

Key inspection report

Care homes for adults (18-65 years)

| | |
|-----------------|--|
| Name: | Famille House |
| Address: | 4 Station Road Kirby Muxloe Leicester LE9 2EJ |

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|--|-----------------------|
| The quality rating for this care home is: | two star good service |
|--|-----------------------|

A quality rating is our assessment of how well a care home is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

| | |
|------------------------|-----------------|
| Lead inspector: | Date: |
| Ruth Wood | 0 3 1 2 2 0 0 9 |

This report is a review of the 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

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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|---------------------|--|
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Information about the care home

| | |
|-----------------------|--|
| Name of care home: | Famille House |
| Address: | 4 Station Road Kirby Muxloe Leicester LE9 2EJ |
| Telephone number: | 01162394012 |
| Fax number: | F/P01162394012 |
| Email address: | |
| Provider web address: | |

| | |
|---------------------------------|--------------------------|
| Name of registered provider(s): | Minster Pathways Limited |
| Type of registration: | care home |
| Number of places registered: | 16 |

| | | |
|---|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| learning disability | 16 | 4 |
| Additional conditions: | | |
| No person can be admitted into Famille House under categories LD or LD(E) when there are 16 persons in total of those categories/combined categories already accommodated within the home | | |
| No person to be admitted into Famille House under category LD(E) when there are 4 persons in total of this category already accommodated within the home. | | |
| The maximum number of persons accommodated within Famille House is 16 | | |

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



A bit about the care home

Famille House is a residential care home for 16 people who have learning disabilities. The home is in the village of Kirby Muxloe. There are lounges and dining rooms for people who live in the home to use. Everyone who lives in the home has their own bedroom with a sink in it, and there are shared bathrooms/shower rooms.

Fees for living in the home range between £350 to £950

Extra charges are made for hairdressing, chiropody, toiletries, transport, holidays and social activities.

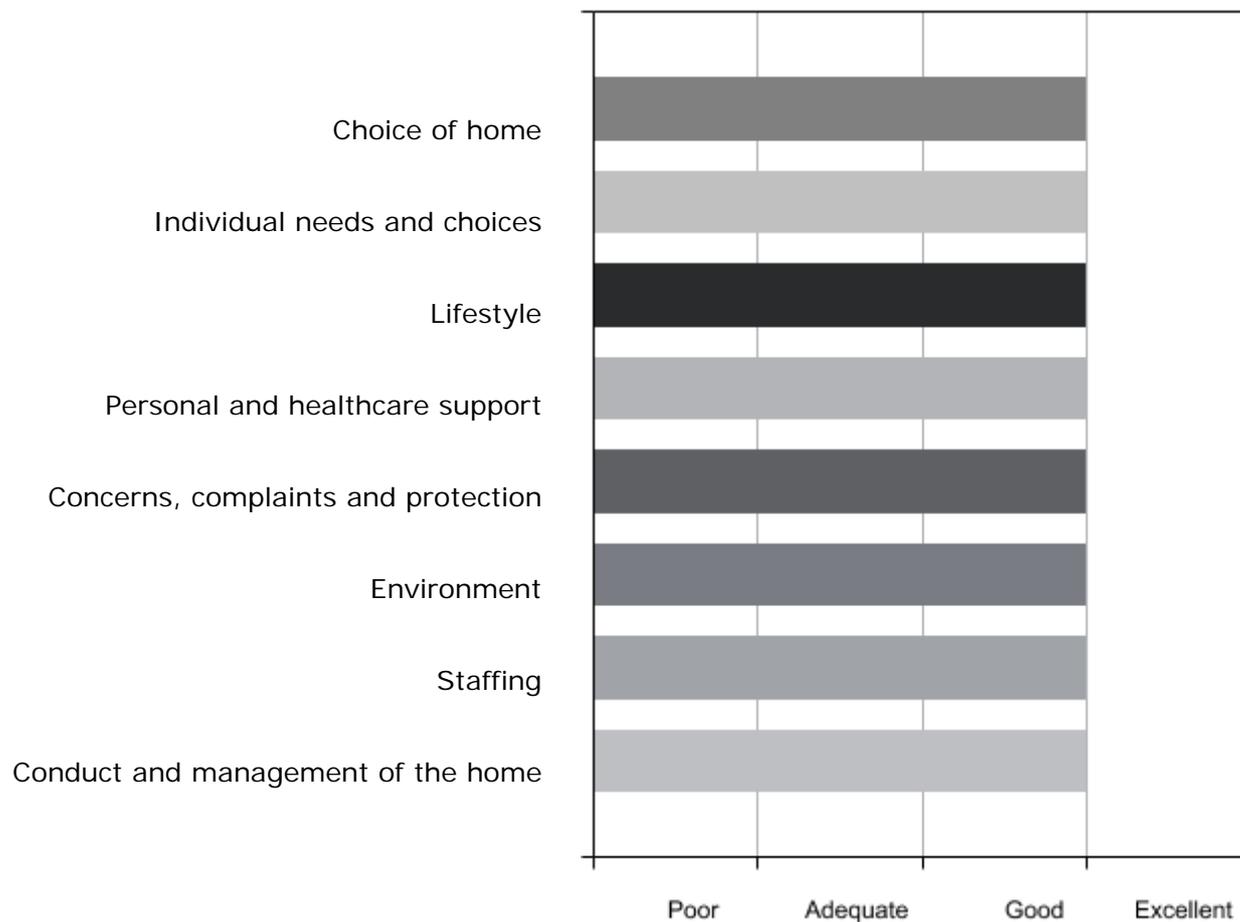
Summary

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

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

This is what the inspector did when they were at the care home

Before we visited Famille House we looked at information sent to us about what has happened there since we last visited on 27 November 2007.

We sent surveys to 10 people who live at the home and 3 were returned before we wrote this report. We asked if people were happy with the care and support they get. We asked if people can make choices about their lives.

3 relatives responded to our survey. We asked if they were happy with the care and support in the home. 1 person who visits the home to train staff also told us what they think about the care in the home.

We visited Famille House on 03 December 2009. We arrived at 10 o'clock in the morning and left at 5 o'clock in the afternoon.

We looked at some of the rooms in the home.

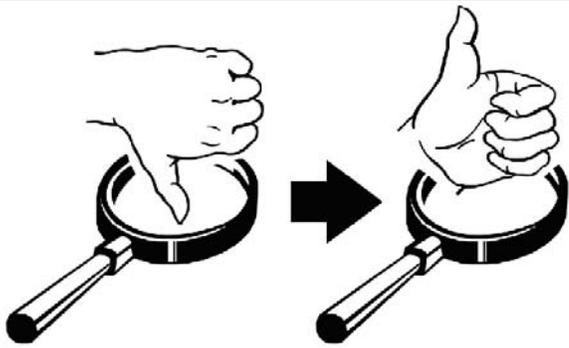
We spoke to 5 people who live at Famille House. We watched how staff spoke to the people living at Famille House.

We looked at 3 people's support plans

We spoke to staff about how they support

| | |
|--|---|
| | <p>people. We spoke to staff about the training they did. We looked at staff records. These told us about the checks done to make sure staff have the right skills and are safe to work in the home.</p> <p>We spoke to the manager about how she runs the home</p> |
| | |

| | |
|---|---|
|  | <p>What the care home does well</p> <p>Support plans tell staff how people like their needs to be met</p> <p>Staff support people to stay fit and healthy</p> <p>Staff support people to stay in contact with their families and their friends</p> <p>People are given the chance to say what they think about living at Honeysuckle Farm.</p> <p>The people who live and work at the home get on well together. One relative said, "Our family has always felt that we were very lucky to have found Famille House. My brother enjoys his life and is very well cared for."</p> |
| | |

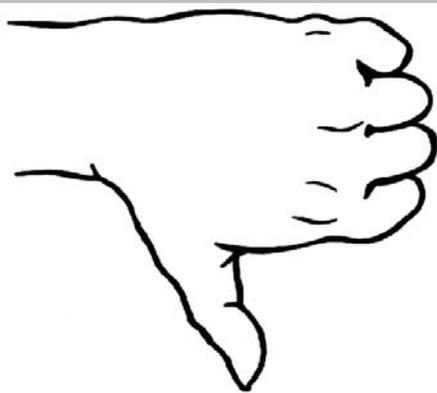


What has got better from the last inspection

The service users guide has been updated

People's personal care takes place in private

Staff have proper recruitment checks before they start work



What the care home could do better

They must make sure there are always enough staff on duty to support people and meet their needs.



If you want to read the full report of our inspection please ask the person in charge of the care home

If you want to speak to the inspector please contact

| | |
|--|--|
| | Ruth Wood CPC1 Capital Park Fulbourn Cambridge Cambridgeshire CB21 5XE 01223771300 |
| | |

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

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

Choice of home

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Information about the home is accurate and clearly presented. This helps people to make a decision about whether the service can meet their needs.

People's needs are assessed before they move in, and at regular intervals, to ensure that the service can meet their needs.

Evidence:

The service user guide is written in plain English and has pictures to aid people's understanding of the information. It has been updated, as required at the previous inspection, to reflect the contribution that people living in the home make toward the costs incurred by staff accompanying people on activities, outside of the home. The three people who responded to our service users' survey said they had received sufficient information about the home, before they moved in.

No one has come to live at Famille House since the last key inspection. Assessments for people living in the home are regularly updated and the three that we looked at in detail were an accurate reflection of people's current needs. The registered manager said that before people moved in they would be given information about the home and given the opportunity to visit and meet people living at the home and staff. Assessments from

Evidence:

placing workers and other professionals would be gathered and the manager would make her own assessment of need to ensure that the service could meet the person's needs.

Individual needs and choices

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

People's needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

This is what people staying in this care home experience:

Judgement:

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

Support plans are well written and clearly outline people's needs and how they should be met.

People are supported to make choices about their lives.

Evidence:

We looked at three people's support plans. These were well written and outlined people's needs and how staff should meet them. They were written from the perspective of the service user in a person centred way. Particular risks were identified, together with how these should be managed to ensure the person's safety, without restricting their freedom. One area of risk requires further assessment; this is in relation to a person with restricted mobility and how they would be supported to leave the building should there be a fire.

The three people who responded to our survey said that they can always or usually make decisions about what they do each day. People living in the home have also been supported to set up their own self-advocacy group, which is supported by an outside facilitator. People living in the home have regular meetings and discuss the kinds of activities they want to do and the changes they would like in the home. Some people also

Evidence:

take part in the recruitment process for new staff.

Lifestyle

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

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

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

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

People enjoy a reasonable lifestyle.

Evidence:

On the day of our inspection visit most people who live at the home were attending a specialist day centre for people with learning disabilities. One person was working at their voluntary job at a City Centre hospital and four people were at home. One of these was having a day off from their Age Concern centre as they were feeling unwell.

We spoke to the person who works at the hospital about their job and they were very positive about this and about their life at Famille House. They are an avid supporter of Leicester City Football Club and sometimes attend home games. They said that they were looking forward to the Christmas Bazaar that was going to be held at Famille House's sister home.

A group of people had gone straight from the day centre to the local Gateway Club. People living in the home and staff spoke to us about the kind of activities they enjoy;

Evidence:

visiting the cinema is popular as is going out to the local garden centre. Most people have been on holiday this year and three people were due to go on a 'turkey and tinsel' short break during the week following the inspection.

Staffing levels at the home do not allow much opportunity for spontaneous activities, especially during the evenings. On Tuesday evenings there are three staff on duty so that some people can go out, with staff support, however on other evenings there are only two staff on duty. One person commented on our service users' survey, "staffing problems, sometimes staff shortages can limit things I would like to do."

Another factor the manager feels restricts the activities people can be involved in is the service's lack of transport. The home's car failed its MOT in September and the car has yet to be repaired or replaced. Several people living in the home have restricted mobility and cannot easily access public transport. Staff are not insured to use their own cars, which limits people to using taxis; these are expensive and not always available.

All three relatives who responded to our survey said that the service helped their relative keep in touch with them and that they were always kept up to date with important issues about their relative. The manager said that they always try to have at least two 'events' during the year to which all relatives and friends are invited. The last one, a summer barbecue was a success, despite the weather.

People's support plans contained information to show that appropriate referrals had been made to dietitians and speech and language therapists for additional support where people have needs relating to diet and/or eating and drinking. Plans are in place to say what people should eat and what support they require and staff that we spoke with had a good understanding of these plans. One person has a pureed diet and we suggested that perhaps the individual elements of the meal could be pureed separately to make it more attractive and palatable.

Menu records show that fruit and vegetables are served in the home and a balanced diet is offered. The manager said that most people living in the home were very traditional in their attitude to food and it was sometimes difficult to get them to make healthy choices. People we spoke to said that they liked the food.

Personal and healthcare support

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

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it in a safe way.

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

This is what people staying in this care home experience:

Judgement:

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

People's health and personal care needs are well met.

Evidence:

The three support plans that we looked at all outlined people's personal care needs and gave a detailed description of how people like these to be met. Staff were aware of people's individual needs and how best to meet them. People's appearances and general demeanor indicated that their personal care needs were being well met.

Each person has an up to date Health Action Plan that outlines their main health needs and how they should be met in an easy to understand format. Discussion with staff and examination of documents demonstrated that appropriate advice is sought to ensure that people's health care needs are met. Referrals have been made to Speech and Language Therapists, Dietitians, Consultant Psychiatrists and Occupational Therapist to assess and offer guidance about how to best meet individual's needs. People also have regular access to General Practitioners, dentists, opticians and chiropodists.

One person had been admitted to hospital the night before the inspection visit and the manager had ensured that a staff member had gone with them and remained there to ensure that their care needs were met. The manager was also overheard contacting the hospital at regular intervals to ascertain the condition of the person and feeding back this

Evidence:

information to the person's family.

We looked at arrangements in place for storing and administering medication. Medication Administration Records (MAR) were completed accurately with no gaps. Administration of creams and lotions is also recorded. All staff administering medication have received appropriate training and this is periodically updated. People's medication is regularly reviewed and the reasons why each medication is given, together with known side-effects is listed. A full audit of medication in the home is carried out twice per week.

Recent changes in legislation relating to the misuse of drugs mean that all care homes must store any controlled drugs in a special cabinet. The home does not currently store or administer any controlled medication but should ensure that facilities are in place, should any person living in the home require these.

Concerns, complaints and protection

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

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

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

People's concerns are listened to and current practice in the home protects them.

Evidence:

The three people who responded to our survey said that they knew how to make a complaint and that staff listened to, and acted upon what they had to say. People can also raise any concerns at monthly service users' meetings. We observed service users speaking with staff when they got home in the evening and they appeared to have an open relationship with the staff on duty and were happy to discuss things with them.

The three relatives who responded to our survey said that they knew how to make a complaint and that any concerns they had raised had been dealt with appropriately.

Incidents in the home that could impact on the safety of people have been reported appropriately to the Commission and to social services. Staff members have received training in safeguarding vulnerable adults and those we spoke with displayed an understanding of their responsibilities under whistle blowing. The registered manager said that she was going on a safeguarding alerters course in January and was trying to make arrangements for members of the staff team to also receive this training.

Staff have received training in how to manage challenging behaviour and one staff member spoke to us about how this had informed their practice. Some staff have received training in the implications of the Mental Capacity Act and in the Deprivation of Liberty Standards; the manager said that additional staff would do this training next

Evidence:

year.

Good arrangements are in place to ensure people's personal finances are safeguarded. The person's placing authority acts as appointee if they are unable to manage their finances independently. All money taken out of a person's account is recorded, with either 2 staff and the service user countersigning the transaction or where necessary 3 staff. Monies held are counted regularly. Sample records and balances were checked and found to be accurate.

Environment

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

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

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

This is what people staying in this care home experience:

Judgement:

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

People live in a clean and comfortable environment that meets their needs.

Evidence:

Decorations for Christmas were being put up when the inspection started and the home looked warm and inviting.

We looked at some people's bedrooms and found that these were all highly personalised and reflected their interests and personalities. One person, who has additional physical needs, has appropriate equipment in their room to meet these.

The three people who responded to our survey said that the home was always fresh and clean. On the day of the inspection the home was clean and tidy. Staff said they had received training in infection control and this was confirmed by looking at training documentation.

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.

People are supported by caring and competent staff.

Current staffing levels must be reviewed to ensure that everybody's needs are being met consistently.

Evidence:

Current staffing levels do not always allow for people to be supported to be involved in activities except at certain set times. There are two staff on duty from 4pm on each evening, except Tuesday when there are three staff on duty. At the weekend there are three staff on duty during the day until 4pm. There is one waking night staff member on duty. Given that one person living in the home requires two people to transfer them and other people living in the home have limited mobility, the registered person should review staffing levels to ensure that there are sufficient people on duty at all times to meet the needs of each person living in the home and ensure that they have the opportunity to be supported to engage in a reasonable level of activities.

We looked at the recruitment records for the three people most recently employed by the service. Each person's name had been checked against the vulnerable adults register and two written references had been obtained before they started work in the home. Criminal Record Bureau checks were also in place, together with evidence of identity, full employment history and an interview record.

Evidence:

Staff receive an induction and shadow more experienced staff members, before working by themselves. Arrangements are in place for staff to have one to one supervision with the manager, although the manager said this does not take place as frequently as she would like.

Staff have the opportunity to gain National Vocational Qualifications and the training matrix and certificates showed that staff have received a range of training this year, including training in dementia care, which was a recommendation at the previous inspection. The manager obtains a grant of £1500 per year which has to pay for all staff training in the home and she also takes advantage of free training offered by the Local Authority and other agencies.

Conduct and management of the home

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

People have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately, with an open approach that makes them feel valued and respected. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

This is what people staying in this care home experience:

Judgement:

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

The registered manager ensures that the home is run in the best interests of people living there but the actions of the parent company do not always fully support this.

Evidence:

The registered manager of Famille House has been in post since 2006 and has worked at the home since 2000. She holds the Registered Managers Award and endeavours to remain up to date in her practice by attending regular training. The home does not have internet access, which makes it difficult for the manager to access the CQC professional website to ensure that she remains up to date with current legislation, policy and practice.

There are different ways that the owners and manager try to find out about how to improve the quality of the home. The owners of the home send out a survey for people to fill in and the manager also sends out her own survey to people living in the home and their relatives. One person responded in the most recent survey that they would prefer not to share a room any more and arrangements were made for them to have their own room. Regular service users' meetings are also held and some service users have set up

Evidence:

their own self-advocacy group, with the assistance of an external advocacy service. People fill in a survey every year about what they think about the home.

The owners of the home have not been visiting regularly to check that the home is being managed effectively; the Care Homes Regulations require them to do this. At the suggestion of the commissioning authority the registered manager now works with another registered manager from a nearby home owned by the same company. Each conducts regular monitoring visits in the other's home. The registered manager said that she had found these to be a very beneficial way to share good practice and to point out areas that could be improved.

Staff receive training in mandatory areas such as first aid, infection control, moving and handling, food hygiene and health and fire safety. Arrangements are in place to ensure that fire equipment is serviced and in January of this year the company servicing the equipment found that some fire detectors and emergency lighting needed to be replaced to ensure the safety of the system. Despite the registered manager requesting that the parent company complete this work it was not completed until after the commissioning authority had issued a notice to remedy a breach and the fire authority had become directly involved. The work was finally completed on 28/10/09, we saw documentary evidence of this. The fire authority also contacted us to say that they were satisfied that the work had now been completed. The inaction of the parent company potentially placed the people living in the home at risk.

A fire risk assessment is in place, but this should be reviewed to take account of the changing needs of the people living in the home, particularly the person who now requires two people for all transfers.

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 | Description | 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 | Description | Timescale for action |
|----|----------|------------|--|----------------------|
| 1 | 9 | 13 | <p>The registered person must review the risk assessment in relation to the identified service user and arrangements for their evacuation from the building in the event of a fire. As part of this review they should consult with and be advised by the appropriate local fire service.</p> <p>This is to ensure the safety and welfare of the identified service user in the event of a fire in the home.</p> | 15/01/2010 |
| 2 | 20 | 13 | <p>Secure storage must be put in place for controlled drugs to meet the requirements of the Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) Regulations 2007</p> | 31/03/2010 |

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 | Description | Timescale for action |
|----|----------|------------|--|----------------------|
| | | | This is to ensure that controlled medication is stored securely in accordance with current legislation | |
| 3 | 33 | 18 | <p>The registered person must review staffing levels and ensure that at all times there are sufficient, suitably qualified staff on duty to meet the individual needs of the people living in the home.</p> <p>This is to ensure that people's individual needs are consistently met.</p> | 31/01/2010 |
| 4 | 42 | 13 | <p>After consultation with the fire authority, the registered person must review the fire risk assessment to take account of the changing needs of people living in the home.</p> <p>This is to ensure that suitable arrangements are in place for the safety of all people living and working in the home in the event of a fire.</p> | 31/01/2010 |

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

| No | Refer to Standard | Good Practice Recommendations |
|----|-------------------|--|
| 1 | 37 | To ensure that the registered manager can remain up to date with current legislation, policy and practice it is strongly recommended that internet access is installed in the home. This would also enhance the opportunities for communication for people living in the home. |

Helpline:

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Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

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