

Key inspection report

Care homes for adults (18-65 years)

Name:	SCIC - 62 Station Road
Address:	62 Station Road Studley Warwickshire B80 7JS

The quality rating for this care home is:	two star good service
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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:
Martin Brown	0 1 1 2 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 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

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- 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.

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Information about the care home

Name of care home:	SCIC - 62 Station Road
Address:	62 Station Road Studley Warwickshire B80 7JS
Telephone number:	01527857477
Fax number:	01789296724
Email address:	hayley@stratfordmencap.org.uk
Provider web address:	

Name of registered provider(s):	Stratford & District Mencap
Type of registration:	care home
Number of places registered:	6

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 6		
The registered person may provide the following category of service only: Care Home Only (Code PC) To service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Learning disability (LD) 6		

Date of last inspection								
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Brief description of the care home

62 Station Road, which was previously also known as The Maltings, provides residential accommodation for six adults with learning difficulties. It is part of the Studley Project, which is run by Stratford Care in the Community (Stratford and District Mencap). 62 Station Road is a detached purpose built home, situated about a mile from the village centre of Studley. There is good access to local transport and local community facilities. On the ground floor, there is a large lounge, a dining room, laundry room, one bedroom with en suite facilities and a kitchen. On the first floor there are further single bedrooms for service users, a shower room, bathroom, two toilets an office and a sleeping in room. There is a garden to the rear, which has ramped access, laid to lawn with barbecue area and patio.

Brief description of the care home

The manager advised that fees are currently £656.56 per person per week, and that all placements are currently funded by Warwickshire County Council. Hairdressing, toiletries, and holidays are extra.

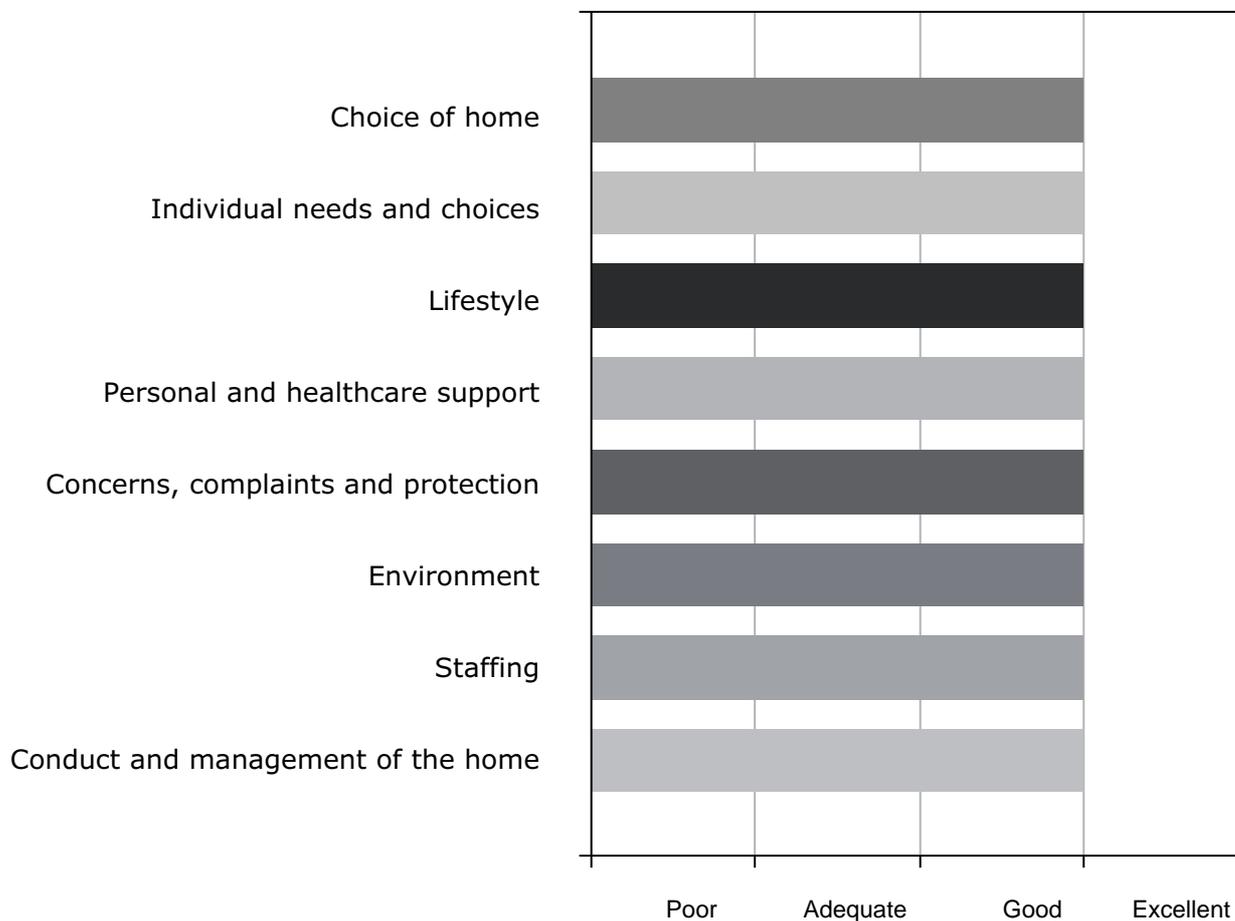
Summary

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:

This report has been done using information we have gathered about 62 Station Road. We visited on Tuesday afternoon December 1st 2009, and stayed for nearly six hours. We visited without letting anyone know we were coming, so we could see the home without people making any special preparations. We met with all the people living at the home, and the manager and the staff who were working at the home on that day. We also looked at paperwork to see that that things that were being written down were being done so properly. We looked closely at how three people in the home were doing, as well as meeting with everyone. We also spoke on the phone to the parents of three people who live at the home. We asked an expert by experience to meet with people who use the service. An expert by experience is a person who, because of their shared experience of using services, and/or ways of communicating, visits a home with an inspector to help them get a picture of what it is like to live in or use the service. Their findings are also included in this report and used as evidence when assessing the quality of service provided at the home.

The staff, manager and people living at the home were all very helpful and welcoming, especially in welcoming not just one, but three people into their home. Thank you.

What the care home does well:

People living at the home are comfortable, secure and content. Staff know them well and people have their own routines and jobs. Although people are of varying ages, and with varying needs, they appear content with each others company and their home, and comments and general demeanour indicated people were generally happy and fulfilled.

Relatives spoken with were generally very pleased with the home. Comments included, "So happy with Studley" , "Staff are excellent", "Cannot speak too highly of care".

What has improved since the last inspection?

The home is working to improve activities, and staff are able to support residents better to help them do things they want to do more often.

Weekly checks help make sure medicines are always given properly.

The home is now lighter, brighter, and better furnished.

What they could do better:

Information about, and for residents, could be made easier for them to understand, with the use of photos and information that is more relevant for them.

Residents may wish to have keys for their rooms and for the front door.

Surveys to get the views of residents and relatives will help the service better meet wishes and needs. This is especially important where there is uncertainty over whether particular residents may be happier in different, smaller, settings.

Hot radiators should not be a risk to people living in 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 on page 4.

The report of this inspection is available from our website www.cqc.org.uk.

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

Details of our findings

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Choice of home

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

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

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

This is what people staying in this care home experience:

Judgement:

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

People living at the home can be confident that admissions are only made following a lengthy assessment process to ensure that the service can meet individual needs without compromising the needs of others in the home.

People living at the home may be more interested in information about the service if it was presented in ways more relevant and eye catching to them, as individuals.

Evidence:

There have been no new admissions to the home since the last inspection. Discussion with the manager and information in the AQAA (Annual Quality Assurance Assessment), a self assessment form completed by the manager, showed that existing procedures would be followed followed in the event of any future admission, ensuring that a person's needs were fully assessed, so that the service could be confident of fully meeting them without compromising the needs of others in the home.

Each person living at the home has a personal folder in their room containing a Service User guide and contract in 'easy read' format. Ones looked at had the signature or mark of the person concerned. The manager advised that these tended not to be referred to by individuals, and agreed that they might be of more interest to

Evidence:

individuals if they were made more vivid and relevant by photographs rather than line drawings, and concentrated more on areas of direct interest and relevance to individuals.

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

People living at the home are supported in making decisions and choices, but may benefit in achieving greater awareness of what choices can be made. They are supported in taking risks as part of developing an independent lifestyle. Risk management is potentially compromised if risks assessments are not regularly reviewed and revised where changing circumstances require this. Individual residents may benefit from more user friendly versions of their care plans.

Evidence:

There was a great deal of evidence of individual staff knowledge of residents' needs, and how to meet them. Staff were aware of one person's possible wish to move to a smaller setting, and had taken practical steps to this end. They were aware of his ambivalent approach to this, which he expressed during the inspection, and were involving advocacy to provide support. Another staff showed her knowledge and concern of one person's reactions to violence and perceived violence on film and TV and even pantomime, and how this was minimised.

Evidence:

Although staff generally understood resident's individual communication well, because they have worked with them a long time, this would not be a case with new staff. Staff spoken with about this agreed that more communication aids might be of help here.

A sample of three care plans were looked at. These contained details of care needs and how they were met, with daily recordings and details of outside professional health involvement. There was no evidence of care plans that people living at the home could readily relate to. The manager agreed and advised that simpler, 'snappier' details of care needs, likes and dislikes would help new staff and potentially help existing staff to re-examine all aspects of each resident's life, as well as providing a communication tool for that individual.

One person is suffering from dementia and this is causing escalating changes to their support needs. His care plan was, in places, out of date because of these changes, and the manager agreed that the needs for this person needed to be reviewed more regularly. Staff were observed supporting him appropriately through the day, and showed a good awareness of his changing needs.

Residents do not have keys either for the front door, or their own rooms. The manager agreed that this might be beneficial for some, if not all, residents and agreed to have this raised at the next meeting.

One person enjoys smoking, and is supported to do this, outside, sometimes sharing time with another member of staff who smokes.

The kitchen was open throughout the inspection, staff commented that the need to keep it locked at times had greatly diminished. Staff agreed that any future locking of this door should be supported by a clear risk assessment, to ensure it was only locked for valid reasons.

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

People living at 62 Station Road enjoy a variety of activities, although this may be limited by staff availability at times. People enjoy a variety of freshly cooked food, with staff having a good knowledge of preferences and dietary needs.

Evidence:

At the time of the previous inspection, some concern had been expressed by relatives at the lack of activities at times when day services were not available. There is no activity planner, but staff were able to detail a variety of individual activities, mostly on a relatively small scale, such as going to the pub, going to church, and going to the shops. Finance records showed such activities taking place. Residents' meetings showed expressions of interest in particular activities, which the service was able to meet on a limited basis.

At present, there are generally two staff on duty, which tends to leave one staff in the

Evidence:

home with the majority of residents if a staff member accompanies one or two residents on an activity. At present, no resident requires two staff for support, but this may happen in the future. The manager was aware that more staff may be needed in future to meet for one person's needs. No concern was expressed by relatives spoken with on this occasion regarding a lack of activities. Staff acknowledged in discussion that there had been a 'sticky patch over summer, with some staff leaving, some sickness and holidays, but that with additional recruitment, ratios are now sufficient to allow for individual attention and activities to a much greater degree.

In-house activities now include one person using a computer to keep in contact with a distant family member, and one person enjoying active sport via the television, using the latest technology.

Three relatives were spoken with and were positive about the service, and about supporting and enabling visits. One expressed concern about an incident where their son had arrived for a visit poorly dressed, but acknowledged that this had now been addressed.

Residents continue to have their own preferences and routines. Most attend a local day service. On arrival back at their home, some like to spend time with staff, others in their room, and others in a mixture of the two. One person has a favourite chair by the television.

There is a timetable for bathing and cleaning, with individual pictures of residents against particular days. When concern was expressed about this appearing 'institutional', staff and management were keen to emphasise it was for guidance only, to help ensure no-one missed out, and that people were free to bathe or clean their rooms at any time or day. One person was keen for a shower that evening, which coincided with 'their' day on the timetable.

Flexibility still continues at the communal evening meal, with two people eating in a different room, through choice, and one person opting to come for his meal a little later. Staff were familiar with people's preferences, and menus are agreed earlier in the week. Staff were positive to the suggestion of a picture menu to try and help some people be clearer about choices. Staff showed a good awareness of individual preferences and of individual dietary needs, such as where weight and diabetes are factors. The relative of one resident expressed concern about weight gain. Residents are weighed regularly where such issues are a concern.

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

The physical and emotional health needs of people living at 62 Station Road are supported by an experienced, consistent staff team who are familiar with their needs and how to meet them in a way that people are comfortable with. Staff are able to adapt to changing needs.

Residents can be confident that their medication is regularly checked to ensure it is being dispensed accurately.

Evidence:

Records were seen of regular health checks, and of consulting with relevant professionals and in managing particular health and support issues. A variety of issues concerning the well-being of individual residents were being addressed, with appropriate support, and with progress noted. All staff spoken with were knowledgeable on individual health needs and how to support people. Staff helped people appropriately, encouraging independence and self-help skills such as encouraging people to help with laying tables, and also providing physical and emotional support as necessary. Where needs were changing, staff were aware of these, and were providing extra support as needed.

Evidence:

A sample of medication was looked at. Most medication is dispensed by 'blister pack' enabling a quick visual check to see if any medication has been missed. All medication dispensed is recorded, and a weekly audit takes place. These showed any errors, and ensured they were rectified promptly. There were very few of these, and the manager was able to explain what the errors were, and how they had been rectified. In all cases, they were errors in counting or recording, and had not involved any wrong administration of medication. The weekly audit was effective in rectifying mistakes promptly.

Photographs of each person, and medication and relevant health details were in place. Additionally, information sheets provided in medication were retained in case they needed to be referred to in the future.

Concerns, complaints and protection

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

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

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

People living at 62 Station road can be confident that staff and management listen and act upon concerns and complaints, and have sufficient knowledge of them to be able to recognise concerns even if these are not clearly verbalised.

Individuals might be helped by clearer, more 'user friendly' material on how to raise concerns.

Evidence:

The home has a complaints log. There was one complaint recorded in here in the past twelve months, from a relative, which had been resolved. A relative later spoken with had complained about the poor standard of clothing provided by the service during a visit, and this had been responded to. Details of this were found in the personal file of the person concerned. It had not been noted in the complaints log. The manager agreed in future to log all complaints in the complaints log, cross referencing as necessary where they are kept in personal files for reasons of confidentiality and dignity.

Details of complaints made by people living in the home were also kept in a book downstairs that was readily available. The manager agreed, to help maintain privacy and dignity, that such complaints should merely be noted, and fully detailed in the more securely kept complaints log, and if necessary, the individual file of the person concerned.

Evidence:

A discussion was had about having an accessible book that, rather than focusing on complaints, could be wider in scope to include compliments, comments, suggestions and concerns. There was little evidence of user friendly guidance information about raising concerns. All concerns raised by residents had been with staff support and observation.

Staff and management showed an awareness of safeguarding issues and of how to seek help and guidance as necessary. An incident affecting the well-being of a resident was reported shortly after the inspection, and the appropriate persons informed.

Environment

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

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

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

This is what people staying in this care home experience:

Judgement:

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

People living at 62 Station Road benefit from a clean, comfortable and improved environment with which they comfortable, familiar and relaxed. Hot radiator surfaces now pose a potential hazard for some residents.

Evidence:

The home was clean, fresh and homely. The home has benefited from some refurbishment since the last inspection, and is now lighter and brighter, providing a pleasant environment in which people are comfortable and able to relax. Two large lounge/dining areas give people a choice, and there is a clean and well-equipped kitchen. The manager advised that carpeting is to be replaced in the hallways. A number of radiators in the home had hot surfaces. The manager agreed that the changing needs of at least one person meant that at least some of these, particularly those upstairs, posed a potential hazard, and should be covered.

The outside garden has been further improved, to provide a safe, open space for use in good weather. Residents' rooms are clean and personalised according to individual wishes. One person was happy to show us his room, and particularly his family photos. There is a separate laundry/utilities room. The home has, upstairs, a rather lengthy, narrow, and cramped corridor. The manager advised that major and very disruptive building work would be required to change this.

Evidence:

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

Residents benefit from the attentions of a consistent staff team who have worked at the home for a number of years, with whom they are familiar with, and who are familiar with their needs.

Evidence:

There is a pool of staff who work at 62 Station Road, and also at some smaller, nearby homes with less support needs, also run by the same organisation. This means that people at the home have support from a slightly wider staff team than they would if all the staff worked exclusively at the home. It was not clear if residents preferred the greater variety of staff, or whether they would have preferred a slightly smaller staff team exclusive to Station Road.

The majority of staff have worked at Station Road for a number of years and are familiar with the people living there and have a good knowledge and understanding of their needs. Newer staff have also been recruited to ensure there are sufficient numbers. One staff member acknowledged that there had been a 'sticky patch' in the summer when it was a struggle to have sufficient staff to enable residents to get out as much as they wanted, but they felt that staffing was now sufficient. The rota showed two staff on duty in both early and late shifts. Staff advised that this enabled one staff to go out with one or two residents, with the other staff remaining in with

Evidence:

other residents. The manager acknowledged that more staff may be needed in future as the needs of one resident may increase.

Training records and achievements of staff was seen, and a training matrix showed that staff training was taking place to meet the needs of the people living at the home. Evidence of satisfactory induction for newer members of staff was seen. Staff spoken with were very complimentary about the organisation as an employer, saying the training was 'brilliant'.

The manager explained the procedure for recruiting new staff; he would interview them, following receipt of application forms, then references and Criminal Record Bureau checks would be sought by the organisation's main office, and the manager would be informed when these had been received and were satisfactory, and a person was able to start. Staff records are satisfactory, include application and reference details and are kept securely.

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

People living at 62 Station Road benefit from an enthusiastic manager who is keen to extend their choices and opportunities. Their health, safety and well-being continue to be protected and promoted. Quality assurance needs to be continued and extended to ensure that the service is reflecting the needs and wishes of the people who use it.

Evidence:

The previous manager has recently moved to another position within the organisation. The current manager is someone who has worked at the home for a number of years, and is currently in the process of applying to register as manager. He was spoken of positively by relatives and staff. He expressed keenness to continue work started by his predecessor in further personalising individual care and making information more accessible to people living at the home, and helping them get across their views and further supporting them in making choices and widening their experiences. Although regular residents meetings take place and are recorded, there are no current surveys of either residents or relatives to help inform user satisfaction with the service.

The current manager recognises that, in the long run, some of the people at 62

Evidence:

Station Road may prefer, and may benefit from, living in a smaller grouping. Work has already begun on offering one person experiences in another environment, whilst recognising at the same time, that he may opt to remain where he is.

Health and safety records were up to date, fire precautions in place, and no safety hazards, (other than hot radiators, as noted in another section,) were noted.

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
1	24	13	<p>A risk assessment must be done of all radiators in the home, and actions taken to provide safe covers for those that are potential hazards for people living in the home.</p> <p>This is to minimise the risk of people living at the home suffering injury from hot radiators.</p>	03/01/2010

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	5	People living at the home may find information such as Servicer User Guides of more interest if they are personalised and made more vivid with relevant photographs and information of more direct interest to them.
2	6	People living at the home would benefit from having 'user friendly' folders or books, kept up-to-date, detailing needs, strengths, likes, dislikes and important people and things in their lives, in a clear straightforward manner, illustrated

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
		with relevant photos and pictures that they could relate to.
3	7	The service should consider the benefits of residents having keys to their own rooms and the front door, and discuss this with them making keys available where wished for and subject to individual risk assessment.
4	9	Any locking of the kitchen should only take place in accordance with an agreed risk assessment.
5	17	A picture menu may help residents who have difficulties with making and remembering meal choices.
6	22	People living at Station road may benefit from more 'user friendly' information on making complaints being readily available.
7	22	The service should ensure that the storing of complaints does not compromise individual privacy and dignity.
8	33	It is recommended that the service starts to make provision for the possibility that one resident may need additional staff in the future.
9	39	The service should ensure that suitable and up-to-date Quality Assurance measures such as surveys and questionnaires take place in order to show that the service is reflecting the wishes and needs of those using it.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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