



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Balcombe Place
Address:	Haywards Heath Road Balcombe West Sussex RH17 6QJ

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:
Beth Tye	1 0 0 7 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 Older People 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

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
Copyright	Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.
Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Balcombe Place
Address:	Haywards Heath Road Balcombe West Sussex RH17 6QJ
Telephone number:	01444811066
Fax number:	01444811139
Email address:	
Provider web address:	

Name of registered provider(s):	Balcombe Care Homes Ltd
Type of registration:	care home
Number of places registered:	40

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	40
Additional conditions:		
The maximum number of service users to be accommodated is 40.		
The registered person may provide the following category/ies of service only: Care home with nursing - (N) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category (OP).		

Date of last inspection									
-------------------------	--	--	--	--	--	--	--	--	--

Brief description of the care home
Balcombe Place is registered to provide accommodation and nursing care for up to forty older people. The property is a large, tastefully adapted country house which stands in twelve acres of it's own grounds. It is situated down a private drive south of the village of Balcombe. Residents are accommodated in twenty-four single and eight double rooms situated on the three floors of the home. A passenger lift is available to all floors. Communal areas consist of a large entrance hall with seating, a library, music room and dining room. There is outdoor seating in the extensive gardens and patio areas. The fees currently charged are #600-#1200.

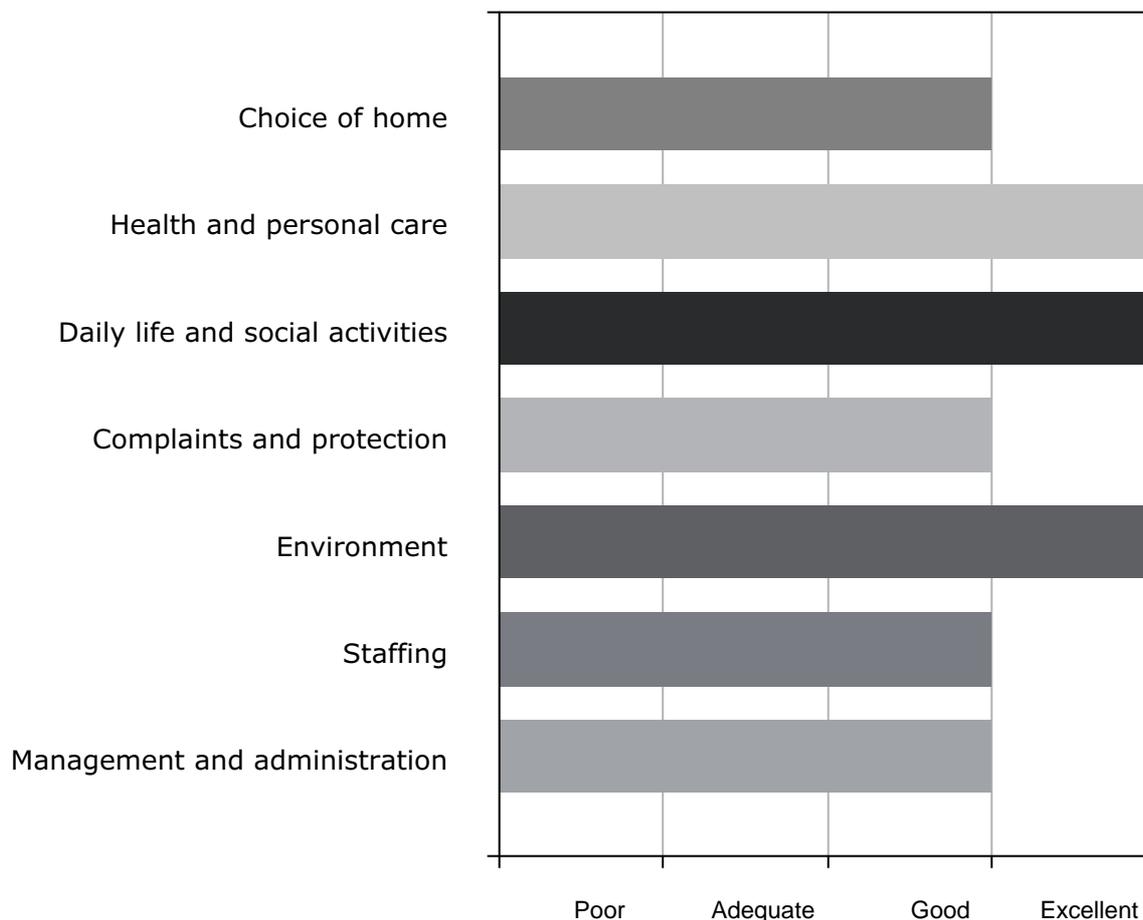
Summary

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.

The unannounced inspection visit was carried out by Ms Beth Tye and was arranged to assist the Commission in assessing the homes compliance with the key standards of the national minimum standards for care homes for older people.

Planning for the visit took into account information received on the service since it opened. The Annual Quality Assurance Assessment was returned to The Commission for Social Care Inspection (CSCI) and informed us areas of improvement, which have been carried out and also identified areas for further improvement. Survey forms

received from people living in the home, relatives and members of staff also contributed to our planning.

On the day of the visit the inspector spoke at length with the manager, who was at the home on the day.

Residents living at the home, staff working at the home and visitors were spoken with to gain their views of the service, all comments were positive and all residents spoken to said they enjoyed living at the home.

Four sets of admission assessments and the individual plans of care for people living in the home were looked at. A case tracking exercise for these residents was undertaken to examine how their assessed needs were being met.

Other records sampled included recruitment and training records for four members of staff, the supervision plan, the record of complaints, quality assurance records, regulation 26 reports and records relating to health and safety issues in the home.

The premises were viewed including communal areas, kitchens, bathrooms and bedrooms. A number of interactions between people living in the home and staff, arrangements for lunch and medication dispensing were observed.

What the care home does well:

The home is well decorated to a good standard with attractive communal areas and bedrooms. Residents are very well cared for and their health and social needs are met in full. All residents spoken to praised the staff and were complimentary about the service they received. Residents are encouraged to pursue a wide range of activities, both in the home and wider community. The activities programme is well thought out and caters to the varied needs of the residents in the home
All pre-admission assessments and care plans are in good order and focus on individual needs, diversity and choice.
Staff have the opportunity to participate in a range of training appropriate to the needs of the residents.

What has improved since the last inspection?

Since the last inspection the home has undergone some refurbishment and renovation works. This will continue as part of the homes annual maintenance schedule. The home has improved the documentation in care plans to incorporate more information relating to equality and diversity. A relatives meeting has been introduced on a six monthly basis to encourage input from family members about how the home is run. The home has updated their service user guide, statement of purpose and complaints procedure.

What they could do better:

The service could be improved by introducing a regular audit of medication records by the management. This would ensure staff are adhering to the homes policies and procedures.
Staff training records need to be better organised and a matrix to outline training completed and required would ensure management is better informed about staff training needs.
Implementation of a more efficient supervision programme for staff.

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

Contents

Choice of home (standards 1 - 6)
Health and personal care (standards 7 - 11)
Daily life and social activities (standards 12 - 15)
Complaints and protection (standards 16 - 18)
Environment (standards 19 - 26)
Staffing (standards 27 - 30)
Management and administration (standards 31 - 38)
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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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 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. A robust assessment process mean that people wishing to move here will be assessed prior to admission, to ensure their needs can be met.

The home provides respite but not intermediate care.

Evidence:

Assessments relating to two new residents were looked at. They were seen to include details of care needs and other relevant information about the person including their medical history, mental health needs, care needs, religious preferences, hobbies and interests and next of kin.

There was evidence that other professionals were involved as well as close family

Evidence:

members if appropriate.

A relative spoken with confirmed that the home had been visited prior to admission and the family were provided with relevant information.

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

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

Quality in this outcome area is excellent

Staff have appropriate training and information to ensure they are able to meet residents health needs. Medication is dispensed in line with the homes policies and procedures. Current care practices ensure residents feel they are treated with respect and their right to privacy has been upheld.

This judgement has been made using available evidence including a visit to this service.

Evidence:

During the visit we looked at four care plans. Each care plan contains relevant details relating to the residents health needs and social well-being, they also detailed all aspects of health, personal and social care and the actions staff needed to take to meet these needs.

Evidence:

Information seen on care files was up to date and easily accessible. There was evidence to demonstrate that staff undertake regular care reviews for residents, and up date the care plans as changes occur.

Individual risk assessments are in place, for example: risk of falls, pressure area damage and nutrition and action taken is recorded. This gives staff a better understanding of need and responses in addition to supporting residents to maintain independence safely where possible.

Care records demonstrated that the care provided was specific to individual needs and links are established with community health professionals to provide this. One residents records showed she needed additional assistance due to a visual impairment. The resident confirmed that the home provided this care in the way that she preferred. Records seen were up to date and in good order, demonstrating the staff in the home, are clear and accountable about the care they provide.

A key worker system is in place in the home which provides staff with a more in depth understanding of residents needs and requirements.

Records showed that residents have access to other community based health professionals and specialist medical services as required. Where appropriate referrals had been made to external agencies to ensure the residents needs are fully met within the home. These include district nurses, dentist, GPs, chiropodist, physiotherapists and the palliative care team.

Staff complete a full induction which covers all aspects of the mandatory training programme. In Training is also provided to staff throughout the year. This provides staff with the skills and knowledge base to respond appropriately to residents specialist health care needs.

The home has trained staff in the Gold Standards Award Framework and Liverpool Care Pathway. This provides staff with an understanding of needs in respect of end of life choices and care.

Care records, feedback, observation and discussion with the residents and their relatives confirmed good practice is maintained in the home and residents are treated with dignity and respect.

Service users said 'the staff here are splendid' and 'every member of staff takes time to provide gentle loving care'

Evidence:

The medication administration procedures were discussed and policies and procedures are in place to ensure safe medication administration.

A random selection of medication was checked and found to be in order. Medication administration charts are completed correctly, which indicated that residents are receiving their medication as prescribed. Photographs of residents are displayed on blister packs as an extra safeguard towards safe administration.

Records seen were in good order and up to date, demonstrating staff follow appropriate procedures.

There was no evidence that medication records are regularly audited by senior staff to ensure staff are complying with the homes medication procedures. The manager agreed that she would implement this.

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

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.

Quality in this outcome area is excellent Residents find the lifestyle experienced in the home matches their expectations and preferences, and satisfies their social and recreational interests and needs. Residents maintain contact with family and friends Residents receive a wholesome appealing balanced diet in pleasing surroundings. This judgement has been made using available evidence including a visit to this service.

Evidence:

Balcombe Place has a designated activities worker in post who plans daily and annual activities for the residents. Each resident has a detailed social profile which contains a life story, behaviour charts and risk assessments. This ensures staff have a clear understanding of the residents social needs and preferences. Regular resident and relatives meetings, in addition to the key worker scheme promote involvement by the residents and their relatives in decision making about how the home is run. The completed AQAA for the home stated 'We involve residents and staff in the planning of social events. Residents are encouraged to give ideas or make suggestions. We have several themed meals a month such as St Patricks Day, Valentines Day among others. On these occasions we decorate the dining room which the residents always comment

Evidence:

on in very positive terms. The Residents often make the decorations in the activity sessions. We display the menus on the notice board in the reception hall and relatives are welcome to join us for a meal. We plan to hold social functions in the evenings each month following discussion with the Residents. We do activities such as quizzes, arts and crafts, gardening amongst others taking requests and residents wishes into account. We have organised for Pets As Therapy, so Skye comes on a monthly visit which is very popular with the Residents. We have weekly 'Chairbics' an exercise session that is very well attended. We have weekly visits from the village shop where Residents can purchase items such as toiletries, sweets, magazines and presents for their families. We publish a monthly newsletter called "The Balcombe Telegraph" which contains a competition, names of any new staff, new residents and frequently a piece written by a keen Resident. This is e-mailed to relatives at their request. We celebrate Residents birthdays with a card from all the staff, a cake and a specially decorated breakfast tray. A annual Summer Fayre is held, with the Residents deciding on the charity we will support. This is a fun day for the Residents and their families and has been well attended raising a substantial amount for the chosen charity. Last summer we held a Womens Land Army Day with some of the Residents providing personal stories of their experiences which they chose to display on picture boards. Music is a popular entertainment so we provide a varied programme of outside entertainers from a harpist, accordionist, pianist to a gentleman who plays the guitar and sings. The home has developed links with a local college and students visit the home each week for an afternoon to assist residents with activities. An activities plan is on display in the home to enable residents to plan their time. However on the whole, routines are flexible to meet residents needs. Residents confirmed that they can choose what they want to do as far as social events, routines and also what times they go to bed and get up in the morning. Flexibility enables individuals to have choice and express a preference in their daily lives. Residents and relatives confirmed that the visiting arrangements for the home are open and visitors can come and go as they please and are made welcome by the staff. Feedback forms confirmed relatives felt 'welcomed' and 'involved' by the home.

During the visit staff were observed interacting with the residents. Staff were seen throughout the day being respectful, kind and sensitive to residents needs.

All the residents and relatives spoken to during the visit commented on the 'excellence of the food provided' The four week menu offered at Balcombe offers a wide range of balanced, home cooked food. Lunch was served in the very attractive wood paneled dining room, which is tastefully furnished. The atmosphere was quiet and unhurried. Residents were offered any help as required and in a respectful manner. A dessert trolley was brought round after the main course offering several choices. At the weekends sherry and wine is served with lunch.

Evidence:

The cook is experienced and qualified to fulfill his role. He attends the residents meeting six monthly to switch from summer to winter menu and he solicits residents opinions on this. The kitchen meets the requirements of the Environmental Health Department.

The menu offered at the home takes in to account the preferences of residents and specialist dietary needs, all of which are recorded on daily records and care plans. This promotes choice for the residents and provides an opportunity for them to eat what they prefer.

An alternative meal is on offer at lunchtime and teatimes. Residents spoken with said they 'really enjoyed the food' and it was 'marvellous'.

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

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.

Quality in this outcome area is good

Residents who use this service or their representatives are able to express concerns, and have an access to an effective complaints procedure.

Residents are protected from abuse and have their rights protected.

This judgement has been made using available evidence including a visit to this service.

Evidence:

The home has a complaint procedure, which is outlined in the statement of purpose and displayed in the home.

Complaints are recorded and investigated with feedback to complainant within 28 days with the actions taken.

All residents and visitors spoken to said they knew who to complain to and that they would do so if they thought it appropriate.

Staff induction and training records indicated that all staff receive training in safeguarding vulnerable adults. Staff spoken to, did know what to do if they suspected abuse.

Evidence:

Staff personnel files seen during the visit, were in good order and held all appropriate checks and references. This ensures residents are safeguarded from risk of harm.

Regular residents and relatives meetings within the home encourage feedback about how the home is run and could be improved upon. Information on advocacy services is displayed and is accessed if needed.

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, 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.

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.

Quality in this outcome area is excellent

The home provides a very high standard environment to the people who live there. All areas are clean, tidy, well maintained and free from offensive odours. The bathing facilities are able to meet the needs of all residents. Equipment and safety checks necessary to ensure the welfare of the residents are in place.

This judgement has been made using available evidence including a visit to this service.

Evidence:

The home is a tastefully adapted large stately home. It is a listed building and has original features intact. All parts of the home inspected were neat, clean and free from offensive odour. All areas are decorated and furnished to a high standard.

Bedrooms are spacious, decorated to a high standard and personalised with residents own belongings. Many of the rooms enjoy excellent views of the well-maintained grounds and surrounding countryside.

The sitting areas, dining and outdoors space are attractive and comfortably and tastefully furnished. Residents confirmed that they are satisfied with the comfort and furnishings in the home. One resident spoken with stated 'being here is better than

Evidence:

staying in a top class hotel, the surroundings are like a little piece of heaven' Doors display the name of each occupant and it was noted some residents used 'do not disturb' signs, which promotes privacy as required.

There are adequate bathing, shower and toilet facilities throughout with all of the rooms having en suite facilities. There are the necessary aids and adaptations available for the residents, in the form of handrails, assisted baths, hoists and adjustable height beds.

All sinks have temperature control valves and temperatures are recorded.

Training records seen during the visit demonstrated that staff has undertaken training in health and safety and infection control. They were observed complying with correct hygiene procedures and wear protective clothing. Anti bacterial hand gel and plastic gloves were seen in all communal areas, in addition to bathrooms and residents rooms.

There is a maintenance man and ancillary staff employed to maintain the home and gardens.

Records seen demonstrated that the home has all relevant health and safety checks in place, which are up to date and in good order.

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

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.

Quality in this outcome area is Good Residents are protected by the homes recruitment policies and procedures and by an induction and training programme. People who use this service experience good outcomes because their needs are met by suitably recruited and trained staff.

This judgement has been made using available evidence including a visit to this service.

Evidence:

Staff rotas reflected that there are enough skilled staff on duty at all times in the home. Both staff and residents fed back how this had helped to allow more time for activities and one to one care.

In addition, the home has dedicated catering and house keeping staff which enables care staff to focus on their roles and responsibilities providing care for residents.

Feedback from surveys and during the visit highlighted that staff are skilled and competent in their roles. Comments made about the staff by the residents and their families included 'they are kind and patient', 'compassionate', 'my dignity and privacy is very much respected,' and 'all the staff are very helpful and really know what they

Evidence:

are doing'. This was supported by observation of care practice and examination of care records during the visit.

Following examination of staff records it was concluded that, recruitment procedures in the home are good and in line with the homes recruitment policies. All staff files seen were found to contain the necessary documentation required by Schedule 2 of the Care Regulations.

Training records of four staff files were looked at during the visit. They showed that staff have received induction training which includes all aspects of care in the home, health and safety and best practice guidance. The staff induction includes reference to appropriate policies and procedures and a checklist covering all aspects of the home which is overseen by the manager.

The mandatory training for staff covers fire safety, manual handling, health and safety, adult protection and infection control. In addition the home has provided specialist training to meet assessed needs of the residents. This includes; Diabetes, Parkinsons, Dementia and Conflict Management.

Although some staff have certificates for completed training on their files, others do not. The home does not have an overall training matrix in place so it was difficult to assess which staff had completed annual training and which were due. The manager acknowledged this, and has already started to audit the training records to ensure records are kept up to date and staff training is regularly reviewed and recorded. This will be assessed at the next inspection.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

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 quality of this outcome area is Good.

Residents and staff benefit from the leadership and management approach within the home. Overall the residents welfare is a priority within the home, and this is supported by administration systems, policies and procedures.

This judgement was made from available evidence including a visit to the service

Evidence:

The AQAA states 'The Manager strongly believes in person centered care, Residents rights to choose and Balcombe Place being the residents home. Due to these beliefs she actively encourages and supports staff to see the importance of these issues. She has recently gained her Registered Managers Award and is using this increased knowledge in her day to day management role. She has also completed a course in Conflict Management and Equality and Diversity. She was also instrumental in becoming involved in the research project as high quality end of life care is very important to her and her team. The Operations Director is very committed to the staff

Evidence:

team providing the highest standards of care and social input for the Residents. She spends time at the home talking to the Residents and even decorates the Dining Room for some of the special occasions throughout the year. Balcombe Place has a very committed and supportive staff team who unitedly work to making the home best it can be. They are respectful of Residents wishes, views and feelings and this is encouraged and improved by good training. Residents and Stakeholders receive an Annual Quality Standards Questionnaire'

The information from the visit concluded that staff, residents and their families are consulted through regular meetings to ensure their views are included and implemented in any decision made on the way the home is run.

Staff feedback reflected that the management provides a clear sense of leadership and direction. Staff spoken to stated 'if there are problems the manager is always around to deal with it'. And that 'the management is supportive'. This enables staff to seek guidance when needed to ensure residents needs are met appropriately.

Good administrative procedures are in place to support care practice within the home. The manager acknowledged, during feedback, that these would be improved upon by regular auditing to ensure records are up to date and in good order (Medication and Staff training). Work to implement this is currently in progress.

Residents are encouraged to manage their own finances or if this is not viable and a representative of the resident take on the responsibilities for this. No residents finances are dealt with by the home

Health and safety is maintained through training and servicing of necessary equipment. All equipment checks and servicing is carried out within the safe guidelines. Policies and procedures are in place and reviewed on a regular basis.

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
-----	-------------------	-------------------------------

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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

Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.