Key inspection report

Care homes for adults (18-65 years)

<table>
<thead>
<tr>
<th>Name:</th>
<th>Church Road Respite Service</th>
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<td>Address:</td>
<td>Church Road Respite Service</td>
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<td>52-54 Church Road</td>
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<td>Thornton Cleveleys</td>
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<td>Lancashire</td>
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<td>FY5 2TX</td>
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The quality rating for this care home is: three star excellent service

A quality rating is our assessment of how well a care home is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a ‘key’ inspection.

<table>
<thead>
<tr>
<th>Lead inspector:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Christine Mulcahy</td>
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</table>
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.

<table>
<thead>
<tr>
<th>Outcome area (for example Choice of home)</th>
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<tbody>
<tr>
<td>These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:</td>
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<tr>
<td>This box tells you the outcomes that we will always inspect against when we do a key inspection.</td>
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<tr>
<td>This box tells you any additional outcomes that we may inspect against when we do a key inspection.</td>
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</table>

| 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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<td>Care Quality Commission</td>
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Information about the care home

Name of care home: Church Road Respite Service

Address: Church Road Respite Service
52-54 Church Road
Thornton Cleveleys
Lancashire
FY5 2TX

Telephone number: 01253829373
Fax number:
Email address:
Provider web address:

Name of registered provider(s): Lancashire County Council
Name of registered manager (if applicable)
Mrs Elaine Jackson
Type of registration: care home
Number of places registered: 6

Conditions of registration:

Category(ies) : learning disability
Number of places (if applicable):
Under 65 6
Over 65 0

Additional conditions:
The registered person may provide the following category of service only: Care Home only - Code PC to service users of the following gender Either whose primary care needs on admission to the home are within the following category Learning Disability - Code LD The maximum number of service users who can be accommodated is : 6

Date of last inspection 0 8 0 1 2 0 0 9

Brief description of the care home

This home is owned by Lancashire County Council and is operated by Lancashire County Social Services. It is registered with the Commission for Social Care Inspection (CSCI) to accommodate up to six adults of both sexes who have a learning disability. The home does not offer permanent accommodation, but offers a respite service for over a hundred people in the Wyre area. The home is situated in Thornton and is close to local amenities such as shops and public transport. The home was previously two semi-detached houses that have been converted into one building that has two
Brief description of the care home

lounges, a conservatory, kitchen and three bathrooms. All bedrooms are for single accommodation and there are two bedrooms on the ground floor and four bedrooms are on the first floor, none of which have any en-suite facilities. Two bathrooms are situated on the first floor and both provide a bath with shower, whilst on the ground floor there is an assisted bathroom. There is a garden at the rear of the property that overlooks a primary school playing field.

The information contained in the home’s Statement of Purpose/Service User Guide is included in the information provided to prospective users of the service and their families. This written information explains the care service that is offered, who the management and staff are and what the person using the service can expect if he or she decides to stay at the home. The information is written and designed to include a picture story so that all users of the service can clearly understand the information provided.

Information received on 24th March 2010 showed that the fees for an overnight stay were £10.48 In addition vouchers provided for allocated short stays by social services are needed for each stay.
Summary
This is an overview of what we found during the inspection.

The quality rating for this care home is: three star excellent service

Our judgement for each outcome:

Choice of home
Individual needs and choices
Lifestyle
Personal and healthcare support
Concerns, complaints and protection
Environment
Staffing
Conduct and management of the home

How we did our inspection:
This service received a key (main) inspection on 24th March 2010. Before the inspection took place the manager was asked to complete a document called an Annual Quality Assurance Assessment (AQAA). This document provides information on the services strengths and weaknesses and any future plans to develop the service. Surveys were also made available to people living at the home and staff to find out their views. Other information since the last inspection was also reviewed. As part of the key visit we used a system called case tracking. This is a method that allows us to follow or track a particular situation so we can be sure it was dealt with appropriately. There have been no complaints received by the Commission since the last key visit.
What the care home does well:

The service provides people using the service with a comfortable, homely environment to live in. The staff team successfully meet the needs of the people using the service treating them with respect and giving them the support they need to make decisions about their own lives.

People using the service could move freely around the home using all communal areas and their bedrooms at any time. Daily routines were flexible to meet the residents needs.

People using the service contribute to the development of their care plans where possible and staff support them in doing this.

Individual person centered care plans are in place and the staff team are committed to making sure the individual care plans are reviewed regularly to reflect the residents changing needs when staying at Church Road.

Robust written records were available to demonstrate the arrangements for the manager to brief the team so that each are clear about their roles and responsibilities and agreed tasks are actioned within the set timescales.

What has improved since the last inspection?

The manager and the staff team are committed to reducing the Church Road Carbon footprint and encourage people using the service to be involved in this wherever possible.

What they could do better:

The registered manager told us that Lancashire County Council has identified the need for a new building for the short term break service. The building will provide facilities and accommodation that will meet the needs of people with complex specialist needs who want to use the short term break service. Currently Church Road cannot fully accommodate these people because some specialist facilities are not in place. Plans are in place for the new building to contain en suite bedrooms, up to date equipped assisted bathrooms, a sensory room, dedicated recreational space with modern decor and furniture.

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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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 using the service and their representatives were given clear information about the home to help them make an informed decision before moving in.

People are admitted following a full needs assessment to ensure staff at the home can meet their needs.

Evidence:

We looked at the short break service statement of purpose. This document is specific to the people who use the service and set out the objectives and philosophy of the service. The statement of purpose gives written information about the type of service people can expect at the home like the level of care, quality of the accommodation, staff qualifications and experience and how to make a complaint.

The service user guide is user friendly detailing the service aims and objectives in plain English and photographs to help the reader become familiar with the layout of the home. Staff at the service are available to read through the booklet with people who are new to the service so that people are fully supported to enjoy their short break. It can be arranged for copies of these documents to be made available in
Evidence:

formats that meet the capacity of prospective residents.

We looked at information from the care plans of two of the people who regularly use the service. The care plans showed a needs assessment was done before they moved into the home. Review assessments had been completed prior to people moving into Church Road and these focused on how they would be supported to continue to reach their full potential during their short break at Church Road.

A contract agreed by the resident their representative or relative clearly detailed the fees and charges and the method of payment like short term break vouchers.

People using the service and their representatives were given clear information about the home to help them make an informed decision before moving in. Written confirmation that staff at the home can meet their assessed needs was always given before taking up the short term break service.
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:

<table>
<thead>
<tr>
<th>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.</th>
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<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

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 needs of the people using the service were set out in a comprehensive plan of care so that support workers could maximise autonomy and choice. Written risk assessments ensured people using the service were safeguarded from harm.

Evidence:

We used case tracking of two people using the service to check if there was a plan of care that included enough detail for support staff to meet their assessed needs. The care plan showed that people had undergone a full care needs assessment before they started their short break at Church Road.

The 2 care plans we looked at were comprehensive up to date working tools that were used by the staff and resident for reference and guidance on ensuring their needs and choices were met. The care plan could be used and understood easily by new support workers so there would be a consistent approach in meeting the persons needs.
Evidence:

Each plan was person centered and addressed the residents daily living needs, vision, diet, medical history, memory and social interests. It was signed by the resident and key worker to verify their agreement on the details.

Risk assessments relating to self medicating, catching the bus and taking part in activities without staff support were reviewed regularly and showed people were supported to take risks as part of an independent lifestyle.

Opportunities for people using the service to talk about how the service should be run was always accompanied by information in formats that could be fully understood and used by the people using the service. There is less emphasis on residents meetings at the home because people are on short breaks and have a busy planned schedule of activities to fit into the short time they spend at Church Road. However comments made by people using the service about communal space, decor, colour schemes and furniture are alway taken into consideration and acted on where appropriate.

The following comments about peoples needs and choices at Church road were made by different people using the service following their short stay.

"I'm supported to go to watch football, go to the pub for meals".

"I really look forward to coming here, I have a girly night out at the pictures and the pub".

"Yes, all the staff here are great, we have a laugh and I meet up with my friends".
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 excellent quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Leisure, recreational and employment opportunities available to people using the services met their personal interests and preferences.

Meals and snacks ensured variety, choice and nutrition.

Evidence:

The philosophy and ethos of Church Road strongly promotes the rights of the people who stay there to live an ordinary and meaningful life and enjoy their short break as though it was a holiday.

The manager said that wherever possible residents could make choices about all aspects of their lives and daily routines while they were staying at Church Road. Decisions about waking and going to bed times, continuing employment or college attendance, and handling their own finances or medication would be supported, respected and recognised as part of their daily life routines.
Evidence:

People using the service each have another file that tells the staff at Church Road what they need to know about how to meet the persons day to day needs like food likes and dislikes, the activities the person likes to do and things that are important to them. This means that daily routines for people using the service are flexible and promote independence, individual choice and freedom of movement.

There is a strong commitment to enabling residents to integrate into community life and continue to use community resources like, restaurants, pubs, cinema, sports and recreational facilities to maintain their skills and continue reaching their full potential.

Discussion with one of the people using the service and observations of the support received confirmed that as far as possible their independence was maintained. When we asked one person about the variety of activities and opportunities available to her she said,

"The staff are great, we have a laugh and I meet up with my friends. I still go to work as usual but when I'm here I go to the pub and cinema. Sometimes make jewelry and play music and have a dance".

Menus and meal times is varied to suit the people who come to stay at Church Road. There is a menu book with photographs of the foods that are available to people using the service. This helps them to choose what they want to eat. When asked about the choice of meals available a support worker told us that people can have what they want. The staff will prepare and cook meals. If people want to help to cook they can do with staff assistance. We looked at the menu available to the people using the service and found well balanced and nutritional choices that catered for the cultural and dietary requirements of the residents.

The religious and cultural needs of people using the service had been assessed and identified before the person went to Church Road as part of the initial admission process. Where these needs had changed the manager told us that staff were always aware of the changes and the service ethos and values would promote a persons cultural diversity.
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:

<table>
<thead>
<tr>
<th>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.</th>
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<tr>
<td>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.</td>
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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 health care needs of the people using the service were identified in a person centered plan of care. Medication administration procedures and up to date staff training ensured residents were safeguarded from mis administration.

Evidence:

Examination of 2 residents care plans confirmed that all residents health details were recorded in the plan of care and reviewed when necessary. Access to health professionals like GP, optician and dentists were available and records of these visits were documented in the residents health care files along with medication and health reviews.

There is an effective Local Authority medication policy supported by procedures and practices that staff understand and follow. Medication was stored securely in a locked space in the home. Medication Administration Records (MAR) showed that medication administered by support workers was stored and managed properly. Medicine records were fully completed and signed by designated workers. The registered manager is vigilant in this area and regularly checks to monitor compliance in all areas including
Evidence:

receipt, administration and safekeeping of medicines. All of the staff team have received accredited training up to level 2 to administer medication.

People who are able to self administer their medication are protected by the homes medicines policies and procedures and are supported to do so by staff. There are facilities provided for them to retain their own medication in a locked space in their room and staff have access to this with the residents permission. Records for people self administering are maintained in the home by the manager in the homes MAR folder.

An emergency medical alert form is kept up to date in case urgent hospital contact is required while the person is on a short break at Church Road. The alert forms are placed in 3 stages of priority. The red alert form details the things the hospital staff must know about the person like their medical history and medication they might be taking. An amber form details the things that are really important to the person and would help the hospital staff to meet the needs of the individual while they are in hospital. The green alert form details the individual likes and dislikes and things they would like to happen to them while in hospital. This means that people using the service make decisions about their lives with assistance when needed and their assessed and changing needs are reflected in their individual plan and sets out how specialist requirements can be met.
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 and safeguarding policies and procedures were available and gave clear guidance to those using them.

Care staff and people using the service knew when and who to report complaints and abuse allegations to.

Evidence:

At Church Road there is an open culture that enables people using the service to express their views in a safe and understanding environment. There is a Local Authority complaints procedure that is clearly written, easy to understand and can be made available in different formats. The homes complaints procedure is clear and effective and includes the stages and timescales for the process. A complaints book was examined and we noted there had been no complaints recorded since the last inspection. People using the service are given a copy of this procedure with the Statement of Purpose and these can also be made available on request.

The manager said that people who come to stay at Church Rd know that problems will be dealt with immediately before they become complaints and it was important to sort things out immediately because people live in close proximity, share facilities and come to Church Road to relax and have a good time.

There is a clear policy and procedure to safeguard people using the service which includes robust staff recruitment procedures, and clear procedures for responding to
Evidence:

suspicions or evidence of abuse or neglect including passing on concerns to CQC.
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 using Church Road short break service stay in a homely comfortable and safe environment that suit their needs and lifestyle.

Evidence:

The registered provider has made sure that the physical environment of the home provides for the individual requirements of the people who stay there. All communal rooms including 2 shared living rooms, a laundry room, a conservatory, a bathroom equipped with aids and adaptations and one bedroom is on the ground floor level of the house. 5 other bedrooms and 2 shared bathrooms are situated on the first floor of the house.

A tour of the home and examination of the bedrooms showed that people had made their rooms comfortable for their short stay. All of the rooms in the home were well furnished and decorated to a good standard. It was evident that people using the service took a great deal of pride in the home which was well well lit, very clean and tidy and smelled fresh.

The current environment is fully able to meet the current needs of people using the service and is designed for small group living where residents can enjoy maximum freedom in a non institutional setting.
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:

<table>
<thead>
<tr>
<th>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.</th>
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| 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:

<table>
<thead>
<tr>
<th>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 at Church Road are trained, skilled and in sufficient numbers to support the people who live at the home. The homes recruitment policy and procedure ensure these people are safeguarded from abuse.</th>
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Evidence:

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<th>The Church Road staff rota showed the home was sufficiently staffed so that particular attention was given to busy times of the day and specific needs of people using the service, like medical appointments and leisure interests at peak times of activity, were covered. Discussion with the registered manager confirmed that training was ongoing and staff were expected to attend courses identified to enable them to support the people using the service. The staff team have combined training and qualifications in the following areas. medication administration, health emergencies, moving and handling, infection control, British Sign Language and safeguarding. A team training matrix identified staff training needs and the dates of planned staff training in the future.</th>
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Evidence:

There is a good recruitment procedure that clearly defines the process to follow and ensures the protection of people using the service. People using the service happily welcomed new duty staff with hugs and smiles and communication between staff and residents was seen to be genuinely friendly in both manner and tone.

It was apparent that residents and support workers enjoyed each other’s company and staff had the appropriate skill base to meet the needs of the people using the service.

Discussion with one support worker and examination of staff files confirmed pre-employment checks required to protect people using the service were done. Examination of staff meeting and staff supervision records showed the wellbeing of residents was regularly discussed and their needs were paramount at all times.

The support worker we spoke to made the following comments about working at Church Road,

"We work well as a team, and any grievances are dealt with immediately. I've worked here for 11 years and really enjoy working here".
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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The management and administration of the home is based on openness and respect. People using the service benefit from a well run home where their health safety and welfare is promoted and protected.

Evidence:

The registered manager has the required qualifications and experience and is competent to run the home. She has a clear understanding of the key principles and focus of the service. She is person centered in her approach and is aware of current developments and can plan the service accordingly.

We examined records of residents finances and transactions were verified by staff and residents signatures and receipts were kept as proof of purchase.

Many of the homes policies and procedures including health and safety were reviewed recently to ensure safe working practices. Records and documents showed that appliance equipment and home safety checks including fire safety were done regularly and staff sign to show they know how to follow these.
Evidence:

Good practices, monitoring and record keeping ensure a low number of preventable accidents and the manager complies with statutory reporting requirements and other relevant legislation.

The manager plans for future internal audits to be carried out that will determine residents and their relatives satisfaction of the service and the results of these will be included in the service information brochure.

There is a good strong working relationship between the registered manager and the staff team and both have a good understanding of the risk assessment process in all aspects of the safe running of the home.

Written records to demonstrate the arrangements for the manager and her team to brief one another were available so that everybody is clear about their roles and responsibilities and agreed tasks are actioned within the set timescales.

The manager ensures staff training is ongoing and up to date and staff training records reflect this with planned training up dates.

Record keeping was of a consistently high standard and these were kept securely.

The service has the necessary insurance cover in place to fulfill any loss or legal liabilities.
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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>37</td>
<td>26(2)(c)</td>
<td>The representative of the registered provider must complete a report following their monthly unannounced visit to the home, a copy of which is to be kept in the home.</td>
<td>30/06/2007</td>
</tr>
<tr>
<td>2</td>
<td>37</td>
<td>26</td>
<td>The representative of the registered provider must complete a report following their monthly unannounced visit to the home, a copy of which is to be kept in the home. So all involved are aware of how the short breaks service is being managed and the views of those who use the service and those who provide care to people using the service.</td>
<td>02/02/2009</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
</tr>
</thead>
</table>

**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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
</tr>
</thead>
</table>

**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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Refer to Standard</th>
<th>Good Practice Recommendations</th>
</tr>
</thead>
</table>


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