



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	Hilltop House
Address:	Ashton Road Hartwell Northampton Northamptonshire NN7 2EY

The quality rating for this care home is:

three star excellent 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:
Kim Cowley	2 2 0 1 2 0 0 9

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

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

Outcome area (for example Choice of home)

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Evidence:

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

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The Commission for Social Care Inspection aims to:

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

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

Reader Information

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Internet address	www.csci.org.uk

Information about the care home

Name of care home:	Hilltop House
Address:	Ashton Road Hartwell Northampton Northamptonshire NN7 2EY
Telephone number:	01604864466
Fax number:	01604864466
Email address:	kathy.swannell@oakleafcare.com
Provider web address:	

Name of registered provider(s):	Oakleaf Care (Hartwell) Ltd
Type of registration:	care home
Number of places registered:	23

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	23	0
physical disability	23	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 23		
The registered person may provide the following categories of service only: Care home with nursing - Code N To service users of the following gender: Either Whose primary care need on admission to the home are within the following categories: Mental Disorder - Code MD Physical Disability - Code PD		

Date of last inspection								
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Brief description of the care home
Hilltop House is a service for males with acquired brain injury and associated disorders. It opened in 2005 and is situated in a converted manor house on the outskirts of the village of Hartwell in rural Northamptonshire. It provides personal care and nursing to 23 younger adults. Service users are either accommodated in the House (nine beds), the Lodge (10 beds), or in one of the four flats designed for semi-independent living. All bedrooms are single and have ensembles. Both the House and the Lodge have spacious lounges and dining areas. The home is set in extensive grounds with activities rooms, an indoor hot tub, gym, mini golf course, summerhouse, lawns and paddocks,

Brief description of the care home

and a secure garden area. Fees range from 331 to 376 pounds per day. Further information about the home is available from the Manager.

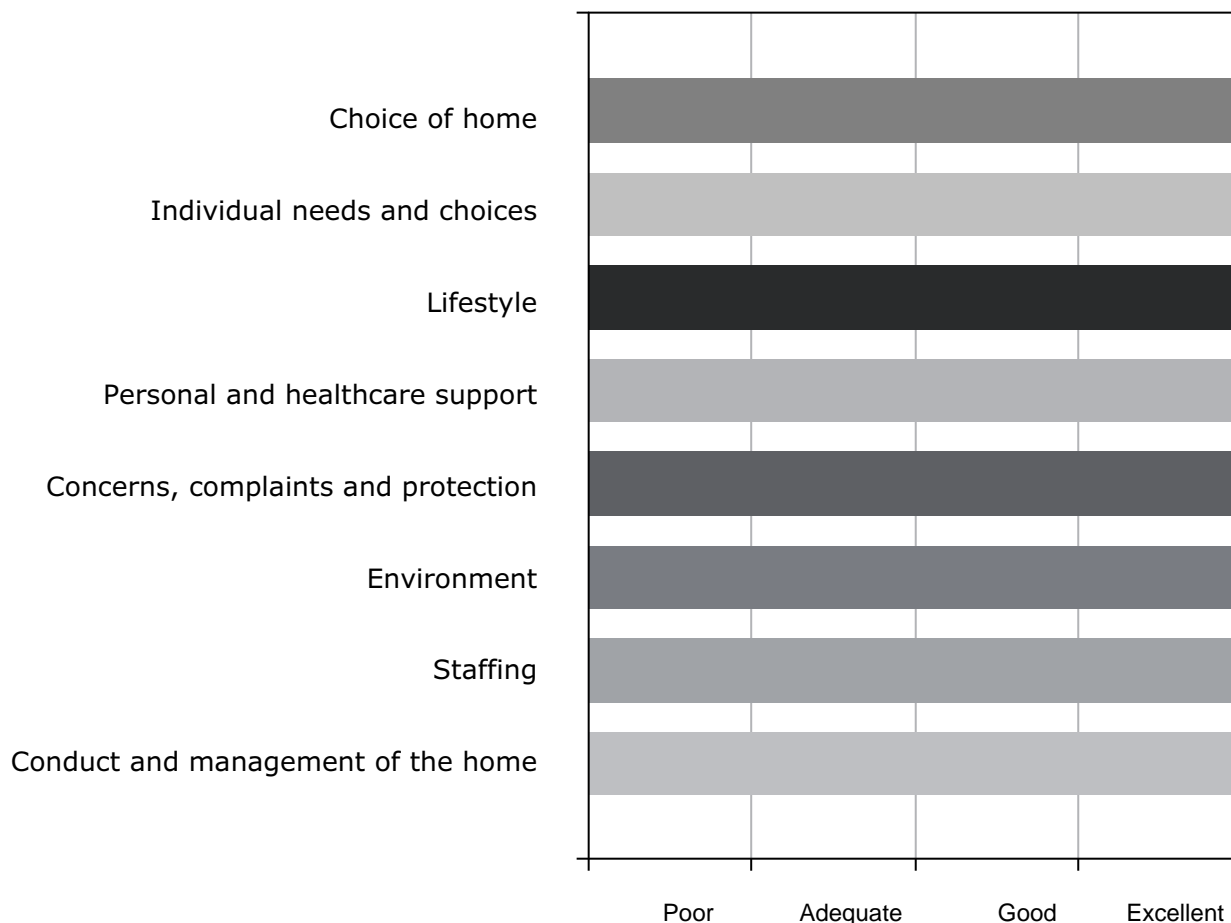
Summary

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 3 stars. This means the people who use this service experience excellent outcomes.

This was a key inspection that included a visit to the home and inspection planning. Prior to the visit, we (throughout the report the use of 'we' indicates the Commission for Social Care Inspection) spent half a day reviewing information relating to the home.

During the course of the inspection, which lasted five hours, we checked the 'key' standards as identified in the National Minimum Standards. This was achieved through a method called case tracking. Case tracking means we looked at the care provided to three of the people living at the home by meeting them, talking with the staff who

support their care, checking records relating to their health and welfare, and viewing their personal accommodation as well as communal living areas.

Other issues relating to the running of the home, including health and safety and management issues, were examined. We also talked to four other service users, the Manager, Chief Executive, Director, Senior Nurse, Lead Therapist, Programme Assistant (Therapy Team), Horticultural Therapist, and two Care Support Workers.

Ten surveys from the people who live in the home and five staff surveys were returned to CSCI prior to the inspection. All respondents made many positive comments about the home. Some of these are quoted throughout this report.

What the care home does well:

Hilltop House provides spacious and homely accommodation to the people who live there in a peaceful rural setting. The atmosphere is relaxed and friendly and there is lots to do and see at the home. Everyone we spoke to during the inspection praised Hilltop House. One service user told us, 'I cannot fault this service', and another commented, 'I choose what I do 100% of the time.' A member of staff said, 'This home puts the service users and their families at the core of everything it does.'

Care plans are of a high standard and focus on what a service user can do, rather than what they can't. One member of staff told us, 'We are always looking at residents strengths and ways to promote their independence.' Records showed service users improving both physically and mentally during their time at Hilltop House.

Hilltop House has its own Therapy Team and over 500 sessions are provided each week for the people who live at the home. These range from Basic Skills (numeracy, literacy, and computers) to Tae Kwon-do, college courses, work placements, horse riding, golf, horticulture, and road safety. Every service user has their own individual programme of activities designed to help them maximise their potential, learn new skills, and make the most of their leisure time.

Meals are prepared by the home's full-time chef and tend to be eaten communally in one of the two dining rooms. Service users and staff eat together as this helps promote social interaction and give the staff the opportunity to act as role models. We observed one meal being served and found the atmosphere to be lively and sociable.

Some of the people who live in the home are moving towards independent living and learn cooking skills in the fully-equipped training kitchen. Those who live in the flats can cook for themselves with staff support where necessary.

The staff team is made up of Nurses, care workers, specialist staff, and ancillary staff. Staff come from a variety of different backgrounds which means there is a good skills-mix in the home. The ratio of staff to service users is high so staff have lots of opportunities to take service users out and spend time with them on a one-to-one basis. One staff member told us, 'We are extremely well-staffed and resourced.'

The staff on duty during the inspection were friendly and helpful. We saw they got on well with the people who live in the home. They were observed working closely with them, helping them to make choices, and accompanying them out into the community. The people who live in the home told us they liked the staff. Comments included, 'The staff are lovely', 'The staff are good and make sure we are OK', and, 'The staff help me with my music.'

Since the last inspection a new Registered Manager has been appointed. She is a RMN (Registered Mental Health Nurse) and has substantial experience of working with people with acquired brain injuries. She is enthusiastic about the service and has a good relationship with all the people who live and work in the home. Under her leadership the service has continued to develop and improve.

What has improved since the last inspection?

The numbers of beds has increased with the building of the Lodge. There is a new gym, games room, and indoor hot tub. A mini golf course has been created in the grounds and an orchard has been planted. The home has become non-smoking and two outside smoking shelters erected. Some areas of the home have been redecorated including five of the bedrooms.

The home has won a 'NHS Cleaner Hospital Award' and a 'Heartbeat Award' for promoting healthy eating.

The Therapy Team has began to formally offer support to the families of the people who live in the home. Staff visit families, if requested, to give them advice and help them with any issues they might have. They also telephone them regularly and tell them about their relative's progress and achievements. This service helps to ensure that everyone involved in a service user's progress is supported and consulted.

What they could do better:

Records showed that one service user had to go to hospital to be weighed as he was non-weight bearing and the home does not have seated scales. It is recommended that consideration is given to purchasing seated scales if staff and service users feel they would be of benefit to the home.

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.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line -0870 240 7535.

Details of our findings

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Choice of home

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

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between the person and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **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.

People who want to come to the home have their needs assessed to ensure it is suitable for them.

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

Standard 2 was inspected.

Evidence:

People who want to live at Hilltop House first have a written assessment to see if the home is suitable for them. This centres around their views, and the views of their families and friends. Health and social care staff who are involved in their care are also consulted. This helps to ensure that the home will be able to meet their needs if they decide to move in.

They are then invited to visit the home as many times as they like, staying overnight if they wish, until they are ready to move in. During this time they are allocated a

Evidence:

Named Nurse and two Named Associate Nurses who oversee their care.

We looked at the records of two recent admissions. For one of these, the premises were adapted to make them more accessible to the person in question. The other had moved in gradually over a long period of time to give him the opportunity to get used to his new environment. Staff involved him in the admission process and he told us, '(When I decided to move in) I knew what was going on.'

Individual needs and choices

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

People's needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

This is what people staying in this care home experience:

Judgement:

People using this service experience **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.

Detailed care plans help staff to identify and meet the needs of the people who live in the home.

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

Standards 6, 7, and 9 were inspected.

Evidence:

All the people who live in the home have care plans that cover their health, personal and social needs, likes/dislikes, and preferred lifestyles. They are involved in deciding what goes in their care plans, and where possible, sign to say they are in agreement with them.

We looked at three care plans. They were of a high standard, being clear and detailed with specialist input where necessary. This demonstrates a multidisciplinary approach

Evidence:

to service user care. All focused on what a service user could do, rather than what they can't. One member of staff told us, 'We are always looking at residents strengths and ways to promote their independence.' This was evidenced in the care plans we saw.

Care plans are reviewed at least every 12 weeks, following the home's policy, or as necessary. A member of staff said, 'Oakleaf Care has regular updating of care plans and also carries out reviews where residents can be present. This helps to establish new needs and requests that the resident and family may have.'

All the people who live at Hilltop House have detailed risk assessments in place. These are written following consultation with service users, health and social care staff, and, where relevant, their families/friends. Those inspected showed a range of potential risks being addressed, for example, leaving the home and use of the kitchens. Expert advice is sought where necessary, for example if a service user is at risk of pressure sores, tissue viability nurses are consulted and they provide staff training to help ensure the best possible care is provided.

Records showed service users improving both physically and mentally during their time at Hilltop House. One of the people who live in the home told us, 'When I first came here I couldn't walk, but now I can and I go everywhere.'

Lifestyle

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

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They can take part in activities that are appropriate to their age and culture and are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

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

Quality in this outcome area is excellent.

Daily living and social activities enable the people who live in the home to lead full lives and grow in independence.

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

Standards 12, 13, 15, 16, and 17 were inspected.

Evidence:

Hilltop House has its own Therapy Team and over 500 sessions are provided each week for the people who live at the home. These range from Basic Skills (numeracy, literacy, and computers) to Tae Kwon-do, college courses, work placements, horse riding, golf, horticulture, and road safety. Every service user has their own individual programme of activities designed to help them maximise their potential, learn new

Evidence:

skills, and make the most of their leisure time.

We talked to two members of the Therapy Team. They were enthusiastic about their roles and positive about what the people who live at Hilltop House can achieve. The Therapy Team is well staffed and resourced, and offers an excellent service to the people who live in the home due to the variety and extent of the sessions on offer. The home also employs two full-time Horticultural Therapists who are part of the Therapy Team. They help service users to grow a range of produce for the home's kitchen and to make gifts, for example vegetable boxes, for their families. Those who want to can have their own patch of ground to grow vegetables or flowers or whatever they want

Since the last inspection the Therapy Team has begun to formally offer support to the families of the people who live in the home. Staff visit families, if requested, to give them advice and help them with any issues they might have. They also telephone them regularly and tell them about their relative's progress and achievements. This service helps to ensure that everyone involved in a service user's progress is supported and consulted.

Meals are prepared by the home's full-time chef and tend to be eaten communally in one of the two dining rooms. Service users and staff eat together as this helps promotes social interaction and give the staff the opportunity to act as role models. We observed one meal being served and found the atmosphere to be lively and sociable. Main meals are served at set times, and snacks and drinks are available at other times on request. Once a month everyone has a 'takeaway' of their choice.

All service users are assessed by the home's nutritionist when they are admitted and special diets, for example halal and weight-reducing, are available. Menus showed that a varied and healthy meals are provided with plenty of fruit and fresh vegetables (some of which are grown at Hilltop House). Last year the home was awarded a 'Heartbeat Award' for promoting healthy eating.

Some of the people who live in the home are moving towards independent living and learn cooking skills in the fully-equipped training kitchen. Those who live in the flats can cook for themselves with staff support where necessary.

Personal and healthcare support

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

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it in a safe way.

If people are approaching the end of their life, the care home will respect their choices and help them to feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **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 people who live in the home have their personal and health care needs met in the way they want by staff in the home.

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

Standards 18, 19 and 20 were inspected.

Evidence:

The people who live in the home are encouraged to be as independent as possible and are supported to care for themselves. Where necessary, support and guidance is offered in a sensitive and flexible manner. Care plans provide the information staff need to give appropriate help and support and alert them to individual's likes and dislikes. One service user we talked to told us he could choose his own routine in the home. He said, 'I can go to bed when I like and get up when I like. It's up to me.'

The home has its own Registered Medical Officer who runs a weekly clinic for service users. They are also registered with a GP at a local surgery which also supplies District

Evidence:

Nurses who provides care, advice, and staff training where necessary. All residents have an annual health check carried out by their GP.

The home also has its own Consultant Psychiatrist, Consultant Psychologist, Physiotherapist, Consultant Dietitian, Consultant Speech and Language Therapist, and Consultant Social Worker. All these professionals have experience of working with people with acquired brain injury and the consultant is a specialist in this field.

Dental services are accessed via a local hospital where staff have experience of working with younger adults with disabilities. Hearing services are accessed via the home's GP. Opticians visit the home when required.

Staff are given ongoing training to help them address service users' medical needs. Recent courses have included HIV/Hepatitis B/C, Diabetes, Tissue Viability, First Aid, and Oxygen Use. Advice and training on choking prevention is given by the home's Speech and Language therapist.

The local GP service has its own dispensary and medication is supplied from there. The home's medication is well organised and secure. Only nurses administer medication. Records showed that one service user had to go to hospital to be weighed as he was non-weight bearing and the home does not have seated scales. It is recommended that consideration is given to purchasing seated scales if staff and service users feel they would be of benefit to the home.

Concerns, complaints and protection

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

If people have concerns with their care, they or people close to them, know how to complain. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **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 know how to safeguard the people who live in the home and help them express any concerns they might have.

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

Standards 22 and 23 were inspected.

Evidence:

The culture in the home is one of openness and the people who live there are encouraged to speak out if there is anything they're not happy about. Each has a named nurse and a carer they can approach. Alternatively they can talk to any other member of staff including the Manager and Director. All can use the home's phones free for 45 minutes per week, and this is another way they can raise concerns as either the Manager or Director are always on call. One service user told us, 'If I had a complaint I would tell the Manager or the Owner.'

The home's complaints procedure is available in a 'user friendly' version so it is easier to understand. All complaints, however minor, are investigated by the Manager. Once she has done this she writes to the complainant to tell them what action has been taken and whether or not the complaint was upheld. This provides a good record of any complaints investigation.

Evidence:

There have been no complaints made to CSCI about this service.

The Manager and staff are knowledgeable about 'safeguarding' (protecting vulnerable adults from abuse) and know what to do should a concern arise about a service user's well-being. Safeguarding is covered during induction and followed up at regular intervals to ensure staff are up to date with local and national protocols.

Environment

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

People stay in a safe and well-maintained home that is homely, clean, comfortable, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it. People have enough privacy when using toilets and bathrooms.

This is what people staying in this care home experience:

Judgement:

People using this service experience **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 good.

The home is community-based, comfortable, and well maintained.

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

Standards 24 and 30 were inspected.

Evidence:

Hilltop House is situated on the outskirts of the village of Hartwell in a rural setting. Service users are either accommodated in the House (nine beds), the Lodge (10 beds), or in one of the four flats designed for semi-independent living. All areas of the home we inspected were spacious and homely. Decoration and furnishings were of a high standard.

With the permission of their occupants, we looked at two bedrooms and one flat. All were personalised and well-equipped with TVs, sound systems, internet access, and large ensembles. One service user told us, 'I like my photos on the wall and my music to listen to.' Another said of his flat, 'It's beautiful, I like everything about it.'

Since the last inspection the numbers of beds has increased with the building of the

Evidence:

Lodge. There is a new gym, games room, and indoor hot tub. A mini golf course has been created in the grounds and an orchard has been planted. The home has become non-smoking and two outside smoking shelters erected. Some areas of the home have been redecorated including five of the bedrooms.

All areas of the home we inspected were clean and tidy. A full-time cleaner is employed and the carpets are professionally cleaned every two months to keep the environment looking good. The people who live there are encouraged to help with the cleaning, assisted by staff, as this is part of their daily living skills programme. Since the last inspection the home has won a 'NHS Cleaner Hospital Award'.

Staffing

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

People have safe and appropriate support as there are enough competent, qualified staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

This is what people staying in this care home experience:

Judgement:

People using this service experience **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 people who live in the home have their needs met by friendly and professional staff.

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

Standards 32, 34 and 35 were inspected.

Evidence:

The staff team is made up of Nurses, care workers, specialist staff, and ancillary staff. Staff come from a variety of different backgrounds which means there is a good skills-mix in the home. The ratio of staff to service users is high which means staff have lots of opportunities to take service users out and spend time with them on a one-to-one basis. One staff member told us, 'We are extremely well-staffed and resourced.'

The staff on duty during the inspection were friendly and helpful. We saw they got on well with the people who live in the home. They were observed working closely with them, helping them to make choices, and accompanying them out into the community. The relationship between the people who live in the home and the staff was informal and warm, with lots of shared jokes and banter.

Evidence:

In 2008 the staff won the 'Nursing Team of the Year Award' sponsored by a national care magazine.

The people who live in the home told us they liked the staff. Comments included, 'The staff are lovely', 'The staff are good and make sure we are OK', and, 'The staff help me with my music.'

Recruitment procedures were discussed with the Manager. She told us that all staff are subject to CRB and POVA checks, and references are obtained. This helps to ensure residents are safeguarded.

Records showed that staff attend a wide range of training courses, some general and others specific to the service. there is programme of appraisal and supervision in place. This helps to ensure staff have the support and skills they need to carry out their work. One staff member told us, 'I am given fantastic support and training for my role and believe I am given the freedom, flexibility and encouragement to be creative in attempting to meet a wide range of needs.'

Conduct and management of the home

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

People have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately, with an open approach that makes them feel valued and respected. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

This is what people staying in this care home experience:

Judgement:

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

Quality in this outcome area is excellent.

The home is safe and well managed and the people who live there are involved in the way it is run.

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

Standards 37, 38, 39, and 42 were inspected.

Evidence:

Since the last inspection a new Registered Manager has been appointed. She is a RMN (Registered Mental Health Nurse) and has substantial experience of working with people with acquired brain injuries. She is enthusiastic about the service and has a good relationship with all the people who live and work in the home. Under her leadership the service has continued to develop and improve.

The people who live in the home are involved in its running in a number of ways. Monthly meetings are held where the menus and activities are discussed, and service

Evidence:

users have the opportunity to raise any issues they have. Regular 'satisfaction surveys' are carried out and the views of the people who live in the home are listened to and acted upon. In response to service users requests the following improvements have been carried out: more trips out, new menus, an increased number of therapy sessions, new gym equipment, and the re-decoration of some bedrooms.

The home has a thorough quality audit system which covers all areas of the service from care plans to the environment.

Records showed that the health, welfare and safety of the people who live and work in the home is a priority. Appropriate checks and servicing of equipment has been carried out, as has consultation with the Fire Department and the home's Environmental Health Officer.

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
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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
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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
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Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No.	Refer to Standard	Good Practice Recommendations
1	19	Consideration should be given to purchasing seated scales if staff and service users feel they would be of benefit to the home.

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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.

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