



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for adults (18-65 years)

<b>Name:</b>	Middleton Lodge
<b>Address:</b>	Mount Pleasant Station Road Middleton St George Darlington, County D DL2 1JA

The quality rating for this care home is:

one star adequate 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>
Tanya Newton	2 9 0 4 2 0 0 9

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

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

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

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

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

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

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

Judgement:

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

Evidence:

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

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at [www.dh.gov.uk](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:	Middleton Lodge
Address:	Mount Pleasant Station Road Middleton St George Darlington, County D DL2 1JA
Telephone number:	01325333993
Fax number:	
Email address:	middleton.lodge@googlemail.com
Provider web address:	

Name of registered provider(s):	Potensial Limited
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Type of registration:	care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 10		
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 category: Learning disability - Code LD, maximum number of places: 10		

Date of last inspection	2	1	1	1	2	0	0	8
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Brief description of the care home
Middleton Lodge is a single storey building that has been refurbished to provide a modern living environment for ten people with a learning disability. The home is set in it's own grounds and provides single room en-suite accommodation. Inside the building there are two dining rooms, two lounge areas, an activities room, kitchen and laundry. Outside there are garden areas and parking areas for visitors and staff. The home is in the village of Middleton St George and can be reached by both public and private

### Brief description of the care home

transport. Local shops are nearby. Fees for this home were £735.00 per week. Individual agreements are in place for one to one support. We know that the fees do not cover all items and that personal items such as clothing, hairdressing etc has to be paid for in addition to the fees.

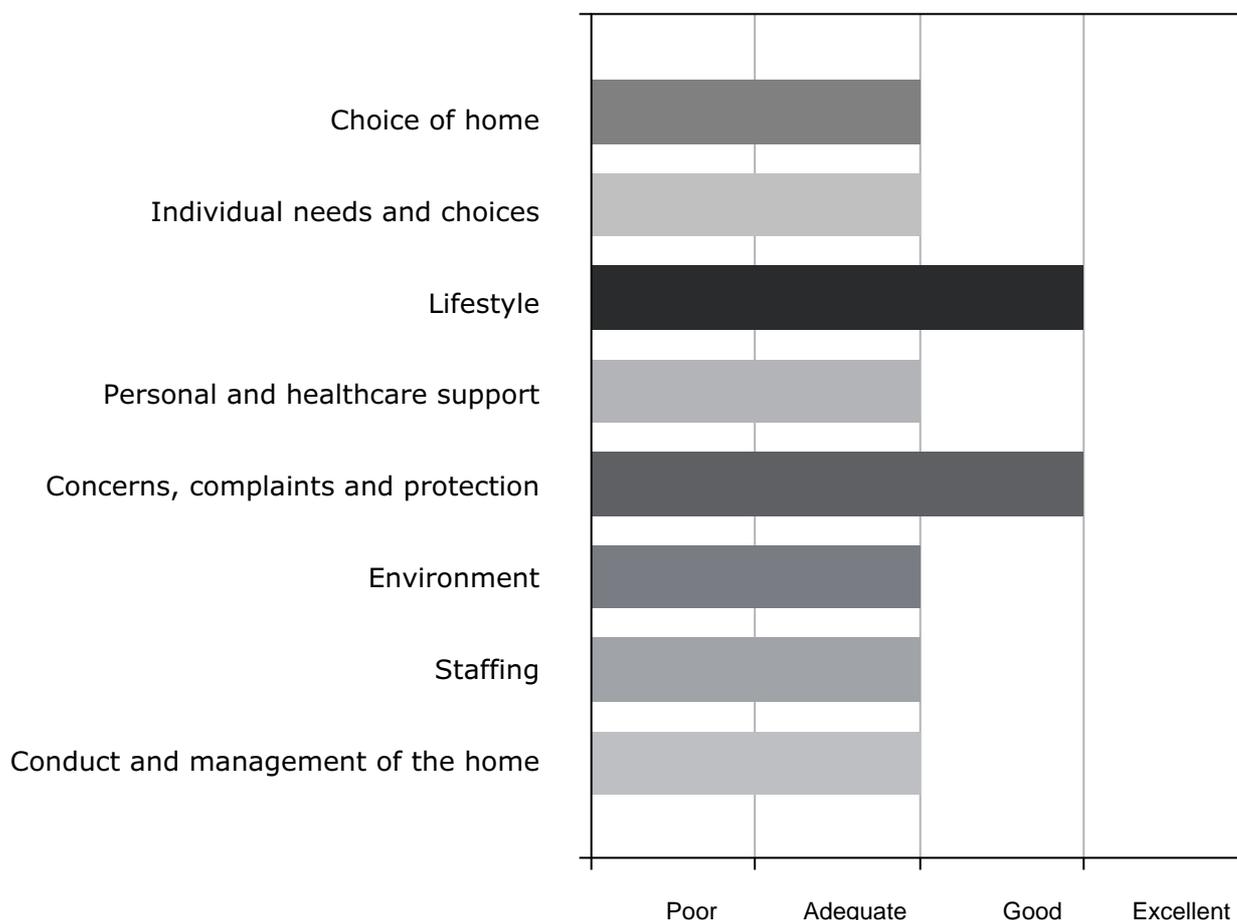
## Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

one star adequate service

### Our judgement for each outcome:



### How we did our inspection:

The inspection was unannounced and carried out by two inspectors between the hours of 10:00am and 3:15 pm. The inspection followed a random visit, which was made on the 12th February 2009. We looked at information which the home had provided prior to the inspection in their annual quality assurance assessment (AQAA). During the inspection time was spent talking to the manager, the staff on duty and people living at the home.

A number of records were looked at and a tour of the environment was carried out.

### **What the care home does well:**

The home has taken positive action to respond to a number of serious concerns which were raised in the last key inspection. Staff say that people are well cared for and that improved staffing numbers have resulted in an improved service for people living at the home. The manager is supportive. There are a number of activities available for people to join in with.

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

The home has taken positive action to respond to a number of serious concerns which were raised in the last key inspection. It has taken action to meet a number of the requirements and recommendations made in the previous inspection report dated 21/11/2008.

Some of the people accommodated now have an assessment and care plan in place to document how their personal and physical health needs will be met.

Risk assessments are now being carried out and input from other health professionals is being recorded. This helps minimise risks to people living at the home.

Any concerns or allegations are now being reported to the appropriate agency, this helps to protect people. Staffing numbers have improved and the home has been successful in recruiting a core team of staff. Training for staff is ongoing and helps to ensure that staff have the appropriate skills and qualifications to care for people.

Health and safety records were being maintained and regular safety checks were being carried out.

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

The home must continue to take action to meet the requirements and recommendations made in this report. The home must ensure that each person admitted to the home has an assessment and a care plan to record the way in which the home is able to meet their needs. The statement of purpose, service users guide and menus should be developed into alternative formats to make them more accessible to people living at the home.

Contracts are still required to tell people about the terms and conditions of residence within the home. Medication systems could be further improved and consideration should be given to additional storage facilities. Standards within the environment need to be improved to make the service more homely to the people living there. Identified maintenance issues need to be addressed.

Although some additional monitoring is in place from senior managers, this needs to be more regular. Reports of all visits under Regulation 26 must be available within the home.

Fire drills must be provided for staff so that they are aware of the procedure to follow in the event of a fire. The statement of purpose, service users guide and menus should be developed into alternative formats to make them more accessible to people living at the home.

Financial records need to be accurately recorded so that people's money is safely managed.

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

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

Although some information is available about the home, it is not in formats that can be easily accessed or understood by people living at the home. The home's own assessments were not always being completed and contracts were unavailable.

Evidence:

The statement of purpose and service users guide were not available in user friendly formats. These documents provide people with information about the service. This was a recommendation from the previous inspection report which has not been met.

We looked at three care plans to see how people had their needs assessed before they moved into the home. Two of the care plans viewed had evidence of assessments having been completed by a range of different health care professionals, however, there was no evidence of any pre-admission assessment having been completed for the last person who had been admitted to the home.

Contracts were not available in individual care files. These are required to provide people with information about their terms and conditions of residence. This is an

Evidence:

unmet requirement from the previous inspection report.

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

Records in the home provide sufficient information about how some people's needs should be met. This information needs to be available for all of the people living there.

Evidence:

Most people have care plans in place that clearly described what their individual needs are and how they should be met. There are still some people who need to have their care plans updated and written to the same standard.

People are helped to make decisions about how they spend their time. This is limited only by the persons ability to make informed decisions. For those people whose care plans had been updated, information about how they could make decisions and choices was recorded. This information needs to be recorded for all people living at the home.

Risk assessments have been prepared for some people. These risk assessments included how the risks are to be managed to ensure the person is kept safe without

Evidence:

restricting them too much.

## 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.

The home makes reasonable arrangements to see that people's social, leisure and occupational needs are being met.

Evidence:

The improvement in staffing numbers in the home has led to more activities taking place. Staff confirmed that a variety of activities were now taking place, which included trips out. One of the people living at the home was observed being supported by a staff member to make a cake in the kitchen, other people had gone out. One member of staff told us " I think they have a good life here, they enjoy what you do for them. They always get out. The activities room could be further utilised by staff, it still had christmas items displayed.

People are able to visit the home and visiting times are not restrictive. People are supported to visit their relatives, providing transport is available.

## Evidence:

Although staff say that people's rights are respected, the lack of written information in some of the care plans makes this difficult to evidence. All care should reflect the ways in which the home are supporting people to make decisions and choices.

For lunch we saw pasta and salad being served. The staff prepare four weekly menus. The menu's show that three meals a day are offered. Breakfast is toast cereal and fresh juice, lunch is usually a light meal for example salad, jacket potato, soup and a roll. Dinner is usually a main course and sweet. The dining area would benefit from some refurbishment to make it a more relaxing place to eat.

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

Standards of health and personal care are much improved.

Evidence:

People's health and personal care needs are now being more accurately recorded within their individual plan of care. Improved staffing numbers have also had a positive impact on the way in which people's care needs are now being met. Copies of support plans from other professionals are now in place, these provide specialist guidance and support to staff working at the home.

Medication systems were viewed. Pictures are now available on medication boxes to make them more easily identifiable to staff. The home has asked the PCT to carry out some reviews on medication in the home to ensure that only medication which is required is in use. There is currently no storage for controlled drugs. Although there are no controlled drugs prescribed at present it may be beneficial for the home to consider a safe system to store these, should they be needed in the future. Some tablets were found in the bottom of the medication cabinet, the manager could not say why these tablets were there or who they were for, she said that she would be looking into this further.

## 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.

Complaints and adult protection issues are now being managed effectively.

Evidence:

The home has a complaints procedure in place which is now available in a pictorial format. One complaint had been received since the last inspection.

Recording systems to record incidences in the home were much improved. Any concerns are now reported either to the local authority under their safeguarding procedures or to the commission under Regulation 37.

The home has policies in place to support staff should any allegation be made, training is provided for staff in safeguarding adults. All staff spoken to, said that they would have no hesitation in whistle blowing should there be a problem.

Financial records need to be accurately recorded so that people's money is safely managed. A number of torn off receipts were being used and records were not being accurately recorded.

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

Maintenance issues must be addressed so that the home is kept in a good state of repair both internally and externally.

Evidence:

The communal living parts of the home are looking shabby and are in need of redecoration. Many maintenance issues have been outstanding since the home was opened. Individual bedrooms were nice and had evidence of people being able to personalise the rooms with things they liked. The garden areas are untidy and need to be properly looked after. The manager gave us a copy of the development plan in place for the home. Part of it identified the need for redecoration, ongoing maintenance, change of use of the activity room to lounge area and proper gardening maintenance.

The laundry room was properly equipped and staff told us that they were provided with the proper equipment to protect themselves and keep the home clean. A cleaning rota was in place for the staff to follow. "We have gloves, antibacterial sprays, soaps, aprons, white linen for cooking, white plastic for domestic chores/ personal hygiene. Cleaning equipment soon gets replaced." The home should also seek advice from the Environmental health officer so that appropriate temperature recording records are maintained within the kitchen.

Evidence:

One staff member was seen to be baking in the kitchen without an apron, to ensure good standards of infection control, protective clothing should be worn.

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

The home has adequate recruitment, training and supervision processes in place, although records in this area need to be more accurately maintained. Staff are deployed in sufficient numbers to meet the needs of the people living at the home.

Evidence:

The home employs thirteen care staff plus two bank workers. Staffing levels in the home are much improved. There are three staff on duty throughout the day. Staff recruitment files were looked at, all included an application form and references. Some had no evidence of a CRB (police check). The manager said that she would fax evidence of these having been carried out following the inspection. There was no written evidence of inductions being provided, although the manager and staff confirmed that these were taking place.

Most of the staff have up to date training records and additional training has been booked in first aid, food hygiene, fire and health and safety.

Supervisions are being provided for most staff, although the manager is not receiving regular supervision. All staff should receive a minimum of six supervision sessions each year.

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

The home's management arrangements, quality assurance systems and health and safety checks need to be further improved to ensure positive outcomes for people living and working at the home.

Evidence:

Although the home has a manager, they are not yet registered with the Commission. An application for registration must be submitted at the earliest opportunity. Quality assurance systems were viewed. Although regulation 26 visits are said to be being carried out, not all of the reports were available. Copies of these reports must be held in the home. Visits from the senior management team need to take place more regularly to ensure the review of standards within the home and to provide additional support to the manager. This was agreed with management after the last inspection but is not taking place often enough.

Health and safety records were viewed, in the main all of these records were up to date, although the manager has still not carried out any fire evacuation for staff. This is an outstanding requirement from the previous inspection report.

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
1	2	14	<p>Assessments must be carried out to ensure that people's needs can be met by the home.</p> <p>Assessments are required to ensure that the home can meet people's assessed needs.</p>	31/03/2009
2	5	5	<p>A contract must be given to each person living at the home which details the terms and conditions of residence and information relating to fees.</p> <p>Contracts must be available to all people living at the home.</p>	31/03/2009
3	6	15	<p>A care plan must be available which demonstrates how the home will meet people's needs.</p> <p>Care plans are required to ensure that all aspects of people's needs can be met by the home.</p>	31/03/2009
4	39	24	<p>The registered person must continue to establish and maintain systems for reviewing and improving the quality of care provided at the home.</p>	31/03/2009

## 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
			The registered person must ensure that management arrangements continue to improve the quality of care being provided at the home.	
5	42	23	<p>The registered person must ensure that fire drills are carried out.</p> <p>Fire drills must be provided to safeguard people living and working at the home,</p>	31/03/2009
6	42	13	<p>The registered person must ensure that unnecessary risks to the health and safety of service users are identified and as far as possible eliminated.</p> <p>Health and safety systems must be kept up to date and safeguard people living and working at the home.</p>	31/03/2009

## 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	2	14	<p>Assessments must be carried out to ensure that people's needs can be met by the home.</p> <p>Assessments are required to ensure that the home can meet people's assessed needs.</p>	31/05/2009
2	5	5	<p>A contract must be given to each person living at the home which details the terms and conditions of residence and information relating to fees.</p> <p>Contracts must be available to all people living at the home.</p>	31/05/2009
3	6	15	<p>A care plan must be available for each person living at the home to demonstrate how the home is able to meet his or her needs.</p>	15/06/2009

## 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
			Care plans are required to ensure that all aspects of people's care needs can be met by the home	
4	7	12	<p>Information about how people are able to make decisions and choices must be recorded within their individual plan of care.</p> <p>People must be supported to make decisions and choices where possible about all aspects of their lives.</p>	15/06/2009
5	24	23	<p>Outstanding maintenance issues in the home need to be addressed. A programme of redecoration should be carried out to make the home more welcoming.</p> <p>The premises of the home need to be kept in a good state of repair internally and externally.</p>	31/07/2009
6	37	9	<p>The manager must apply to be registered with the commission.</p> <p>To ensure that the manager has the appropriate skills, qualifications and experience necessary for running the home</p>	31/07/2009

## 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
7	39	26	<p>Regulation 26 visits must be carried out on a monthly basis and a copy of the report held on the premises.</p> <p>To ensure that appropriate quality checks are being made on the service by the registered person</p>	31/05/2009
8	42	23	<p>The registered person must ensure that fire drills are carried out regularly for staff.</p> <p>To ensure that people working at the home are aware of the procedure to followed in the event of a fire.</p>	31/05/2009

## 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	1	The statement of purpose and service users guide for the home should be available in user friendly formats.
2	16	The home should record the ways in which people are encouraged to make decisions and choices about their lives. This information should be part of each individuals care plan.
3	20	The home should consider providing a facility for the storage of controlled drugs. All medication within the home must be properly labelled and stored. A system should be implemented for staff to record any medication which may have been dropped.
4	23	Financial records need to be more accurately recorded so

## 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
		that people's money is safely managed.
5	26	Protective clothing should always be worn during personal care and food handling tasks to decrease the risk of infection within the home.
6	34	Recruitment records should be kept up to date and be available at the home.
7	35	A record of each staff members induction should be maintained.
8	36	All staff should receive a minimum of six supervision sessions each year.

## 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)

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