable people are employed to work there.

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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