

Key inspection report

CARE HOME ADULTS 18-65

Otterhayes Trust

**Salston Ride
Ottery St Mary
Devon
EX11 1RH**

Lead Inspector
Vivien Stephens

Key Unannounced Inspection
25th June 2009 10:00

This report is a review of the 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.

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 home adults 18-65 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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SERVICE INFORMATION

Name of service	Otterhayes Trust
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Email address	jimandcarolyn@otterhayes.co.uk; care@otterhayes.co.uk
Provider Web address	
Name of registered provider(s)/company (if applicable)	The Otterhayes Trust Limited
Name of registered manager (if applicable)	Mr Richard James Allen Mrs Carolyn Ann Allen
Type of registration	Care Home
No. of places registered (if applicable)	6
Category(ies) of registration, with number of places	Learning disability (6)

SERVICE INFORMATION

Conditions of registration:

1. Age Range 18 to 45 years

Date of last inspection 31st May 2006

Brief Description of the Service:

The Otterhayes Trust is a registered charity. The home can provide personal care for up to six adults who have learning disabilities. It is a condition of registration that the home must only admit adults between the ages of 18 and 45 years, although those people who have lived at the home for many years and have already passed the age of 45 can remain living there as long as they wish and are able.

The home is situated in 4 acres of woodland in the beautiful countryside of Ottery St Mary with a stream, pond and walled lawns. There are outbuildings equipped for pottery, crafts, offices, computer and practical life skills. The home has been altered and extended to provide spacious accommodation. There are two lounges and two dining rooms in the main house. Bedrooms are of a good size and have en suite facilities.

The Trust also has four small houses within the grounds that provide supported living accommodation for 10 people.

The home is run as a family business with eight members of the family working between the care home and the supported living accommodation. This number includes the registered manager, Mr Richard Allen and his wife. Members of the family have accommodation within the grounds.

The home will provide a copy of the most recent inspection report to all prospective new service users and their families/representatives.

SUMMARY

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

The quality rating for this service is **3 star**. This means the people who use this service experience **excellent** quality outcomes.

Several weeks before this inspection took place we asked the home to complete an Annual Quality Assurance Assessment (AQAA). They completed the form and returned it to us by the date we requested. The form gave us some useful information about the way the home is managed and daily life for people living there. We also sent the home some survey forms and asked them to distribute these to the people living in the home and to people who know them well. We received 6 replies from people who live in the home (with assistance from a member of staff to complete the form), 2 from relatives, 4 from staff and one from a health professional. Their responses have helped us to form the judgements we have reached in this report.

The inspection lasted for approximately 7 hours. During our visit we talked to the managers, Richard and Carolyn Allen, all of the people living in the home, and 5 members of staff. We also carried out a tour of the home and some of the buildings used for activities. We looked at the records the home is required to maintain including care plans, medication administration, staff recruitment and training records.

What the service does well:

No new people have moved into Otterhayes for many years, although the home has helped some people have moved out to live in more independent accommodation. If anyone is thinking of moving in will they will be given lots of opportunities to visit and to help them decide if Otterhayes is the right place for them. The home will take time to get to know the person and understand the level of support they will need before any decision to move in permanently is made.

People lead busy and interesting lives. We heard about the many things people enjoyed doing, including gardening, cooking, and sports. Several people told us they were looking forward to a holiday abroad a few days after this inspection. People have individual weekly timetables so that they know what regular activities they will be doing every day. There are also lots of opportunities for outings, entertainments and hobbies. People have been supported to learn new skills and work towards a greater independence.

The home provides a high standard of healthy meals to suit all tastes. People are fully involved in all aspects of meal planning and preparation.

Each person has a well written and comprehensive support plan that sets out very clearly how they want to be supported. The plans give very good information to the staff team about all aspects of each person's health and personal care needs.

There are good systems in place to make sure people are protected from harm or abuse. People told us they felt able to speak out if they had any concerns and confident they would be listened to and acted upon.

The home is spacious, attractive, well maintained, and comfortable throughout. There are large gardens with flower and vegetable beds, and mature trees and shrubs and patio areas with garden furniture. Each person has their own bedroom with en suite facilities. All bedrooms have been decorated and furnished to reflect the person's interests and choices.

The staffing levels are good. There are always plenty of well qualified and experienced staff on duty to provide people with the support they need. There are good systems in place to make sure staff receive regular training and updates on all health and safety and relevant health topics. Staff have been well supported and there are good communication systems in place, including regular staff meetings.

All records were found to be well maintained, including medicine administration, fire safety, and records of money handled by the home on behalf of the people living there.

The home is well managed. Relatives who completed a survey form told us, "We are satisfied with all aspects of the Otterhayes Trust. We do not worry about our son's welfare in any way as Otterhayes is a caring and well run establishment".

"At the moment, in our opinion, Otterhayes is very efficient and running well. Otterhayes has been in existence 25 years in July.....we feel that X is getting the best available care and for this we are very grateful".

What has improved since the last inspection?

There are good systems in place to seek the views of everyone living, working or involved closely in the home. The home is constantly looking at ways of improving the facilities and services.

What they could do better:

No requirements or recommendations were made as a result of this inspection. The home has systems in place to continuously review and improve the services they provide.

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.

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Scoring of Outcomes

Statutory Requirements Identified During the Inspection

Choice of Home

The intended outcomes for Standards 1 – 5 are:

1. Prospective service users have the information they need to make an informed choice about where to live.
2. Prospective users' individual aspirations and needs are assessed.
3. Prospective service users know that the home that they will choose will meet their needs and aspirations.
4. Prospective service users have an opportunity to visit and to "test drive" the home.
5. Each service user has an individual written contract or statement of terms and conditions with the home.

The Commission consider Standard 2 the key standard to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

1,2, 3, 4

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

People can be confident they will be given lots of opportunities and information to help them get to know the home and decide if it is where they want to live.

EVIDENCE:

We heard that no new people have moved into Otterhayes for several years. Everyone who lived there at the time of this inspection had been there for many years – some for over 20 years. Vacancies rarely occur.

The home told us in their Annual Quality Assurance Assessment (AQAA) about the way they would help any future new person to decide if Otterhayes is the right place for them:

"Slowly introduce the service user into his/her new environment with short visits, overnight stays if possible and support them and their parents / relatives with the transition which could very often be for a long time.

Assessing each individual over a period of time so Otterhayes can have a clear precise picture of the individuals needs and put a support plan together.”

We also saw copies of the personalised information that has been given to each of the people currently living at the home, and we were told this would be given to any new people thinking about moving in. The booklets contained photographs, symbols and words and had been personalised for each person to help them understand who the staff team are, the environment, and some of the things they would be doing and places they would go.

They also have an internet website that provides a very good range of information with lots of photographs.

Individual Needs and Choices

The intended outcomes for Standards 6 – 10 are:

- 6.** Service users know their assessed and changing needs and personal goals are reflected in their individual Plan.
- 7.** Service users make decisions about their lives with assistance as needed.
- 8.** Service users are consulted on, and participate in, all aspects of life in the home.
- 9.** Service users are supported to take risks as part of an independent lifestyle.
- 10.** Service users know that information about them is handled appropriately, and that their confidences are kept.

The Commission considers Standards 6, 7 and 9 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

6, 7, 8, 9

People using the 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 care workers are provided with excellent information to make sure that each person is given all the support they need.

EVIDENCE:

The home has worked with each person to draw up a plan of the support they want from the home and care workers. The plans had been drawn up in the words of the person and included photographs to make the plans individualised. They gave very clear, easy to read and detailed information about each person to help the care workers understand exactly how much support they must give each person. They covered every aspect of the person's daily routines, likes and dislikes, and what makes the person feel

happy or sad. They explained why the person may react in certain ways to actions or events.

The plans clearly set out the goals each person has said they want to reach, and show how these will be achieved.

Each person had a key worker who supports them to make decisions and take actions in their daily lives. The home also had regular 'service user' meetings and discussions where people can make decisions and choices. Meal times are often a good time for informal discussions. People have also attended 'speak out' groups in Honiton, as well as other clubs and groups away from the home where people can talk to someone unconnected with the home for advice or support. Some people also have a 'befriender'.

The home has met with representatives from health and social care agencies where appropriate to review the support plans. They have also reviewed the support plans and risk assessments regularly through internal reviews.

The home has purchased a new software tool for total communication in the last year to help improve the communication methods for each person, and to help them speak out about their wants and needs.

During our visit we spoke to each of the people living in the home, some at greater length than others. We heard about their daily lives and the things they want to do and we saw lots of evidence of how people made choices about all aspects of their daily lives, including clothes, activities, jobs, and holidays.

A member of staff who completed a survey form told us "Otterhayes supports and enables its residents to live a full and near normal life. It encourages individuals to develop their interests and helps in all aspects of their daily needs to the degree that each individual requests".

Lifestyle

The intended outcomes for Standards 11 - 17 are:

11. Service users have opportunities for personal development.
12. Service users are able to take part in age, peer and culturally appropriate activities.
13. Service users are part of the local community.
14. Service users engage in appropriate leisure activities.
15. Service users have appropriate personal, family and sexual relationships.
16. Service users' rights are respected and responsibilities recognised in their daily lives.
17. Service users are offered a healthy diet and enjoy their meals and mealtimes.

The Commission considers Standards 12, 13, 15, 16 and 17 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

This is what people staying in this care home experience:

11, 12, 13, 14, 15, 16, 17

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

People who live at Otterhayes lead fulfilling lives and have lots of opportunities to get involved in the local community. They are supported to keep in contact with families and friends.

People are offered a wide choice of healthy home cooked meals.

EVIDENCE:

Each person living at Otterhayes has a weekly plan of the things they regularly want to do. A sample copy of a timetable was given to us on the day of our inspection. This showed a wide range of activities throughout the day, both inside the home and external groups and outings.

One person showed us a small booklet they kept with them containing their daily activity plan. The booklet gave them all the reassurance and information they needed so that they knew what they would be doing throughout the day, and which members of staff would be supporting them.

The home told us that some people have been encouraged to find job opportunities in the local community, including work experience and voluntary work. There are several vehicles to provide transport for people who want to go out to work and social activities in the community.

Otterhayes Trust also provide a range of supportive accommodation for people who want to lead more independent lives. We heard how people living in Otterhayes have been helped to work towards independence, and how some people have either moved, or were in the process of moving into supportive accommodation. We saw evidence of how the care workers had guided people to learn or improve the skills they would need to live independently, including cooking, laundry, shopping and cleaning skills.

We talked to people about the things they enjoyed doing. One person showed us about a garden pond he was in the process of digging and the plans he had for the finished pond. Two people had been picking fruit in the gardens in the morning and in the afternoon they sat in the garden with some of the care workers to prepare the fruit for cooking. We also heard how people help plan and prepare the meals each day.

Other regular activities people told us about including swimming, riding, conservation, art, gardening, dancing and outings.

The home has a range of outbuildings that have various uses including offices, workshops and a training kitchen. On the day of our inspection some people were creating props for a weekly drama group held in one of the outbuildings.

The home told us "All residents are encouraged with staff support to use pub, libraries, cinemas, local swimming pools, carnivals etc. Where possible encourage the use of public transport developing independence. They also shop and know many of the local people."

Several people told us they were going on a holiday abroad a few days after this inspection. They were clearly looking forward to the holiday and had been planning the things they would take and what they wanted to do while away.

We heard how people kept in touch with families and friends. Each person had access to a computer and were supported where necessary to keep in touch with people by the use of e mails. They also had telephones in their bedrooms. Many people had regular visits to and from their families and sometimes went to stay with their families. In peoples bedrooms we saw photographs of their families and friends. We were told that the care workers have built up good

relationships with each person's family and friends and made sure families are kept in touch and involved in the home.

People have been offered a small fridge and tea/coffee making facilities in their rooms if they wish, although for some this has not proved successful.

All bedroom doors have locks and staff respect people's privacy and dignity by only entering after knocking and being invited to enter.

Weekly menus have been drawn up by the people living in the home. Each person chooses one main meal each week. The staff knew about people's likes and dislikes and dietary needs and alternatives were always provided. Each person helps to prepare and cook a meal at least once a week, and clear up afterwards.

We heard that healthy eating is encouraged, with a focus on tasty home cooked recipes. They use lots fresh fruit and vegetables either home grown or from local traders. People told us how much they enjoyed the meals.

There is a large, modern and well equipped kitchen. There were good cleaning routines in place. There are two dining areas giving people a choice of where they want to have their meals and who they want to sit with.

Personal and Healthcare Support

The intended outcomes for Standards 18 - 21 are:

18. Service users receive personal support in the way they prefer and require.
19. Service users' physical and emotional health needs are met.
20. Service users retain, administer and control their own medication where appropriate, and are protected by the home's policies and procedures for dealing with medicines.
21. The ageing, illness and death of a service user are handled with respect and as the individual would wish.

The Commission considers Standards 18, 19, and 20 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

18, 19, 20

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

People receive the support they need from well trained staff to meet their personal and health care needs. Medicines are stored and administered safely.

EVIDENCE:

Each person has their own single bedroom with en suite facilities. Those people who need support from care staff with personal care tasks receive this in the privacy of their own rooms. There is a good ratio of male and female staff allowing people to receive personal care support from a member of staff of the same sex. The home told us they have placed great emphasis on ensuring that people can choose who the staff they relate well to.

Support plans set out clearly the level of help and guidance each person wanted with personal care tasks. Each person wore attractive, good quality

and fashionable clothing and people talked about the things they liked to wear. Some of the females wore attractive jewellery and everyone clearly took a pride in their appearance. People talked about shopping trips for clothing, including the clothes they had bought for their holidays.

Specialist health care professionals have been involved where people have specific health problems. Each person is registered with the local GP surgery and medication has been reviewed regularly. Everyone was in good general health at the time of this inspection. One GP who completed a survey form before this inspection took place indicated that all aspects of the care were satisfactory.

The home uses a monitored dosage system of medication supplied by a local pharmacy. The home has drawn up their own administration records with large boxes that provide a very clear record of each medicine that has been administered. There were excellent systems in place to monitor and double check that all medicines have been administered safely.

All care workers have received basic training on the safe administration of medicines. Six staff have been booked on an advanced course due to be held in the near future.

All medicines were held securely.

Concerns, Complaints and Protection

The intended outcomes for Standards 22 – 23 are:

- 22.** Service users feel their views are listened to and acted on.
- 23.** Service users are protected from abuse, neglect and self-harm.

The Commission considers Standards 22, and 23 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

22, 23

People using the 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 can feel confident that any concerns or complaints they have will be listened to and acted upon promptly. People are protected from abuse by well trained staff and good policies and procedures.

EVIDENCE:

Since the last inspection no complaints or concerns about the home have been received by the Commission. The home told us they have not received any complaints in the last year.

The home told us in their AQAA –

“Otterhayes has a clear and effective complaints procedure that everyone is aware of to include relatives, friends, other professionals, and staff. Each service user has the complaints procedure in an info booklet in an appropriate format. Any formal complaint is responded to within 28 days. All complaints are recorded appropriately and all records are kept in the main office.

Otterhayes has a whistle blowing policy which all staff are aware of and are encouraged to refer to periodically. Whistle blowing and abuse are also brought up in staff meetings and supervisions.

All staff are POVA and CRB checked before employment is commenced and 2/3 references have been returned.

Physical and verbal aggression by the service user is dealt with in a sympathetic and understanding manner. All incidents of aggression are recorded and sent to the appropriate authorities.

Professional help is sought and guidelines are followed and reviewed regularly to reduce incidents and protect staff and other service users. Intervention sometimes has to take place in the interest of the service user. This is only done as a last resort and by staff that have had appropriate training.”

We talked to five members of staff and four people who live in the home about the way people feel able to speak out if they have any concerns or complaints, or if they suspected that abuse had occurred. All of the people who lived in the home told us they would speak to a member of staff or their families if they had any concerns. All of the staff told us they felt confident that all complaints or concerns would be listened to and acted upon by the managers. Those staff who were not members of Jim and Carolyn Allen’s family said they felt able to speak out, and knew who the Trustees were if they had any concerns about the managers or their family. Everyone said there was an open atmosphere in the home and plenty of opportunities for staff to speak out, either in group meetings or privately in supervision or individual meetings.

All staff have attended abuse awareness training provided by the local health authority. Policies and procedures covering all aspects of protection were held in the office and we were told that these had been shared with staff during staff meetings. All staff have recently been given a new staff handbook and staff contracts setting out key policies and conditions of employment.

The home has notified the Commission of any accidents or incidents that may affect the well-being of people living in the home. They have also told us about the actions they have taken following the incidents.

We looked at the records of the cash and savings handled by the home on behalf of people living there. Each person had a personal bank account and measures had been taken to limit the chances of financial abuse. Some people asked the home to help them look after small amounts of cash – this was stored in a locked money tin in a locked cupboard which is accessed only by managers. Those that were able kept personal amounts of money in their possession.

Environment

The intended outcomes for Standards 24 – 30 are:

- 24.** Service users live in a homely, comfortable and safe environment.
- 25.** Service users' bedrooms suit their needs and lifestyles.
- 26.** Service users' bedrooms promote their independence.
- 27.** Service users' toilets and bathrooms provide sufficient privacy and meet their individual needs.
- 28.** Shared spaces complement and supplement service users' individual rooms.
- 29.** Service users have the specialist equipment they require to maximise their independence.
- 30.** The home is clean and hygienic.

The Commission considers Standards 24, and 30 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

24, 25, 30

People using the 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 accommodation has been maintained to an excellent standard throughout. There are good systems in place to make sure all areas are safe, clean, comfortable and homely.

EVIDENCE:

The home is located on the outskirts of Ottery St Mary. There are large attractive gardens surrounding the property and there are various buildings and workshops in the grounds that provide amenities for the people living there. On the day of this inspection people were sat outside in the gardens. There were attractive patio and sitting areas with good quality garden furniture. The gardens were well tended with colourful flower beds and attractive shrubs and trees.

In the next 12 months we were told that the home plans to make further improvements by purchasing poly tunnels so that they could be more self-sufficient with vegetables and fruit. They also plan to create an area for livestock such as chickens and goats.

In a tour of the home we found all areas had been maintained to a high standard. The staff we talked to demonstrated a pride in the accommodation and talked about how they worked to make sure the home always looked welcoming and attractive.

Each person had their own single bedroom with en suite bath or shower room. The rooms were spacious, attractively decorated and furnished, and people had personalised their rooms with pictures, ornaments and soft furnishings to reflect their interests and personalities. People had been supported to keep their rooms clean and in good order.

We saw televisions, music equipment, telephones and tea/coffee making equipment in bedrooms so that people could use their rooms as bed sitting rooms if they wished.

All bedroom doors have locks.

There are two lounges – one was in the process of being redecorated at the time of this inspection. There are also two dining rooms and a large kitchen. Within the grounds there are also modern out buildings including a training kitchen, an arts and crafts room, and offices.

All areas were bright, clean, modern and well ventilated.

Staffing

The intended outcomes for Standards 31 – 36 are:

- 31.** Service users benefit from clarity of staff roles and responsibilities.
- 32.** Service users are supported by competent and qualified staff.
- 33.** Service users are supported by an effective staff team.
- 34.** Service users are supported and protected by the home's recruitment policy and practices.
- 35.** Service users' individual and joint needs are met by appropriately trained staff.
- 36.** Service users benefit from well supported and supervised staff.

The Commission considers Standards 32, 34 and 35 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

32, 33, 34, 35, 36

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

There is always plenty of staff on duty to give people the support they need. Good recruitment procedures have been followed to make sure that new staff are entirely suitable for the job.

EVIDENCE:

We looked at the recruitment files of three staff employed since the last inspection and found the home had followed careful procedures by obtaining at least two satisfactory references and by taking up criminal records and protection of vulnerable adults checks before the staff began work.

All new staff had received induction training at the start of their employment following national induction standards.

Many of the staff team work in both the residential care home and in the supportive accommodation houses run by Otterhayes Trust. We heard that,

while there are always at least two members of staff at all times working with people in Otterhayes, the staffing levels are often much higher during the day depending on the activities that are provided during the day. On the day of this inspection all six people were at home during the day. The owners were present plus five members of staff. We saw staff working alongside one or two people providing a high level of support. There was a relaxed and cheerful atmosphere throughout the home.

We looked at the level of qualifications held by the staff team. Two people held teaching qualifications, one held a nursing qualification, (these included the providers) two staff held psychology degrees, and nine staff held a nationally recognised qualification known as NVQ to either levels 2, 3 or 4. This demonstrated a very high level of qualification and expertise.

We were shown records of other training staff have received. We found that all staff had received training and updates on all relevant health and safety related topics, and also autism, and abuse awareness. Other training courses had been attended by individual staff according to specialist interests.

Regular staff meetings have been held and minutes of these were available. Staff have received supervision, but this has not been as regular as the managers would like and they plan to improve this in the next year.

We asked four people who lived in the home about the staff. They told us they liked all of the staff and there were always plenty of staff on duty. We saw staff working alongside people in a supportive and encouraging manner. Their approach was positive, calm, cheerful and friendly and there was an atmosphere of friendship and mutual understanding.

Conduct and Management of the Home

The intended outcomes for Standards 37 – 43 are:

- 37.** Service users benefit from a well run home.
- 38.** Service users benefit from the ethos, leadership and management approach of the home.
- 39.** Service users are confident their views underpin all self-monitoring, review and development by the home.
- 40.** Service users' rights and best interests are safeguarded by the home's policies and procedures.
- 41.** Service users' rights and best interests are safeguarded by the home's record keeping policies and procedures.
- 42.** The health, safety and welfare of service users are promoted and protected.
- 43.** Service users benefit from competent and accountable management of the service.

The Commission considers Standards 37, 39, and 42 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

37, 39, 42

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

The home is well managed and safe. There is an open atmosphere and the views of everyone involved in the home are sought to ensure there is a system of continuous improvement.

EVIDENCE:

The providers have managed Otterhayes for 25 years. Jim Allen holds a teaching qualification and Carolyn Allen holds a relevant nursing qualification. They live in the grounds of the home. Several members of their family also work in the home, and some have senior posts.

We talked to three members of staff on duty at the time of our visit who were not members of the providers' family. We asked them if they felt able to voice their opinions and make suggestions, and if they felt there was an open atmosphere among the whole staff team regardless of whether they were a member of the providers' family. They assured us that they felt they could always speak out, and there is a happy and friendly atmosphere throughout the home.

A member of staff who completed a survey form before this inspection told us about the home –
"Always clean and well maintained. It is the best care environment I have worked in. The residents seem to be offered every opportunity to lead a happy and well balanced lifestyle".

On a monthly basis the providers have carried out a monthly management report to demonstrate they have reviewed the services, facilities and care. These reports have been made available to the Commission.

We heard that quality assurance surveys have been carried out every 2 years to seek people's views about the home. We were shown the results of the most recent surveys and found these gave excellent information about all aspects of the home. Many useful comments were made and we heard how the home had listened and acted upon these.

Regular residents meetings and individual reviews have also contributed towards quality assurance systems. As a result of this the home has improved the menus, provided more entertainments and greater access to the community in the last 12 months.

Information provided for this inspection showed that health and safety checks on all equipment and facilities have been carried out regularly. The accident book and fire log book were seen and these demonstrated that the home had ensured that the home recognised their responsibility to ensure people are safeguarded from harm.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Care Homes for Adults 18-65 have been met and uses the following scale. The scale ranges from:

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

CHOICE OF HOME	
<i>Standard No</i>	<i>Score</i>
1	4
2	4
3	4
4	4
5	X

INDIVIDUAL NEEDS AND CHOICES	
<i>Standard No</i>	<i>Score</i>
6	4
7	3
8	4
9	3
10	X

LIFESTYLES	
<i>Standard No</i>	<i>Score</i>
11	4
12	4
13	4
14	4
15	4
16	4
17	4

PERSONAL AND HEALTHCARE SUPPORT	
<i>Standard No</i>	<i>Score</i>
18	4
19	4
20	4
21	X

CONCERNS AND COMPLAINTS	
<i>Standard No</i>	<i>Score</i>
22	3
23	3

ENVIRONMENT	
<i>Standard No</i>	<i>Score</i>
24	4
25	4
26	X
27	X
28	X
29	X
30	4

STAFFING	
<i>Standard No</i>	<i>Score</i>
31	3
32	4
33	4
34	3
35	4
36	3

CONDUCT AND MANAGEMENT OF THE HOME	
<i>Standard No</i>	<i>Score</i>
37	4
38	X
39	3
40	X
41	3
42	3
43	X

Are there any outstanding requirements from the last inspection? No

STATUTORY REQUIREMENTS

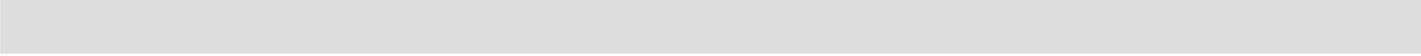
This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations



Care Quality Commission

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