

## Key inspection report

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

<b>Name:</b>	Jane Percy House
<b>Address:</b>	Brockwell Centre Northumbria Road Cramlington Northumberland NE23 1XX

<b>The quality rating for this care home is:</b>	three star excellent service
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A quality rating is our assessment of how well a care home is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Anne Brown	2 2 0 7 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](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)

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

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## Information about the care home

Name of care home:	Jane Percy House
Address:	Brockwell Centre Northumbria Road Cramlington Northumberland NE23 1XX
Telephone number:	01670-590333
Fax number:	01670590789
Email address:	jph@disabilities-trust.org.uk
Provider web address:	www.thedtgroup.org

Name of registered provider(s):	The Disabilities Trust
Type of registration:	care home
Number of places registered:	26

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
physical disability	26	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 26		
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: Physical disability - Code PD, maximum number of places: 26		

Date of last inspection									
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Brief description of the care home
Jane Percy House is a single storey building providing residential and respite care for up to 26 young adults. Northumberland County Council has a block contract with the home and referrals are primarily from within Northumberland. However, if there is a suitable vacancy it may be possible to take someone from outside of the Northumberland catchment area. The home is situated next to the Brockwell Centre, Cramlington, close to local shops, a health centre and a pub. Public transport runs close by. Accommodation is provided in single rooms, all of which have en suite facilities and adaptations for people with physical disabilities.

### Brief description of the care home

There are a number of communal areas, including a bar, dining room, lounges, activity areas and residents' kitchens. There is also a conservatory. There are spacious, accessible gardens with raised flowerbeds and seating areas.

The fees range from £710.47 to £923.89 per week. This fee does not cover toiletries, newspapers, hairdressing and outings.

Information about the home and inspection reports are readily available.

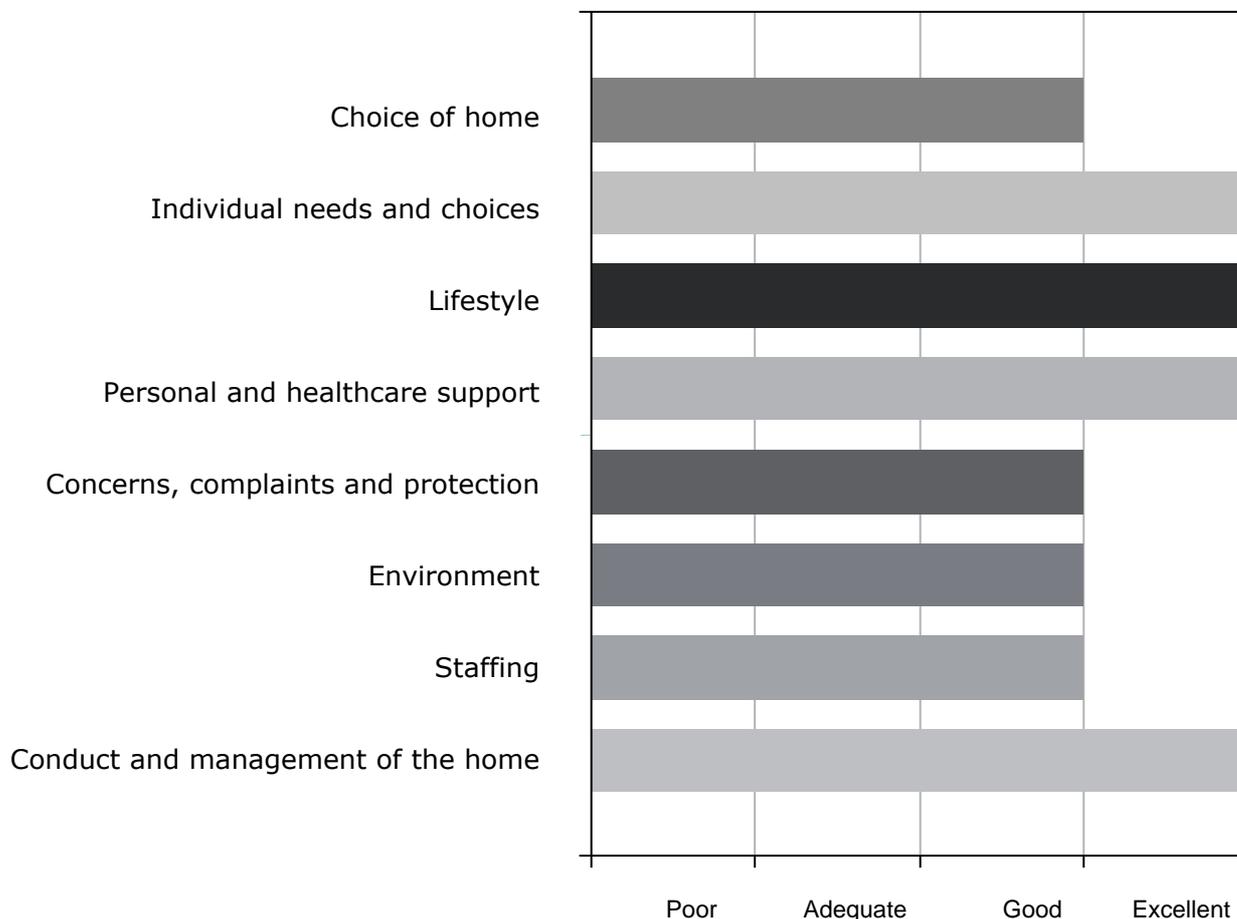
## Summary

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

The quality rating for this care home is:

three star excellent service

### Our judgement for each outcome:



### How we did our inspection:

The quality rating for this service is 3 star. This means that the people who use this service experience excellent quality outcomes.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations, but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

How the inspection was carried out.

Before the visit we looked at:-

Information we have received since the last inspection on 8th August 2007.

How the service dealt with any complaints and concerns since the last visit.

Any changes to how the home is run.

The provider's view of how well they care for people.

The views of people who use the service and their relatives.

Surveys were sent to ten people using the service, ten members of staff and two health care professionals. Ten were returned by people using the service, six from members of staff and one from a health care professional. An unannounced visit was made on 21st July 2009. A further visit was made on 22nd July 2009.

During the visit we:-

Talked with people who use the service, staff and the manager.

Looked at information about the people who use the service and how well their needs are met.

Looked at other records that must be kept.

Checked that staff had the knowledge, skills and training to meet the needs of the people they care for.

Looked around the building to make sure it was clean, safe and comfortable.

Checked what improvements had been made since the last inspection.

We told the manager what we found.

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

The home carries out assessments and obtains good information about people's needs before they are admitted.

The staff team are well trained to meet the individual needs of the people living in the home.

The people living in the home described good relationships with the staff and said they were kind, helpful and treated them with respect.

A variety of social activities are available providing people with varied and interesting lifestyles, both inside and outside the home.

People are supported to go on holiday each year if they wish.

There are very good systems in place to help ensure people's views are listened to, including relatives and staff. This helps ensure a good service is offered which is run in the best interests of the people living in the home.

The home is clean, comfortable and well furnished. Specialist equipment is provided throughout to meet people's needs and maintain their independence.

Comments from people staying in the home included:-

"Able to go on holiday with my keyworker".

"I love my room".

"I have gained confidence since coming to JPH".

"A lovely weekend, lovely property and wonderful caring staff".

"Thanks for excellent care and attention".

"They do everything to a good standard".

Comments from staff included:-

"I have been at Jane Percy House for 10 years this year and love every minute I work there".

"Excellent training programme covering all mandatory training, NVQs etc".

"Provides up to date training. Has regular staff meetings, supervision and PDPs".

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

A new format has been produced for the care plans and has been implemented for four people living in the home.

New bedrooms furniture, carpets and curtains have been purchased.

Two drinks coolers have been provided.

Each bedroom has been provided with a table and two chairs for their patio area.

One person living in the home is a member of the Service User Forum representing the home nationally. A computer has been purchased to enable people to have access to the internet and therefore to the forum.

**What they could do better:**

Provide each person living in the home with a care plan in the new format to provide staff with more information to help them meet people's needs.

Display all the alternatives that are available at mealtimes so everyone is aware of their choices.

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

Thorough assessments are carried out prior to people moving into the home to help ensure that their needs can be met.

Evidence:

People are provided with good information about the home to help them decide if their needs can be met. This is available in various formats which includes large print and braille. The manager stated the audio version needs to be updated. An easy read version is not yet available for people with learning disabilities.

Copies of the care managers' assessment are requested by the home and an experienced member of staff carries out an assessment of needs prior to people coming to live in the home. These are available on the case files. This helps to ensure their needs can be fully met. Where applicable information is sought from carers, relatives and relevant health care professionals.

The manager confirmed that people are able to spend time in the home prior to moving in permanently. This helps them to decide if their needs can be met. The was

Evidence:

confirmed by one person living in the home.

## 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.

The people living in the home are encouraged to make decisions on all aspects of their lives and there is very good information to help the staff deliver care according to personal preferences.

Evidence:

The manager has produced a new format for the care plans. This is comprehensive and contains clear guidelines for the staff. This helps to ensure care and support is delivered according to people's preferences. The plans focus on their strengths and how to help people be as independent as possible. The manager and staff are currently working towards changing each person's care plan to the new format.

The people living in the home are encouraged to become involved in their care plans to ensure their wishes and preferences are taken into consideration. Some people keep their care plan in their bedroom and others said they prefer it to be kept in the office. The care plans are also available on disk if people wish to have them available on the computer.

Evidence:

People are encouraged to take calculated risks if it is felt these will enhance their lifestyles. Comprehensive risk assessments are in place and these are reviewed on a regular basis.

The manager and staff encourage people to make decisions and choices. Information is provided about activities, holidays, places to visit etc. so people can make informed choices. People choose where to go on holiday, what places they would like to visit, where to eat, what to wear, menus etc.

Meetings are held each month to discuss all aspects of life in the home. These are minuted so any issues can be followed through.

## 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.

The people living in the home are encouraged to mix with people in the local community and are very well supported to participate in activities of their choice.

Evidence:

People living in the home choose how they spend their time and decide what activities they wish to participate in.

Some people said they ask the staff to assist them to access local facilities. Others said they were able to go out alone, usually to the local pub and shopping centre.

One person living in the home runs her own exercise class and another makes cards and sells them at a local garden centre.

There are two vehicles available to escort people to their preferred venues. One lady

## Evidence:

said she loved going to Cramlington shopping centre and the Metro centre.

Some people had enjoyed holidays to Southport and Carlisle and were looking forward to going again. One person said they had not yet decided where to go on holiday and was looking at various options.

Activities outside the home include trips out to concerts, visiting the pub, shopping, Sunderland Air Museum, fish quay and the coast.

A birthday party had recently been arranged for one person living in the home and a singer had been booked. People said they had thoroughly enjoyed this.

Activities in the home include crafts, cookery, exercise, entertainers, parties and fund raising events. There is a bar in the home, which is open on Saturday evenings and for special events.

A representative from a local church visits once a week to give Holy Communion.

Friends and family are encouraged to participate in all events taking place in the home. Some people said that they could invite family and friends to have a meal in the home. The staff were informing one person's relatives that they could have a meal if they wished.

People said they could receive their visitors in private if they wished. They also confirmed that their privacy and dignity is always respected by the staff.

One person now visits a community centre on a voluntary basis to teach adults computer skills. Another person has applied to attend a drama course at Newcastle College. Some younger people living in the home are also registered with the local job centre to look for suitable employment.

One person living in the home is a member of the Service User Forum presenting the home nationally. A computer has been purchased to enable people to have access to the internet and therefore to the forum.

Monthly meetings are held to discuss menus. Some people said they enjoyed sandwiches at lunch time and cooked meal at teatime. However some people said they were tired of having sandwiches and would like an alternative. The manager said alternatives were always available but some people did not seem to be aware of this. She agreed to display the list of alternatives so people can make a choice.

## 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 living in the home are given personal support when they need it and staff monitor their health needs to promote their well being.

Evidence:

The health and welfare of people living in the home are constantly monitored by the staff. Health checks, hospital appointments, visits to GP, dentist, optician, consultants etc. are recorded on the individual case files. If there are any concerns about a person's health the staff take appropriate action and seek the advice of health care professionals.

One person requires a pureed diet and food intake charts are completed by the staff. There are clear guidelines to inform staff how each person's care and discussions are held with people to find out how they wish their care and support to be delivered.

The staff on duty said they received very good training to help them meet the needs of the people living in the home. This included training on continence, dementia, diabetes, makaton, epilepsy, infection control and MRSA. A specialist nurse is training the staff on peg feeding to allow one person to return home from hospital.

Evidence:

The medication records were up to date and appropriately signed. The staff on duty confirmed that they had received training on administering medications and the manager assesses their competency on a regular basis. People living in the home can retain their own medications if they are assessed as being able. Lockable facilities are provided. The staff said they receive good support from the dispensing pharmacist.

## 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 are properly dealt with and training for safeguarding adults has been provided which helps to protect people from abuse.

Evidence:

The home has an appropriate system for dealing with complaints. The complaints procedure is displayed and a complaints book is maintained to record any complaints that are received and the outcome of the investigation. No complaints have been received since the last inspection.

If a negative comment is received the manager follows this up. When people return home after using the respite survey they are asked to complete a survey about the quality of the service they have received. If there are any negative comments the manager contacts them to discuss this and how improvements can be made.

The home have received several compliments from people who use the service and their relatives. There is a whistle blowing policy and staff confirmed they would use this if necessary.

The staff have completed training on safeguarding vulnerable adults. The manager confirmed that this training is being updated and staff are to complete Level 2 with Northumberland Care Alliance.

Evidence:

Some people living in the home are unable to manage their own finances so their personal allowances are dealt with by the staff. All transactions were fully recorded and signed. Receipts are kept for any purchases made.

## Environment

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

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

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

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

Judgement:

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

The home is clean, comfortable and provides people with a pleasant place to live. The bedrooms reflect the individual tastes of the people who live there.

Evidence:

All areas of the home were clean, comfortable and well maintained. Specialist equipment is provided throughout the premises to meet the needs of the people who live there.

The building is large and provides ample space, both internally and externally.

People were observed to be spending time in their bedrooms, communal lounges and the gardens.

The gardens are well maintained and accessible to the people living in the home. A table and two chairs have been provided for each bedroom so people can sit out on their patio area with their visitors. Some people have tubs to grow their own flowers.

All bedrooms have en suite facilities and equipment to help people retain their independence. Each person has their own bedroom which is decorated according to their taste. The rooms are personalised and reflect the hobbies and interests of each

Evidence:

person.

New bedroom furniture, carpets and curtains have recently been provided.

Two specially adapted kitchens have been provided to encourage independence. Specialist equipment has been purchased for these.

The home employ an Estates Manager to deal with repairs and maintenance. He is also responsible for maintaining the gardens.

All areas were clean, hygienic and no unpleasant odours were present. A senior care assistant has been nominated as a link person with the infection control nurse. They are responsible for cascading up to date information to the staff team. Protective clothing is provided for the staff.

## Staffing

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

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

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

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

Judgement:

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

There are sufficient staff employed in the home who are well trained to meet the individual needs of the people who live there.

Evidence:

At the time of the inspection the manager, deputy manager, assistant care manager, senior care assistant, five care assistants, domestic assistant, cook, estates manager and administrative assistant were on duty.

The staff files showed that criminal record bureau checks and two written references are received prior to staff being employed. This helps to protect people from abuse. Gaps in employment history are discussed and the reasons recorded.

Criminal Records Bureau checks are renewed every three years to help protect people living in the home.

The people living in the home can take part in the interviewing process if they wish. They are given training on equal opportunities.

Nineteen members of staff have achieved a National Vocational Qualification (NVQ), Level 3. The senior staff are currently undertaking NVQ Level 4. There are three NVQ

Evidence:

assessors working in the home.

Staff attend mandatory training for safeguarding vulnerable adults and equality and diversity.

There are training programmes in place to ensure staff receive mandatory health and safety training and specialist training to meet the individual needs of the people living in the home.

Formal supervision sessions are carried out for all staff every six weeks and notes are recorded. Training needs are identified at these sessions.

Good relationships were observed between the staff and the people living in the home.

People said the staff were very good and did their best to meet their needs.

Comments included:-

"They take us out - theatre, arena - helped with transport arrangements to see my friends. Help to keep my room tidy".

"The staff are great, always ready to help".

"Would like more staff to enable us to go out more".

## 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.

The culture and systems in the home help to ensure that the service is led by the needs and wishes of the people living there, and protects them from harm.

Evidence:

The manager is supported by the organisation to provide clear leadership throughout the home and the staff demonstrate an awareness of their roles and responsibilities.

A business plan is produced annually and is linked to the overall strategic plan for the organisation. The manager receives training on business/financial and strategic planning every year from the senior management team.

The manager is registered with the Commission and has experience in working with adults with physical disabilities and learning disabilities.

Monthly meetings are held to discuss any issues that arise and to ensure the home is run in the best interests of the people living there.

## Evidence:

There are comprehensive policies and procedures in place to safeguard the rights and best interests of the people living in the home. These are read and signed by the staff to help ensure they keep up to date with any changes.

The routines in the home are flexible and revolve around individual needs. The staff make every effort to seek each person's views.

A senior manager visits the home on a monthly basis and produces a report to ensure standards are met and any necessary improvements are made.

Surveys are issued to the people living in the home every six months and to care managers every year. This helps the management decide whether the home is meeting people's needs and expectations. The results are analysed and a report is produced.

The records showed that fire drills are carried out and fire equipment is checked on a regular basis. Accidents are well recorded and analysed.

The staff on duty confirmed that they receive up to date help and safety training to help protect the safety of themselves and the people living in the home. The home has access to a health and safety advisor and health and safety meetings are held every three months.

People living in the home said they were consulted about day to day issues.  
Comments included:-

"Do everything to a good standard".

"Happy home".

"Provides a safe environment".

"Participate in service users' meetings and have my say".

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	6	The registered manager should ensure that the new care plan format is produced for all the people living in the home to help ensure their needs and wishes are fully met.
2	17	A full list of alternatives available at mealtimes should be displayed. This will help ensure everyone is aware of the choices available to them.

## Helpline:

**Telephone:** 03000 616161

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

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

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