



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for older people

<b>Name:</b>	Clarendon Grange
<b>Address:</b>	Main Road Great Clifton Workington Cumbria CA14 1TR

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.

<b>Lead inspector:</b>	<b>Date:</b>
Nancy Saich	2   4   0   7   2   0   0   9

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

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

**Outcome area (for example Choice of home)**

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

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

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

**This is what people staying in this care home experience:**

Judgement:

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

Evidence:

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

Copies of the National Minimum Standards – Care Homes for Older People can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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- 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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## Information about the care home

Name of care home:	Clarendon Grange
Address:	Main Road Great Clifton Workington Cumbria CA14 1TR
Telephone number:	01900605316
Fax number:	01900871400
Email address:	clarendongrange@brancastercare.co.uk
Provider web address:	

Name of registered provider(s):	Brancaster Care Homes Limited
Name of registered manager (if applicable)	
Mrs Kathleen Valks	
Type of registration:	care home
Number of places registered:	25

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	3
old age, not falling within any other category	0	25
physical disability	1	0
Additional conditions:		
<p>The registered person may provide the following category of service only: Care home only - Code PC To people of either gender, whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP Dementia over 65 years of age - Code DE(E) (maximum number of places: 3) Physical Disability - Code PD (maximum number of places: 1) The maximum number of people who can be accommodated is 25.</p>		

Date of last inspection								
Brief description of the care home								
Clarendon House is an older property that has been adapted and extended to create a home for up to twenty-five older people. It is owned by Brancaster Care Homes Ltd and managed by Kathleen Valks. The home has been in existence for some years and								

### Brief description of the care home

was bought by Brancaster in February 2007.

The home is situated in the village of Great Clifton and is near to local amenities. The nearest town is Workington and the home is served by a regular bus service. The home has adequate parking to the front of the property.

The home is on two floors with a passenger lift. Accommodation is in single ensuite rooms. There is suitable shared space and a secluded garden.

The home cares for older adults and people with dementia.

The costs range from £386 to £476 per week depending on need. Further information can be accessed from the manager or from the company. The website address is [www.brancastercare.co.uk](http://www.brancastercare.co.uk) .

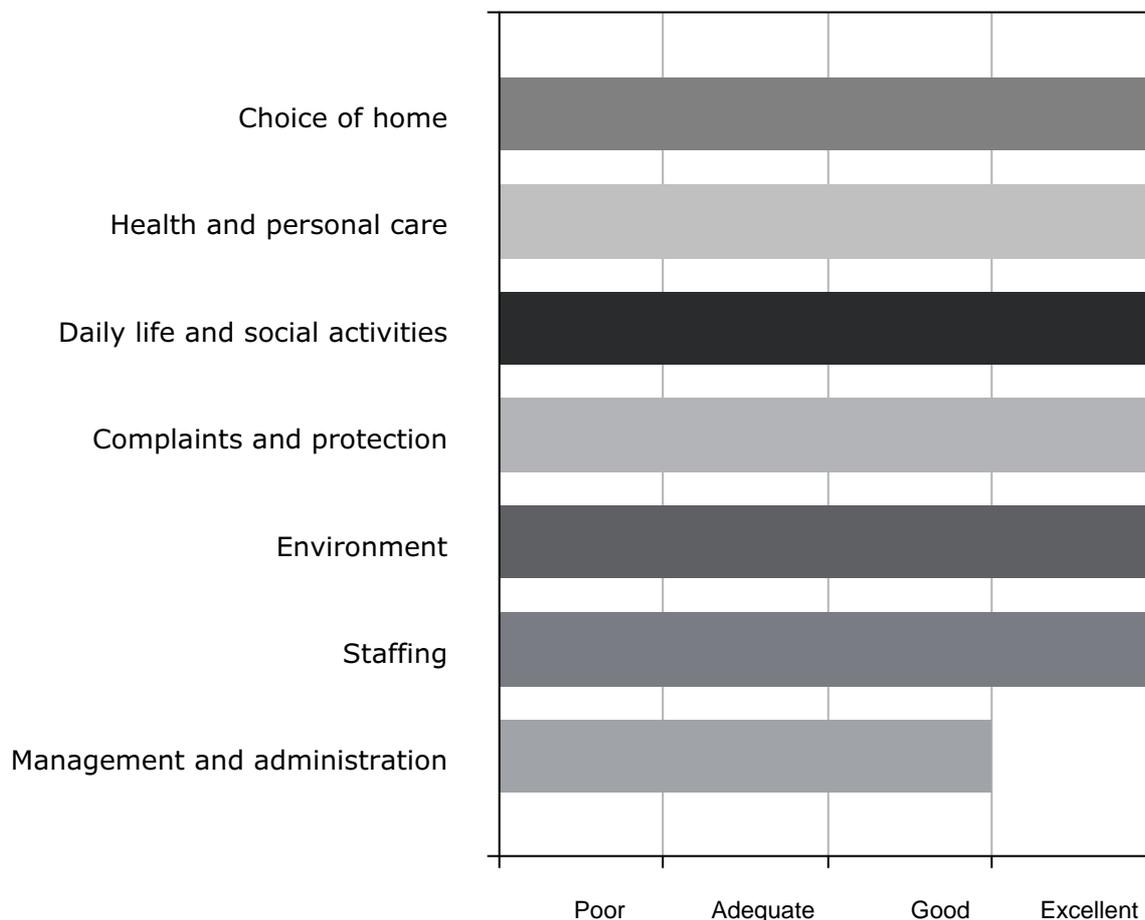
## Summary

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:

This was the main or 'key' inspection for the year. The lead inspector, Nancy Saich sent the manager a document called the Annual Quality Assurance Audit (the AQAA). This form is required, by law, to be completed annually. It asks for details of how things have progressed in the home in the year and for plans for the next twelve months. It also asks for some statistics about staffing and care. This was returned in good time with plenty of detail.

Once we had received this we sent out surveys to residents and to staff, to Social Workers and people like G.Ps and District Nurses. We had a high percentage of returns from this exercise and the returned surveys gave us a picture of a very good service where people were happy with the way things are managed. We quote from these in

the report.

We also looked at other information we gather over the year about accidents and incidents in the home. There had been nothing of concern reported. We also look at complaints and matters of adult protection. Again there had been nothing of concern reported to ourselves.

The lead inspector then made an unannounced visit to the service. This inspection started shortly after 7.30 in the morning and lasted until around 4 p.m. We walked around all areas of the building, spoke to groups of people who live in the home and to some individuals privately in their rooms. We spoke to the manager and to all the staff on duty. We spent some time just sitting observing things in the home and we read files and documents that backed up what was seen and what was said.

## What the care home does well:

This home is careful to only admit people who they know they can give good levels of care to. They invite people to visit the home and the manager visits them to find out what the care needs will be. The company have a website, a detailed service user guide, a brochure and can give people a DVD about the home.

This home is good at making sure people are as well as possible. One G.P commented:

"As far as I am concerned they do everything well...I am always impressed by the service..".

and another health professional said:

"They liaise well with G.P and families; staff aware of problems and give a good summary...and they stick to treatment plans."

We had numerous very positive comments about the care people receive from the staff team.

"They look after me in a kind and friendly way...".

"Everything is done with good will and cheer, so the atmosphere is very homely and calm. As far as possible personal appearance and dignity are well maintained."

"Always approachable and willing to tailor requirements to the individual".

"The staff are most helpful and have a really positive and pleasant manner".

We met a number of people who told us they were encouraged to be independent and to follow their preferred lifestyle.

Visitors are always made welcome and the home encourages local groups to visit. There are regular church services and monthly communion.

People on the day and in surveys had high praise for the catering in the home.

"They feed me well...excellent food and good variety."

We noted that there is plenty of choice, the food is good quality, fresh, local produce and on the day was cooked and presented well. People in the home eat well.

This home has received no complaints and no matters of adult protection. No one has raised any concerns with us. Residents told us they could speak up and that there was nothing untoward going on in the house. Staff were knowledgeable about protecting vulnerable people and their approach and attitude was very much centred on giving good care.

We have evidence to show that the company are very keen to protect people and deal

with any issues relatives or residents may have.

The building was restful, well decorated and furnished in a tasteful way that the people living there told us they liked- and had helped to choose. Individual bedrooms had good quality furniture and people are encouraged to personalise them.

The home has an established staff team who are suitably recruited with rigorous checks on background and ability. The team are given training and updates in all areas.

A number of staff commented on how well things were going at work since the new manager took over.

"I am very happy working here...the home has a warm, homely feel, residents seem happy and staff morale is high..."

The new manager is experienced and well trained. She has consulted people who live in the home and their families about how they want things to progress in the home. She makes sure that all the systems are running smoothly and is eager to develop in her new role.

One relative survey summed up the high standards by telling us that she was happy with all areas of the service but that, more importantly:

"My relative is now happier than she has been in the last 30 years and enjoys each day at Clarendon Grange."

### **What has improved since the last inspection?**

People told us that the 'entertainment lady' has really improved the activities on offer. We were told that entertainments and outings, reminiscence groups and quizzes were very popular.

There is an ongoing improvement plan for the building and bedrooms and shared areas are regularly redecorated and furniture and fittings replaced.

People are now consulted on a regular basis about the way the home operates and new opportunities given to them to become involved. For example the manager now involves people who live in the home in staff recruitment so they can have a say in who cares for them and for their home.

Staff told us that they thought things in general had improved since the new manager took over.

"I think the home has improved 100% since Kath Valks came here. She appreciates the staff, cares for the residents and we know we can rely on her anytime."

### **What they could do better:**

We want the manager to keep developing the written plans of care so that all the positive work the staff undertake can be shown in the plans.

We also want the company to make sure that they look again at how fire safety is managed as sometimes the arrangements for staff instruction have been a little out of date and the risk assessment and fire management plan needs updated.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line -0870 240 7535.

## Details of our findings

### Contents

Choice of home (standards 1 - 6)

Health and personal care (standards 7 - 11)

Daily life and social activities (standards 12 - 15)

Complaints and protection (standards 16 - 18)

Environment (standards 19 - 26)

Staffing (standards 27 - 30)

Management and administration (standards 31 - 38)

Outstanding statutory requirements

Requirements and recommendations from this inspection

## Choice of home

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

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

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

**This is what people staying in this care home experience:**

Judgement:

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

This home makes sure they can care for new people, gives them suitable information, helps them to settle in and makes sure they fit in with the existing group.

Evidence:

This service has up to date information for prospective residents and for people who buy care. We saw copies of the Statement of Purpose and the Service User Guide. People can access a DVD about the home and can go on the company website. All of these were of a good standard and easy to follow. They gave a good picture of what it is like to live at Clarendon Grange.

People are encouraged to visit before they decide to come into the home. We met a number of people and their relatives who said they were supported in making their choice. We saw detailed assessments of need in peoples' files and these were often accompanied by hospital discharge notes or other medical information. People told us

Evidence:

they were made to feel welcome and that staff gave them a lot of support during what can be a difficult time. A number of people told us that they felt that this support helped them to settle and start a new life in the home

## Health and personal care

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

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

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

This is what people staying in this care home experience:

Judgement:

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

People in the home receive high standards in all aspects of health and personal care and this means they are very happy with the way they are treated.

Evidence:

Each person in the home had an up to date, written plan of care. Some people were able to talk about their own plans and were aware of the content. Many of the plans gave good details of personal and health care. Each person also had a 'life story' that helped staff to see them in the context of their lives and as part of the family and community. These included details of religious and cultural needs. A relative told us they had been asked about needs and wishes because the person found it hard to express themselves.

We judged that the written care plans meet the standard but we also judged that staff and management do a lot of planning and a lot of work that is not included in the plan. The staff team 'undersell' themselves because they do not include all the very good support they give in the plans. For example one person told us about the

## Evidence:

'wonderful' support they had during a traumatic time but this is only briefly mentioned in the plan. We want the home to keep on developing care plans.

People who live at Clarendon Grange looked in good health and were able to say that they were given 'every attention' in terms of health care. People see the G.P and we met a District Nurse on the day. We had also received extremely positive surveys from health care professionals. Daily notes and care plans showed that people had regular check ups, had visits from professionals to prevent ill health and were given treatment as prescribed. Many people said the good food played a big part in keeping healthy and we noted that people ate well at meal times. There is a lot of emphasis in the home on preventing illness and maintaining good health. Every file we looked at showed that people had opportunities to see chiropodists, dentist, opticians and other specialists. We also saw that people had the right to refuse treatment.

We checked on medicines kept on behalf of people in the home. These were ordered, stored, administered and disposed of correctly. Everyone has an initial assessment about self medication. No one took all their medication but a number of people applied their own creams and took sprays and inhalers or non-prescription medicines. This is monitored but encouraged. There is very little use of any kind of sedative drug and people were well and alert. Some records showed that people had reduced their medication through careful planning by staff.

We had more than 90% return on our surveys to residents and we also saw the surveys the company sent to residents and to next of kin. All of these surveys showed extremely high levels of satisfaction. People used words like 'excellent', 'outstanding', 'marvellous' to show how satisfied they were.

We observed people on the day being treated in a dignified and respectful way while also receiving friendly and caring treatment. We spoke to a number of residents who praised staff very highly and said they 'couldn't fault' the approach. A number of people said that the manager was a good role model and that staff followed her lead. We met relatives and friends on the day and they too said that the way people were treated was a big part of residents' happiness and well being.

## Daily life and social activities

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

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

There are no additional outcomes.

**This is what people staying in this care home experience:**

Judgement:

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

People in this home have a varied lifestyle that meets their preferences and allows them to lead as full a life as possible.

Evidence:

We arrived in the home before 8 a.m and some people were up having a cup of tea before breakfast, other people did not come out of their rooms until lunchtime. People told us there was no fixed time to get up or go to bed and that they could stay in their room all day if they wished. A number of people like to have lunch together but also enjoy their own company.

The home has regular entertainers and the activities organiser works five days a week. Residents spoke highly of her and a good proportion of them join in with all the activities. People spoke about going to a local tea dance. A recent reminiscence afternoon with a local museum had proved very popular. One person told us she never joined in but when other people spoke about varied activities she said she had been to all of these. This shows that even when people don't see themselves as 'joiners' they are subtly encouraged to participate.

## Evidence:

Relatives said they were happy to visit the home and made to feel welcome and always offered refreshments. One person told us about the many friends who visit and have coffee or afternoon tea. Local groups, including all church denominations, visit the home. People felt they were still part of the wider community.

People told us they were extremely satisfied with the food provided. The home has an experienced cook who offers varied choices at every meal time. People told us they could have a cooked breakfast as well as lunch and high tea. Snacks and drinks are always available. We observed breakfast and shared a very pleasant lunch with residents. There were four choices on offer at lunch time and we judged the food to be of a very high standard. The meals we saw were nicely presented, with people being served so they could have food in the quantities they preferred. Food is local and fresh where possible. The kitchen had a good range of foods available and the weekend orders were coming in fresh so that meals would be of the best quality possible. People told us they got what they wanted when they wanted. Tables were nicely laid and trays taken to rooms were also well presented. People ate well and praised the way their food was prepared.

## Complaints and protection

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

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

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

This is what people staying in this care home experience:

Judgement:

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

People who live in this house are listened to and protected from harm by the policies of the company and the proactive approach of the manager and staff.

Evidence:

Each person has a copy of the complaints procedure in their individual bedrooms. The people we spoke to were aware of who they would speak to ('Kath - the manager- or the lady from the company- and I have your phone number' ) about anything of concern. Other people said they felt confident enough to talk to carers or the cook or any staff member directly. No one had any complaints whatsoever. The manager said there had been no formal complaints raised with her and we have never received a complaint about the home. Staff knew how to support people if they had a complaint.

We asked people who live in the home if there was anything abusive happening and they were quick to respond to us with surprise. They told us that nothing like that went on and that if there was ever a suspicion then they would feel able to speak up for themselves or for others who, due to frailty, could not deal with the matter.

We checked daily notes, observed staff and asked visitors about this and we found nothing of concern in the home. The staff on duty were able to tell us what they judged to be abusive and they too said nothing of the sort would be tolerated by them, the manager or the company. Staff had received training in adult protection and were

Evidence:

confident in how they would safeguard people. They knew how to report these things in the company and also how to inform outside agencies. There had been no reports of anything abusive in the service.

We also had other evidence to show that the company respond very quickly and very positively if residents or relatives are unhappy about the standards of care and services provided. They are aware that things may go wrong but they have good procedures in place to deal with any potential problems.

## Environment

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

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

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

This is what people staying in this care home experience:

Judgement:

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

This home is clean, tidy and well furnished and decorated and people feel relaxed in the environment.

Evidence:

Clarendon Grange has been extended and adapted from the original period house. This means that the communal areas at the front of the property are large, airy rooms with period features and that most of the bedrooms are modern additions with en suite facilities. The property has a small car park at the front of the building, is near to a bus stop and is set in its own secluded garden. Several people said they made full use of the garden in good weather. The garden has been improved and there are plenty of secluded seating areas.

Access to the first floor is by passenger lift and the building has suitable aids and adaptations for people with restricted mobility. We spoke to the manager about plans to upgrade the call bell system. We found that the system was functioning but was a little outdated and could be improved upon. She said that the company were keen to upgrade their homes and that this was under consideration.

All areas of the building were freshly decorated and the furniture and fittings were of high quality. Residents were encouraged to personalise their rooms. People told us

Evidence:

that their opinion was sought on decor and new furnishings. Shared areas were tastefully decorated and furnished, bedrooms had matching curtains and bedcovers and all carpets were clean and good quality.

Even early on in the day there were no unpleasant odours and we noted that staff were very efficient at tidying peoples' rooms as they got up. People told us the staff like to do this as they went along so that the house was always orderly. All areas were clean, fresh and tidy. There are domestic staff around every day who keep the standard of cleanliness high. We saw evidence to show that staff followed good practice in preventing cross infection. Bed linens and personal clothes were well laundered and pressed. Staff are trained in preventing cross infection and in health and safety. There was nothing hazardous seen on the day. Residents were very happy with the way their home was kept.

## Staffing

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

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

This home has suitable staffing levels and the team are given good levels of training and are directed correctly so that the care of people is at the heart of everything they do.

Evidence:

We looked at the previous four weeks worth of staffing rosters. We found that it was normal to have four carers in the morning, three in the evening and two night staff on duty every day. They are supported by catering and housekeeping staff. Most people we spoke to thought that these ratios were acceptable. Residents and staff were happy with this. One or two surveys and one person spoken to thought that things would be improved if there were to be more people around in the early evening. We discussed this with the manager and she thought that this wasn't necessary as dependency levels did not warrant more staff but she agreed to look at the rosters again to see if this could be changed. She said that she had recently recruited a member of staff who would cover for any absences and any shortfalls could easily be dealt with. We had evidence to show that staffing levels are suitably monitored. Residents did not feel they had to wait for attention and staff said they always managed to give good levels of care.

Staff in the home are recruited correctly. We saw a record of a recent recruitment and

## Evidence:

this had been done correctly. Residents had participated in the interview process and had helped select the candidate. We had evidence to show that staff are not allowed access to vulnerable people until all the references and checks have been done correctly.

New staff are then given a suitable induction and core training in things like the principles of care, manual handling, health and safety and food hygiene. These are completed as soon as possible. The company have recently made sure that every one has had suitable updates to these core training modules. The manager was assessing training needs on the day of the visit so she could develop a training plan for the coming year.

Once staff have had these training sessions and have had the opportunity to look at their personal development they are then registered to complete their National Vocational Qualification in Care. Around 65% of staff have this qualification at level two or above and others are undertaking the award.

Our staff surveys and those conducted by the home showed high levels of job satisfaction. Our surveys showed that staff felt valued by the company, that they thought the training was suitable and that they worked well as a team. A number of surveys commented very positively on the leadership of the new manager. People who live in the home also said that the team had 'gelled' once the new manager had come to the home and were 'thriving' under her direction.

## Management and administration

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

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

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

This is a well managed home with a manager who is keen to involve residents in all her planning.

Evidence:

The manager of this home has only been in post for a number of months and has recently been registered with ourselves. She has a number of years experience as a carer, senior carer and deputy manager. She has NVQ at level 4 and has attended other training. We learned from residents, relatives and staff that she is a person with integrity who leads by example. We had a large number of responses from people telling us that things had improved since she was put in charge. She told us she felt settled in the home and was keen to develop in the role. We saw evidence of her enthusiasm around the building and we could see that she had a good rapport with residents and families and had their respect as well as the respect of her staff.

She had sent out a number of surveys to people who live in the home and to other

## Evidence:

interested parties. She had noted the opinions of residents and had taken steps to ensure the service met their wishes. We had evidence to show that she had plans to improve things in a number of ways. She was working on a plan for the coming year with the company and she was looking at ways to involve residents even more than before.

We checked on money kept on behalf of residents. This was suitably accounted for and the sums involved were small as most people deal with their own money or have others who assist them.

There were good health and safety measures in place in the home. Services and equipment are regularly maintained. The company invests in the environment and has ongoing development plans.

Staff are suitably trained in fire and food safety, manual handling and in prevention of infection. The kitchen has had a recent inspection by Environmental Health and were awarded a Five Star Excellent rating.

We looked at the fire log book and we found that drills, instructions and checks on the system had been completed. We did find that the frequency of these was not always to the required standard and that a new fire risk assessment needs to be done. The manager, her deputy and the newly appointed handyman are waiting to go on fire warden training. We recommend that the company review the fire safety arrangements in the home.

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	7	It is recommended that the company support the manager in developing care plans that give a full picture of the needs of individuals. It is recommended that they look at person centred planning as a model.
2	38	It is recommended that the registered person reviews the arrangements for fire safety in the home.

## Helpline:

**Telephone:** 03000 616161 or

**Textphone:** or

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://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.

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