

Key inspection report

Care homes for adults (18-65 years)

Name:	The Sycamores
Address:	60 Stockingate South Kirkby Pontefract W Yorkshire WF9 3RA

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:
Tony Railton	0 9 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

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:	The Sycamores
Address:	60 Stockingate South Kirkby Pontefract W Yorkshire WF9 3RA
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Hollybank Trust
Name of registered manager (if applicable)	
Mrs Karen Beverley Makings	
Type of registration:	care home
Number of places registered:	8

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	8	0
Additional conditions:		
The maximum number of service users who can be accommodated is 8		
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: Service users with a Learning Disability - Code LD		

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

Brief description of the care home
The Sycamores is a purpose built home providing personal care and support for up to eight people who have a learning disability and mobility problems and in particular Cerebral Palsy. All accommodation is single and ensuite with specialist showering and bathing facilities. All accommodation is provided on the ground floor and all areas accessible by those using wheelchairs. People living in the home are supported and encouraged to be independent and do as much for themselves as possible. People are

Brief description of the care home

also supported to use ordinary community based health and leisure services. Other day opportunities are also available including attending college courses, swimming, cinema clubs, photography, art therapy, carriage riding, flower arranging and cooking. People also have the support of other health professionals such as

Physiotherapy, Speech therapy, and Occupational Therapy. Other alternative therapies such as Aromatherapy and Reflexology are also accessible. Others involved include District Nurses Hospital Based Consultants, Community Learning Disability Team Nurses and Specialist Social Workers.

People are fully involved in the assessment, care planning and reviewing process and have a say in the running of the home and how they live their daily lives.

On 9th December 2009 the fees for living in the home ranged from £1,300.30 to £4,794.03 per week. Further information about the service and in particular the Statement of Purpose and Service User Guide can be obtained from the home.

The Sycamores is situated in a residential area of South Kirby. There is car parking to the front of the home and there are local shops nearby. It is on a main bus route and only a few minutes journey from the A1/M and M62 link roads.

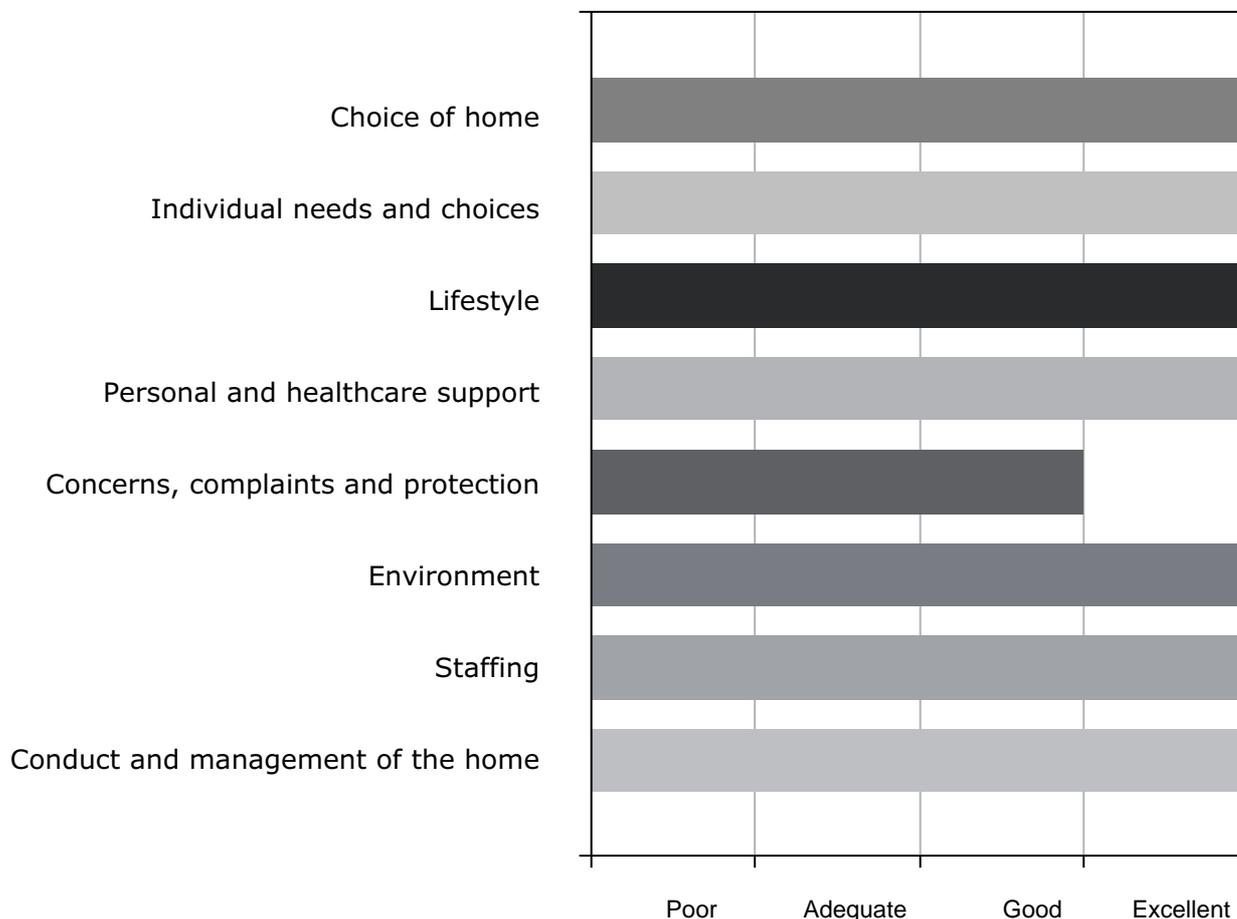
Summary

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:

Following this visit the service has been given a Three Star rating which means people using the service experience excellent quality outcomes. The visit started at 09.30 and ended at 13.30. During the visit there was the opportunity to meet and speak to five people living in the home. There was also the opportunity to speak to the Senior Social Care Worker and three other support workers. A sample of two people's records were looked at and included pre admission assessments, assessments, care plans, health care assessments, daily and medical records. Some staff records were seen and included application forms, references, police and POVA (Protection of Vulnerable Adults List) and health checks. Staff training records were seen and included induction, Health and Safety and National Vocational Qualification training. Other information considered included the AQAA (Annual Quality Assurance Assessment) sent in by the providers and returned satisfaction surveys from people using the service, relatives and other visiting Health care Professionals. Other records seen include Regulation 26 monthly providers visit reports, minutes of residents and staff meetings, record of

complaints and maintenance records. A tour of the premises was also undertaken. This was a very positive visit and the inspector would like to take the opportunity to thank the [people living in the home and those caring for them for their warm welcome, hospitality and cooperation throughout the visit.

What the care home does well:

To make sure the service can meet peoples personal and healthcare needs these are assessed before coming o live in the home. The assessments are very comprehensive and are completed with the help of the person requiring a service , their relatives and other healthcare professionals. Wherever possible people are assisted and supported to complete and develop their own plan of care, and the signatures on the plans and reviews show they are fully involved and have a say in how they are to be supported. People living in the home are involved in the staff selection process and have a say in who supports them. People are supported and encouraged to use ordinary community based leisure services, however, they also have access to other activities such as gardening, swimming and the hydrotherapy pool, photography, information technology, drama classes, flower arranging, and art therapy. People also attend the 'Vision Project' and in particular enjoy controlling a sensory environment with lights and music by way of an IMUSE system using their eye movement. People enjoy living in a home that is comfortable clean, safe and that provides the specialist equipment they need and require to be as independent as possible. There is tracking in the bathrooms and lounges with hoists to help people move around and in particular when transferring from one chair to another. One person has a Dynovox system in their room to increase their Independence and to assist in controlling their own environment such as changing television programmes and music selection. Others communicate their care needs in other ways and how they do this is written in their plan of care showing staff how to communicate with them in a meaningful way. Staff training records show they have specialist training in methods of effective communication. Discussion with support workers found they are very knowledgeable about the support needs of people living in the home. To make sure people receive the care and support they need and require the staff training records show they have Learning Disability Awareness, Moving People, Safeguarding, and Health and Safety training. To keep people safe other specialist training includes caring for those with Epilepsy and specialist Medication Administration training. Some people have attended colleges and have degrees. One person says they are looking for other college courses and their aim is to travel independently. The home provides transport that accommodates peoples wheelchairs and makes the community accessible. The minutes of the residents meetings show they have the opportunity to comment on the care and support provided. Records show they also discuss the menus and the quality of meals and also holidays and outings and seasonal celebrations in the home. People are protected by the way staff are recruited and selected as records show references, Police and POVA (Protection of Vulnerable Adults List) checks are taken up before they are employed. Records also show people living in the home are involved in the selection process and have a say in candidates suitability. People are also protected from any kind of abuse as there is a Safeguarding Policy and Procedure for staff to follow. Training records also show they all have abuse awareness training. To make sure peoples care and support needs are always met the staff rota shows there is always enough staff planned to be on duty. To meet peoples needs fully the staff rota is very flexible to accommodate peoples daily activities and their choices and preferences. There is evidence to show that people living in the home are fully involved and have a say in how they live their daily lives.

What has improved since the last inspection?

The Annual Quality Assurance Assessment shows the home has been nominated and

shortlisted with two other services for a Skills for Care Accolade for Service User, Service Provider Partnership. The Registered Manager and staff team are to be commended for their efforts in making sure people have a say in the running and development of the service.

What they could do better:

The signatures on the assessments, care plans, reviews, satisfaction surveys and discussion with people living in the home show they are fully involved and have a say in what happens to them. Peoples choices and preferences are identified in the assessments and plan of care, however, the daily records do not contain many descriptive words to reflect and show peoples choices, preferences or any decisions they make about how they live their daily lives. The satisfaction surveys show people and their relatives and other visiting professionals have the opportunity to comment on the running of the home and the quality of the services provided. However, the information gathered has not been collated or a report provided showing what they said or any changes to the way the service runs as a result of their comments.

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 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and healthcare support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

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, 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.

To make sure the service can meet peoples personal care and support needs they are fully involved in the assessment process along with their relatives and other supporting professionals. Peoples hopes and aspirations for the future are also identified.

Evidence:

To make sure the service can meet peoples personal and healthcare needs these are assessed before coming to live in the home. The signatures on the assessments show people and their relatives are involved in the assessment process and have a say in how they are supported and cared for. The assessments are very comprehensive and include peoples hopes and aspirations for the future. The assessments also identify peoples specialist care and support needs and include Physiotherapist, Speech Therapist and Occupational Therapist input. The reviews show peoples assessments are looked regularly and amended to reflect and show peoples changing care and support needs. One person living in the home said they are 'fully involved and have a say in what they do and what happens to them' To make sure people receive the support they need and require the assessments are very detailed and in particular

Evidence:

around methods of communication and how people prefer and need to be moved. To make sure peoples healthcare needs can be fully met the assessments include peoples dietary needs, medication, occupational and therapeutic needs are also assessed. The assessments also identify any specialist equipment such as moving aids and equipment to aid communication.

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.

People know their assessed and changing needs and personal goals are reflected in their individual plan. People are assisted to make decisions about their lives and are supported to take risks as part of living an ordinary lifestyle.

Evidence:

The signatures on people's Person Centered Plans show they are fully involved in developing and reviewing their care plans. People were observed throughout the visit being treated with dignity and having their wishes respected. Discussion with support workers found they have an intimate knowledge of the care and support needs of people living in the home. To make sure people's needs are fully met the care plans are very detailed and in particular around communication. Records show people living in the home have varying degrees of difficulty with communication. One person was able to communicate verbally and said they are 'involved and have a say in what they do and what happens to them'. Another uses a Dynanox eye system for communicating their needs. Staff training records show they have training in communication and were observed being very skillfully in interpreting and

Evidence:

communicating with people in the home. There are also pictorial care plans showing staff what they must do when moving people. There are similar care plans for bathing, eating, sleeping and moving around. These care plans and risk assessments are very detailed and leave staff in no doubt what they need to do to make sure people are safe and that their care and support needs are met. The manager and staff team are to be commended for the high standard of the Person Centered Plans to make sure people receive the support they need and require. A returned survey from a visiting healthcare professional says "The service listens to and provides the support for people to have their needs met and to help them to lead a good quality life". The Annual Quality Assurance Assessment shows people are encouraged and supported to live as ordinary a lifestyle as possible. The assessments, care plans, risk assessments reviews and daily records confirm this. Peoples personal choices and preferences are identified as part of the assessment process. Peoples choices and preferences are included in their person centered plans. People were observed throughout the visit being asked their opinion and having their choices respected. However, there are not many descriptive words in the daily records to show and reflect this and in particular any decisions people make about how they live their lives on a day to day basis. The returned satisfaction surveys show people and their relatives and others are very happy with the quality of the care and support provided.

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.

People are encouraged and supported to live a lifestyle of their choice and they are also offered and enjoy a menu of their choosing.

Evidence:

The assessments and care plans show peoples hopes and aspirations are assessed and planned for. The record of activities show people have individualized plans of activities they like to do. Records show people have access to activities such as sailing, sensory art, flower arranging, photography, film clubs, horticulture, university and college and information technology courses. One person using the service said they have already have a university degree and are currently looking to access other college courses. They also said it is there ambition to travel independently. On the day of the visit one person was on holiday in Paris and had chosen the staff they wanted to take to support them. This practice is to be commended. Discussion with a Senior social care support worker found that the staffing rotas are flexible enough to accommodate

Evidence:

peoples lifestyle and choices regarding daily activities. This person centered, needs led flexible approach for the benefit of people living in the home is to be commended. The risk assessments and care plans show accommodating peoples choices and preferences takes a tremendous amount of planning can be very staff intensive. Records show to accommodate peoples lifestyles specialist equipment is available for example one person uses an electronic pommel to control his environment independently including their television programming and music choice. Another person has a Dynovox system to communicate their support needs and choices and preferences. Records show people also have access to and enjoy using the hydrotherapy pool and others enjoy IMUSE which is a sensory environment where the lighting and music can be controlled by peoples eye movements. On the day of the visit people were observed being treated with dignity and having their wishes respected. People were also observed making decisions about how they live their day to day lives including their choice of menu. Peoples activities records show they also participate in food preparation and are supported to enjoy their meals. A sample of peoples records show they have a nutritional screening assessment to make sure they receive the diet they need and require. People were observed enjoying their meals. The minutes of the residents meetings show people have the opportunity to comment on the menu and the quality of the meals provided. The Statement of Purpose shows despite peoples profound physical disabilities and communication problems the care and support provided aims for people to live as ordinary a lifestyle as possible. The assessments, care plans, record of activities and discussion with people using the service and those supporting them shows people enjoy living an ordinary lifestyle with the support they need and require.

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.

People have a say in how they are supported and in how their health care need are met. People are also protected by the way medicines are dealt with.

Evidence:

The Annual Quality Assurance Assessment shows people are supported to use ordinary community based Health care Services. The assessments and medical records show people have a General Practitioner of their choice. Records also show people are fully involved and have a say in how they are cared for and supported. Peoples care plans and assessments also show some are supported by Speech Therapists, Physiotherapists and hospital based consultants. On the day of the visit some people were enjoying a visit from the Aroma Therapist. Records also show some people have the support of District Nurses, the Community Learning Disability Team and Specialist Social Workers. The reviews also show some peoples relatives are fully involved and have a say in how services and support is provided. People are protected by the way medicines are dealt with as a sample of peoples medicines were checked and found to be safely stored, administered and recorded. People are also protected as staff training records show those giving medicines have been trained to do this safely. One person is assisted to maintain their Independence by looking after their own

Evidence:

medicines. They said they like their Independence and want to do as much for themselves as possible. The risk assessments in peoples records show any risks involved in people self medicating is recorded and action taken to keep people safe. Staff training records also show they have specialist training in the administration of some peoples medicines that are only given in emergencies. To keep people safe the medication audits show they are looked at on a weekly ad monthly basis to make sure they are appropriately stored, given and recorded. Because people living in the home have mobility problems records show they also have the support of Tissue Viability Nurses. The senior Social Carer said plans are put in place to make sure the people living in the home do not develop pressure sores. The Health care Assessments , medical records and reviews show peoples health care needs are met and people living in the home and those supporting them are happy with the quality of the services provided.

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 know that what they say will be taken seriously and acted upon and people are also protected from any kind of abuse.

Evidence:

To protect people living in the home from any kind of abuse there is a Safeguarding Policy and Procedure for staff to follow that includes the Wakefield Local Authority protocols. To further protect people staff training records show all staff have Safeguarding Training. The Annual Quality Assurance Assessment shows the service has not had to make any Safeguarding Referrals. The service history shows we have not received any complaints about the home. To make sure any complaints or concerns are dealt with properly there is a complaints policy and procedure provided for staff to follow. The complaints policy forms part of the Service User Guide given to everyone living in the home. Everyone including visitors have access to the complaints policy as it is displayed in the home. The minutes of the residents meetings show they have the opportunity to comment on the running of the home and raise any concerns. The 'Discussion' documents in each persons records show any concerns are recorded and acted upon. The staff training records show they have training in how to deal with any complaints or concerns raised by people using the service or their relatives. To make sure people know what the complaints policy says and how to make a complaint, the Complaints Policy is provided in an easy read format using pictures, words and symbols.

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.

People live in a home that is comfortable, safe and clean. People also have a say and control over their environment.

Evidence:

People benefit from living in a purpose built home to accommodate their specialist care and support needs. A tour of the home found there is specialist equipment provided for people to remain as independent as possible. One person has a Dynovox system to enable them to control their own environment such as switching the television on and off and choosing which channel to watch. They can also control their music system and lighting. People are provided with specialist beds to make sure they are comfortable and do not get any pressure sores. To make sure people can move around the home independently there are eclectic wheelchairs. The building has very wide corridors, wide doors and specialist bathing equipment. To make sure people are safe records show all the specialist equipment including hoists and emergency equipment is checked regularly. The assessments and care plans show staff how people like to have their own space including the temperature they prefer and require. The daily records show people have a say in what they do and where they spend their time. The tracking provided in the bathrooms and lounge make sure people can be transferred safely from their wheelchairs. The training records show staff are trained in how to move people safely without putting themselves or the people they are

Evidence:

moving at risk. The risk assessments in peoples records contain pictures and photographs showing staff what they need to do to move people in a way they want and prefer. One person said they have everything they need and have their room how they want. One returned survey from a visiting professional says the home provides a specialist service that meets the needs of people living in the home. To prevent cross infection the laundry now has a special washing machine that has a sluicing facility and takes the washing to the appropriate temperatures. All areas of the home are well maintained and clean. The manager and staff team are to be commended in their efforts in maintaining such high standards of cleanliness for people living in the home. The Regulation 26, monthly service providers reports show health and safety audits are carried out regularly and people living in the home are safe. On the day of the visit people were observed being treated with dignity and having their wishes respected.

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.

Peoples care and support needs are met by staff that are trained , qualified and experienced. People are also protected by the way staff are recruited and selected and are involved in the selection process.

Evidence:

Peoples personal are met by the numbers and skill mix of staff caring for and supporting them in and outside the home. The rotas show there are enough staff planned to be available to meet the care and support needs of people in the home and to go to activities outside the home. Staff records show they have comprehensive induction training that includes diversity and equality and sexuality. Training records also show they supported by staff that have specialist training in caring for people using wheelchairs, people who have Learning Disabilities, and those with communication problems. The inspector was impressed with the positive attitude of staff to wards people using the service. The inspector was also impressed with the background knowledge of staff regarding the care and support needs of people living in the home who clearly had read peoples assessments and care plans. Records also show all staff have a National Vocational Qualification at Level 2, 3 and some Level four. The service providers are to be commended for maintaining such a high standard of staff training for the benefit of people using the service. People are also protected by the way staff are recruited and selected as a sample of staff records show

Evidence:

references, Police and POVA (Protection of Vulnerable Adults List) checks are taken up before they are employed. Positive relationships were observed being fostered between those living in the home and those caring for them. People in the home appeared happy and relaxed and there was a quiet enabling atmosphere created. One person said the staff are great and help them live as independently as possible. To make sure peoples care and support needs are fully met records also show staff have training in the prevention of pressure sores and caring for those with epilepsy. Other specialist training to keep people safe includes the administration of special medicines such as Buccal Midazolam Administration. To further protect people staff records show the work they do is supervised. The minutes of the staff meetings and supervision records show they have the opportunity to comment on the running of the home and the quality of services provided. Staff said they enjoy working in the home and feel supported in their work. To further protect people The senior Social Carer said the management systems in the home are very good and all staff act as a team to provide the best possible service. One returned survey from a visiting health care professional says 'the home provides a very specialist service to meet peoples care and support needs'. Records show people in the home have a say in who cares for them. On the day of the visit the Registered Manager was not available as they were providing specialist support for someone on holiday in Paris, at their request. This practice of accommodation peoples wishes is to be commended.

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.

People live in a well managed home that is run in their best interests and where they have a say in what they do and what happens to them, and where their Health , Safety and Well-being is promoted and protected.

Evidence:

People benefit from living in a well managed home where they have a say in what happens to them. The care management systems are good and the signatures on the assessments, care plans, risk assessments, and reviews, show people are fully involved and have a say in how they are cared for and supported. The staff management systems are good as records show they have specialist training, are qualified and the work they do is supervised. The minutes of the residents and staff meetings and returned satisfaction surveys show people, their relatives, staff and other visitors have the opportunity to comment on the running of the home and the quality of the services provided. The returned satisfaction surveys show people , their relatives and others are very pleased with the services provided. However, the information gathered through quality assurance surveys has yet to be collated and a report provided reflecting and showing what people said about the service or any

Evidence:

changes made to the way the home runs as a result of their comments. The Annual Quality Assurance Assessment shows the home has been shortlisted along with two other services for a 2010 Skills for Care Accolade for demonstrating partnership with people using the service. The Registered Manager and staff team are to be commended for their efforts in maintaining such good standards for people using the service. The monthly service providers reports and maintenance records and staff training records show peoples Health, Safety and Wellbeing is promoted and protected.

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
1	7	It is acknowledged that people living in the home have a say in how they live their lives and this is reflected in the assessments and care plans. However as a matter of good practice the daily records would benefit from the use of descriptive words to reflect and show peoples choices and preferences and any decisions they make on a day to day basis about how they live their lives.
2	39	The information gathered through satisfaction surveys should be collated and a report provided showing what people , their relatives and other visiting healthcare professionals say about the home and the quality of services provided and any changes made to the way the home runs as a result of their comments.

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.