

Key inspection report

Care homes for older people

Name:	Kingswood Court
Address:	Warren Lodge Drive Kingswood Surrey KT20 6QN

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.

Lead inspector:	Date:
Mary Williamson	2 6 0 6 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for 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 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

Document Purpose	Inspection report
Author	Care Quality Commission
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
Copyright	Copyright © (2009) Care Quality Commission (CQC). 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 CQC 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:	Kingswood Court
Address:	Warren Lodge Drive Kingswood Surrey KT20 6QN
Telephone number:	01737830480
Fax number:	01737830374
Email address:	kingswood@balcombecarehomes.co.uk
Provider web address:	

Name of registered provider(s):	Balcombe Care Homes Ltd
Type of registration:	care home
Number of places registered:	59

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	59	0
old age, not falling within any other category	0	59
physical disability	59	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 59		
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 Dementia - DE Physical disability - PD		

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

Brief description of the care home
Kingswood Court is a large property, which has been adapted to provide nursing care and accommodation for up to 59 residents. It is situated at the end of a private driveway, off the A217, within easy reach of the M25. There are no local shops or other amenities close by. Accommodation is situated in the main house, an attached unit, the Kingfisher Unit and a recently completed extension, the Kestrel Unit. There are communal areas in all parts of the home. The home has a large landscaped garden to

Brief description of the care home

the rear and ample parking facilities to the front of the property. Fees range from £650 to £975 per week and are dependant on the type of bedroom occupied and a person's care/nursing needs. This fee does not include chiropody, hairdressing, toiletries or newspapers.

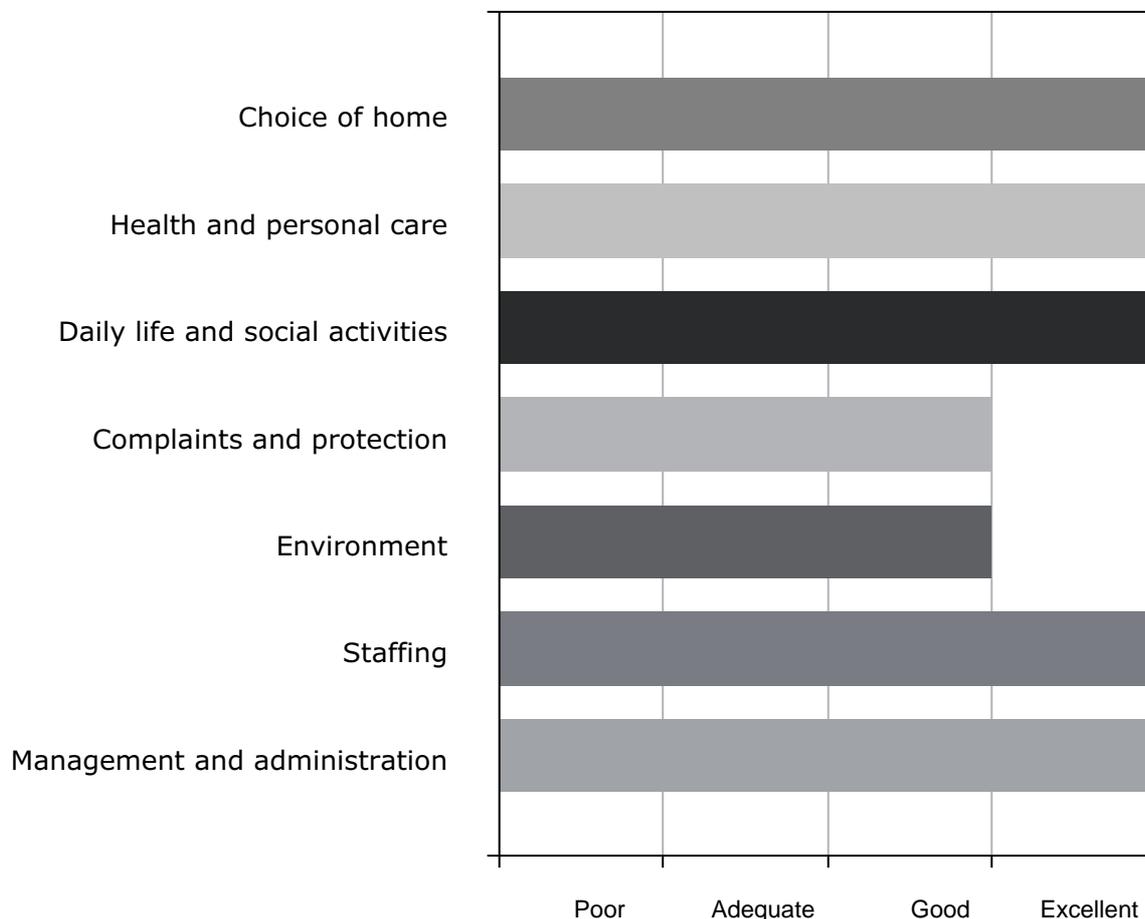
Summary

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:



How we did our inspection:

The quality rating for this service is THREE star. This means that people using the service experience EXCELLENT quality outcomes.

This was an unannounced key inspection. It was carried out over a period of five and a half hours. The Registered Manager was present for the duration of the inspection.

The inspector was shown around the home and records relating to the care of the residents and the management of the home were examined. These included some care plans, medication records, menus, activity programmes, staff employment files, staff training profiles, and health and safety policies and procedures.

It was possible to meet and talk with some of the residents who were able to relate their views, comments and experiences about living at Kingswood Court to the inspector. A representative from the residents committee requested to meet the

inspector and formally welcome her to the home.

It was also possible to meet with and talk to some of the staff on duty about working in the home and the training and support they receive.

The manager completed an Annual Quality Assurance Assessment (AQAA) that provided us with the information required and has been used as part of this inspection process.

What the care home does well:

The home operates an admission procedure ensuring that all prospective residents have a full needs assessment undertaken prior to admission. This enables the manager to admit only residents whose specific needs can be met.

Appropriate information is available to residents to help them choose the home. A resident wrote in the statement of purpose "I had mixed feelings about coming to live at Kingswood Court, having left your home knowing you won't be returning". A residents committee helps new residents settle and also answers any questions relatives may have when being shown around.

The care planning process is excellent and involve residents at every stage. Care plans outline in detail how care will be provided. Sound arrangements, combined with good nursing practice ensure that residents health care needs are met.

A full and varied leisure activity programme takes into account residents diverse needs, preferences and capacity. A resident said "I can do as much or as little as I like". The activities coordinator explained the various activities she has facilitated, and she has a good understanding of residents needs and choice.

The complaints procedure is clear and accessible to all residents. The manager explained that all concerns are taken seriously and that the home tries to manage any issues before implementing the formal complaints process.

The standard of catering is excellent. A choice of meals are available and food is nutritious, appetising and fresh. The chef plans the menus which are seasonal and he meets with residents daily to listen to and cater for individual needs and preferences. Several residents made favorable comments about how "good and delicious" the food is. Meal times are relaxed and sociable.

The home is very committed to the training and development of staff, ensuring that the staff team are competent, and have the skills necessary to undertake their individual roles. The staff were observed to interact with resident in a confident, polite and respectful manner. Staff recruitment procedures are safe and protect the resident.

The home is well managed by an experienced manager with the skills and qualifications necessary to undertake her role efficiently. There is also a deputy manager and an administrator in post. Residents spoken to felt supported by the management structure in place. A resident stated "I can always talk to the manager about anything".

Systems are in place to monitor quality assurance. This includes the distribution of questionnaires to residents, relatives, staff, and other stakeholders. Comments and feedback are evaluated, acted upon, and discussed at meetings.

The health, safety, and welfare of residents and staff are observed and promoted.

What has improved since the last inspection?

Since the last inspection the home has focused on NVQ training and 64% of the staff now hold an NVQ award. This training is ongoing and several staff are currently undertaking NVQ at level 2 and level 3.

Daily records have always been maintained. It was recommended that these would benefit from more detail, which has now been actioned.

Systems in place for recording residents personal monies has been reviewed and updated accordingly.

What they could do better:

There are no requirements or recommendations as on outcome of this inspection.

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

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

Prospective residents have access to good information to help them make an informed choice about the home. Each resident has a clear written contract of their terms and conditions of occupancy.

No resident moves into the home without having a full needs assessment undertaken to establish the suitability of the placement.

The home does not provide intermediate care.

Evidence:

The home has a statement of purpose and residents guide in place. This is available to all prospective residents and their relatives to help them make an informed choice about choosing to live in the home. A resident wrote "I had mixed feelings about coming here having to leave your home knowing you will not be returning". There was a small bunch of flowers in my room to make me welcome, and in time life becomes pleasant and acceptable. A relative stated that she made three visits to the home before making a choice and the support provided at this time was excellent.

Evidence:

Needs assessments are undertaken by the manager on all prospective residents in order to establish if the home can meet individual needs. These assessments are reviewed again after a month and updated accordingly. Trail visits are arranged and encouraged whenever possible.

Contracts of occupancy are in place. These outline the care to be provided, the accommodation offered, the fees payable and the method and frequency of these.

The home does not provide intermediate care.

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.

Residents benefit from excellent care planning and feel confident that their health and personal care needs are being met. The medication policy in place protects the residents living in the home.

Privacy and dignity is observed ensuring residents are treated in a respectful and professional manner.

Evidence:

A selection of care plans were sampled of residents with a range of diverse needs. These care plans are written based on the information gathered at the pre admission needs assessment, input from residents whenever possible, any contribution from relatives, and reports from other health care professionals. These plans outlined in detail the care and nursing input required for each individual. They are very much a working tool and the inspector was able to discuss care plans with staff and observe them recording the care they had completed. Care plans are reviewed by the staff team every four weeks and six monthly reviews also take place when relatives can attend. Two relatives stated that they are consulted on care issues and kept informed of changing needs. Care plans also include risk assessments for nutrition, manual

Evidence:

handling, health and safety, a falls risk assessment, and pressure area care.

Sound arrangements are in place to meet the health care needs of the residents. They are all registered with a local GP who visits the home regularly. A relative stated that she was very satisfied with the support her mother receives from the GP. The manager stated that the home has a very good working relationship with the GP and the surgery and get good support when required. Residents are also seen by the chiropodist, dentist, dentist, optician, and CPN on a regular basis. A qualified nurse is also trained in tissue viability and takes responsibility for skin assessments, care of the skin, and provides training in the prevention of pressure sores for the staff.

The home has a medication policy in place. All staff administer medication according to this policy and in line with The Nursing and Midwifery Council's (NMC) Code of Professional Conduct. Medication is supplied to the home by a local chemist who also undertake periodic audits. The medication recording charts (MAR) were seen and are well maintained. Photographic identification is in place and known allergies noted on these charts. Systems in place for the administration of controlled drugs are satisfactory. Risk assessments are in place for residents who self medicate.

Residents are treated with dignity and respect. All staff were observed to knock on resident's bedroom doors prior to entering. Staff address residents by their preferred title and in a professional manner. Residents and relatives stated the "staff are very polite", and a resident said "they always consult me before doing anything". Facilities are in place for residents to receive visitors in private and keys to bedroom doors are provided on request.

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.

The activity arrangements in place are excellent enabling residents to lead an active and fulfilling lifestyle. Spiritual and diverse needs are observed and promoted.

The systems for autonomy and choice are excellent enabling residents to exercise choice and control over their lives.

the standard of catering is excellent and offers residents a wholesome and varied diet.

Evidence:

It was possible to meet with the leisure activities coordinator who is responsible for organising the activity programme within the home. All residents have an individual activity needs profile included in their care plan. This outlines hobbies, interests, and the activities appropriate to needs. Some activities include music and movement, arm chair exercise, name that tune, current affairs discussion, quiz, poetry reading, and one to one reading sessions. Garden activities include bird watching, herb garden and a sensory garden. Coffee mornings, busy hands knitting and sewing circle and themed lunches are also facilitated. The home has its own transport and trips to local attractions and shopping are organised. Residents said "there is plenty to do here", another said " you can do as much or as little as you like". Spiritual needs are observed and a Holy Communion service takes place monthly. The Baptist Church visits every month and visits from various local clergy are arranged on request. Some

Evidence:

residents attend Bible Study in the local village.

Family links are maintained and visitors are welcome in the home at any reasonable time. It was possible to talk with some visitors who said that they are always made welcome and are encouraged to participate in home events. They also said that family support meetings and relatives meetings take place. A relative stated that she likes to come and have a meal in the Home.

Residents have a choice in all aspects of their daily lives. They choose when to get up, when they go to bed, what food they eat, and how they wish to receive personal care. They have a choice about what activities they wish to participate in and when they wish to be alone. There is a residents committee in place and a member of this group requested to meet with the inspector and to formally welcome her to the home. This group also welcomes and greets new residents, discuss any issues and concerns and feedback this to the manager.

The menus are planned over a four week period and are seasonal. These are planned by the chef with input from the residents, knowledge of individual likes and dislikes, and the nutritional needs of older people. A daily menu is available on individual tables for information. The food offered is appetising, wholesome and fresh. Meals are served in various dining rooms in a relaxed and pleasant atmosphere. Residents commented "the food is very good here", "It's like being in a hotel", and "they will always give me something I like".

The kitchen is well organised and orderly. Staff hold a current food hygiene certificate.

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.

The complaints procedure and safeguarding procedures in place protect the residents living in Kingswood Court.

Evidence:

The home has a complaints procedure in place. This forms part of the residents guide and a copy of this is displayed in the home. All staff are aware of this policy. The home maintains a complaints log and the manager stated that all complaints and concerns however small are taken seriously. Most complaints do not get to the formal process and can be resolved immediately. The home also receives several compliments, and thank you letters and cards.

There is a safeguarding vulnerable adults procedure in place. All staff receive training in these procedures during induction training. The manager had received a video "because you said something" from the local authority as part of Surrey's safeguarding awareness week. She had planned to use this video to promote extra awareness among the staff. During discussion with staff they were aware of the safeguarding procedures in place and would know what to do if they felt abuse was taking place. The home also has a copy of Surrey's Multi Agencies policies and procedures on Safeguarding Vulnerable Adults in place. The manager and senior staff have attended local authority training in these procedures and have cascaded this to the staff team.

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

Residents live in a safe and comfortable home that is suitable for its stated purpose. Residents benefit from a home that is clean and hygienic with procedures in place to minimise the spread of infection.

Evidence:

The inspector was shown around the home and some residents invited the inspector to view their bedrooms. These are decorated to a high standard, comfortably furnished, and personalised to reflect individual personalities. Some bedrooms have en-suite facilities.

There is ample communal space provided including four lounge areas and three dining rooms, that meet residents individual and collective needs. These are all well decorated and tastefully furnished. A resident stated that she liked the flexibility to be able to sit in various areas of the home to suit her mood.

The home has been adapted to meet the mobility needs of residents. Assisted bathrooms and toilets are provided and hoists are in use to observe the manual handling procedures. The home is suitable for people who use a wheelchair and there is a ramp access to the gardens. A lift provides access to the first floor.

Residents benefit from a high standard of cleanliness and the home was found to be

Evidence:

very clean and well ventilated. There was no evidence of mal odour. The domestic team are well managed and mindful of infection control policies and procedures. Arrangements are in place for the collection of clinical waste.

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

Staffing arrangements are excellent ensuring that that residents assessed needs are being met. The staff training and development arrangements are ongoing providing a competent staff team to care for residents living in the home.

The recruitment and vetting of staff is good promoting the welfare and safety of the residents.

Evidence:

The duty rota was seen and indicated that the number and skill mix of staff allocated on the rota was sufficient to meet the assessed needs of the residents. Care staff are allocated to each unit under the supervision of a staff nurse. During discussion with staff throughout the day it was clear that they had a sound understanding of residents needs and were able to refer to and maintain individual care plans. Most of the staff team are well established and this was evident in their confident and professional manner when attending to residents needs.

The home is very committed to the training and development of staff. Individual staff training profiles are in place and some of these were sampled during the inspection. All staff undertake induction training in line with the Skills for Care Standards. Mandatory training is updated when required and includes health and safety, first aid, manual handling, fire safety, food hygiene, and infection control.

Evidence:

Since the last inspection 64% of the staff now hold an NVQ award . Some staff are currently undertaking NVQ training at various levels, and this also includes the catering and housekeeping staff. There is opportunity for the qualified nurses to attend training to update their knowledge and enhance career development.

The home has a staff recruitment procedure in place. All staff complete an application form and attend an interview at the home. The manager said that residents are actively encouraged to take some part in the interview process. Four staff employment files were seen. These are well maintained and include a written application form, two written references, an employment history and a current Criminal Records Bureau (CRB) disclosure. All staff are in possession of a contract of employment and a job description.

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

The arrangements for the day to day management of the home are good ensuring the home is well managed. The systems in place for monitoring quality assurance are good ensuring that the home is managed in the best interests of the residents. Policies and procedures relating to resident's finances are good and safeguards their interests. The health, safety, and welfare of the residents and the staff are promoted and protected.

Evidence:

The home is well managed by a competent and experienced manager. She is a qualified RGN and also has a Diploma in Management Studies. She has worked in the home for several years and has the skills and knowledge to provide care to older people. The deputy manager in post is also a qualified RGN with the relevant experience to undertake her role. Residents, relatives and staff all commented that they were well supported by the management structure in place.

The home is managed in the best interests of the residents. Regulation 26 visits are

Evidence:

undertaken monthly and the reports are retained in the home for inspection. Questionnaires are sent to residents, relatives, staff, and other stakeholders for comments. Feedback is acted upon and reported at residents and family support meetings. Audits of care plans, medication administration, housekeeping and catering are undertaken frequently and recorded. The manager uses these findings for staff training and these can also be included in the complaints log if necessary.

Residents financial interests are safeguarded. The home will provide residents with money from "petty cash" if they require cash and will invoice the designated representative for this accordingly. One resident handles their own affairs.

Formal staff supervision takes place at least every two months. This is formally monitored and recorded.

The home has a health and safety policy and procedure in place. All staff undertake training in these policies during induction training. Certificates of competency are issued and this training is updated when required. The maintenance team undertake health and safety audits and act on any findings. They also ensure that all safety certificates are updated accordingly. Fire safety is observed and all staff attend training on fire safety awareness yearly. There is a contract in place for the maintenance of fire safety equipment and the emergency lighting.

Accidents and incidents are recorded and acted upon. All falls analysed and the home also notifies The CQC of any incident adversely affecting residents.

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

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) Care Quality Commission (CQC). 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 CQC copyright, with the title and date of publication of the document specified.