

Key inspection report

CARE HOME ADULTS 18-65

Newlands

**578 Ipswich Road
Colchester
Essex
CO4 4HB**

Lead Inspector
Ray Finney

Key Unannounced Inspection
8th October 2009 09:11

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.

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 home adults 18-65 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.

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Document Purpose	Inspection Report
Author	Care Quality Commission
Audience	General Public
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Internet address	www.cqc.org.uk

SERVICE INFORMATION

Name of service	Newlands
Address	578 Ipswich Road Colchester Essex CO4 4HB
Telephone number	01206 844906
Fax number	
Email address	
Provider Web address	www.minstercaregroup.co.uk
Name of registered provider(s)/company (if applicable)	Minster Pathways Ltd
Name of registered manager (if applicable)	Serena Chilver
Type of registration	Care Home
No. of places registered (if applicable)	8
Category(ies) of registration, with number of places	Learning disability (8), Physical disability (8)

SERVICE INFORMATION

Conditions of registration:

1. The registered person may provide the following category of service only:
Care home only - Code PC

To service users of the following gender:
Either

Whose primary care needs on admission to the home are within the following categories:
Learning Disability - Code LD
Physical Disability - Code PD
2. The maximum number of service users who can be accommodated is:
8

Date of last inspection

12th October 2007

Brief Description of the Service:

Newlands is a bungalow situated approximately a mile from Colchester town centre in an area of mixed housing, commercial and industrial premises.

The ethos of the home is to support young people with a mild learning disability who have complex needs and who may in time move towards living within a less dependent setting.

Newlands has six single bedrooms and a range of communal rooms that are domestic in nature. There is a secure and pleasant garden to the rear of the property and off road parking to the front.

The fees charged are based upon individual assessment and range from £1,340.00 to £1,645.00.

SUMMARY

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

The quality rating for this service is **2 star**. This means the people who use this service experience **good** quality outcomes.

A range of evidence was looked at when compiling this report. Documentary evidence was examined, such as care plans, rotas, training records and personnel files. The manager completed an Annual Quality Assurance Assessment, which services are legally required to submit, with information about the home and sent it to us at the Commission when requested. Throughout the report this document will be referred to as the AQAA. Completed surveys were received from people living in the home and members of staff.

A visit to the home took place on 8th October 2009 and included a tour of the premises, discussions with people living in the home, the management team and members of staff. Observations of how members of staff interact and communicate with people living in the home have also been taken into account.

On the day of the inspection we were given every assistance from the manager, deputy manager and the other members of staff on duty.

What the service does well:

People spoken with were happy living at Newlands and made positive comments about their lifestyle and how they were supported. Some of these comments are reflected throughout the report.

The service treats people as individuals, getting to know their needs, wishes and hopes for the future and developing care plans that meet these needs in a person centered manner. The competent and experienced staff team know people well and treat them with respect.

The culture of the home encourages and promotes people's independence. People are supported to develop and maintain skills to cope with daily living and to be as independent as possible.

People's healthcare needs are well met, including their specific needs around mental health, and the service ensures they are supported to access relevant health care professionals.

The environment is bright, clean and well maintained and people spoken with told us they like living there.

The service provides opportunities for people to take part in a range of activities, education and leisure pursuits of their choosing. Staff encourage and support people to take part so that their lifestyle is enhanced.

The management team and staff deal with concerns and complaints promptly and thoroughly. Minor concerns are addressed when they arise so that they do not escalate and become a greater problem. This ensures people's mental health and emotional welfare is promoted.

The service is well managed and there is a quality assurance process in place that demonstrates the home is managed in the interests of the people who live there.

What has improved since the last inspection?

The statutory requirements and the good practice recommendation made at the last inspection have been acted upon in the interests of people who live in the home.

Since the last inspection there has been some redecoration and refurbishment of the environment. In particular new flooring has been laid throughout much of the home and in some individual rooms. The lounge has been redecorated with a colour scheme chosen by people living in Newlands and bedrooms have been redecorated to reflect people's wishes.

What they could do better:

Continue to develop and improve the service according to the plans identified in the information provided in the home's AQAA.

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

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line – 0870 240 7535.

DETAILS OF INSPECTOR FINDINGS

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Scoring of Outcomes

Statutory Requirements Identified During the Inspection

Choice of Home

The intended outcomes for Standards 1 – 5 are:

1. Prospective service users have the information they need to make an informed choice about where to live.
2. Prospective users' individual aspirations and needs are assessed.
3. Prospective service users know that the home that they will choose will meet their needs and aspirations.
4. Prospective service users have an opportunity to visit and to "test drive" the home.
5. Each service user has an individual written contract or statement of terms and conditions with the home.

The Commission consider Standard 2 the key standard to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

1 and 2

People using the 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 choosing to live at Newlands can be confident they understand what the service provides and that their needs will be met.

EVIDENCE:

The manager told us in the AQAA, "Newlands has a service user guide which is individually tailored to each service user. This comes in a format which uses clear and simple language with pictorial formats and is available in widget symbol systems, audio and large print on request".

As reported at the last inspection the home's Service user Guide and Statement of Purpose contain a comprehensive range of information about the service. The Service User Guide is produced in a range of formats, which ensures that the information is accessible and easy to understand for anyone considering moving in to the home, whatever their needs. Through discussions on the day of the inspection, the manager was able to demonstrate an awareness of the importance of ensuring people have sufficient information in an appropriate format so that they can make an informed choice.

The manager told us in the AQAA, "Pre placements assessments carried out are thorough and diverse, looking at all aspects of the prospective service user's life and care need requirements. When evidencing this, a comprehensive report is written alongside a care needs assessment document evidencing the assessed care needs and requirements against how the service will individually meet these needs".

A sample of care records examined, including those of the person most recently admitted to Newlands, confirmed that there is a robust assessment process in place. The home's comprehensive 'pre-placement assessment' covers a range of areas of needs, skills and abilities. These include compiling a background history of the person, mental health issues, medication requirements, mobility, daily living skills, how they make choices, how they communicate, family links, recreation, employment or education, challenging behaviour, social skills, sexual expression, abilities around independent travel and accessing the community. In addition to the home's own assessment, there is a local authority assessment, called a Com 5, in place.

Someone who recently moved in to Newlands told us that, although they had moved there as a matter of urgency, they understood what the home was like. They told us they are happy with the support they get and were given plenty of information.

Someone using the service who completed a survey independently told us, "I am so happy at Newlands".

Individual Needs and Choices

The intended outcomes for Standards 6 – 10 are:

6. Service users know their assessed and changing needs and personal goals are reflected in their individual Plan.
7. Service users make decisions about their lives with assistance as needed.
8. Service users are consulted on, and participate in, all aspects of life in the home.
9. Service users are supported to take risks as part of an independent lifestyle.
10. Service users know that information about them is handled appropriately, and that their confidences are kept.

The Commission considers Standards 6, 7 and 9 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

6, 7 and 9

People using the 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 using the service are confident that their needs are met in ways that they want.

EVIDENCE:

The manager told us in the AQAA, "Each care plan is devised to cater specifically for the health, social and emotional needs of each service user to promote an individual and person centred approach" and "all the care plan documentation is centred on developing each service user's daily living skills with a view to them requiring a less supported care environment. This underpins the philosophy and direction set out by the Government's Valuing People Paper".

On the day of the inspection we examined a sample of three care plans. The format of the care plan identifies the 'agreed support needs' for the person,

then sets short and long term goals and identifies what 'interventions required' to support the person towards their goals. The range of support plans examined in individual files covered the person's needs around Health and Safety, supporting personal relationships, spiritual needs and celebrations, choosing a holiday, social activities, in-house activities and personal shopping. The information in the care plans was written in a person centred manner and used positive language. The guidelines for the management of behaviour for one person were written in a very positive manner, specifically guiding staff in ways to manage situations using a positive approach.

One person living in the home has a hearing impairment and uses British Sign Language (BSL) to communicate. The manager explained that they have had difficulty finding a BSL training course locally. A member of staff who completed a survey told us they would like, "BSL training as at this time we are struggling to find trainers in local area. Staff have completed inclusive Communication training but this does not completely meet the needs". However, the staff team have been working hard to learn signing and we observed some good communication in action on the day of the inspection.

Some of the people living in the home were pleased to show us their care plans and it was evident that were involved in developing them and they confidently got them out from where they were kept.

The manager told us in the AQAA that, "an inclusive environment encourages service users to express their preferences and choices relating to all aspects of their daily life" and "outcomes can be seen in the quality of life enjoyed by the service users and the atmosphere in the home, which is relaxed, homely and welcoming and has a friendly atmosphere where service users feel confident in expressing their needs, wishes and choices".

Throughout the course of the inspection we observed people living in the home making decisions and choices and they were very vocal and confident about making their wishes known. Someone using the service who completed a survey independently told us that what the home does well is, "Provide me with things of my own choice".

A member of staff who completed a survey told us that what the home does well is, "prompting independence and provides a well balanced support network for service users". Another member of staff who completed a survey said they, "Provide a high quality standard of care to each individual and to respect their wishes and choices and to ensure their wishes and choices are carried out".

The manager told us in the AQAA, "Newlands undertakes full commitment to assessing the risks involved in service users' daily lives. Service users are encouraged to take well managed and controlled risks within their personal development".

The sample of care plans examined contained a range of individual risk assessments. Each risk assessment identified the area to be assessed and any factors which need to be considered that may affect the risk. They looked at who is at risk, the severity of the risk and what control measures were in place to reduce the risk. The risk assessments in place cover a diverse range of areas of potential risk including mental health, diabetes, absconding, medication, awareness of the value of money, road safety, health and safety, living skills and accessing the community and making allegations. Like the care plans, the risk assessments are also written positively with the focus on enabling the person to do what they want with the minimum risk.

Lifestyle

The intended outcomes for Standards 11 - 17 are:

11. Service users have opportunities for personal development.
12. Service users are able to take part in age, peer and culturally appropriate activities.
13. Service users are part of the local community.
14. Service users engage in appropriate leisure activities.
15. Service users have appropriate personal, family and sexual relationships.
16. Service users' rights are respected and responsibilities recognised in their daily lives.
17. Service users are offered a healthy diet and enjoy their meals and mealtimes.

The Commission considers Standards 12, 13, 15, 16 and 17 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

This is what people staying in this care home experience:

12, 13, 15, 16 and 17

People using the 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 living at Newlands enjoy a lifestyle that meets their wishes.

EVIDENCE:

The manager told us in the AQAA, "Newlands encourages and supports service users to access education at local colleges. Motivating service users with regards to education can at times be challenging". On the day of the inspection we discussed college courses and education with the manager and deputy manager. They explained about some of the courses that people had been supported to join. Some of these educational placements had not been successful or had finished early due to behaviour difficulties or lack of interest and motivation. The management team explained that it is important to give people the chance to try courses and if it does not work out then they will look at alternatives that may be more suitable.

On the day of the inspection we observed that people were active and some of them were coming and going throughout the day. Two people living in the home have bicycles and one of them regularly cycles independently to the shops or into town.

People spoken with told us what they like to do including listening to music and playing on computer games. They told us that some of them were learning to play guitar and they showed us a video clip they had recorded with a member of staff singing. They told us they called it "The cheeky boys featuring Supergran" and it was obvious that everyone was having a thoroughly enjoyable time. It was evident that the relationships between staff and people living in the home were supportive and relaxed. Daily records examined confirmed that people enjoy a range of community activities such as going to the pub or eating out.

The manager told us in the AQAA, "Newlands encourages all service users to develop and maintain personal relationships with friends and family and offers an open door policy for visitors". A number of people living in the home told us about how they keep in touch with relatives and friends, including visits and holidays.

People are also encouraged to take an active part in the daily routines within the home. The manager told us in the AQAA, "Service users all take an active role in their personal daily living skills and of Newlands daily house keeping. Each service user is supported to further their personal independence in tidying their bedrooms. Newlands aims to create the feeling of a shared environment among staff and service users within the home, each person taking responsibility for their actions and the mess that they create. Staff role model for service users in the way they are expected to care for themselves, others and the environment". It was evident from our observations during the inspection that people living in the home play an integral role in the running of the home, taking responsibility for their own rooms. One person made cups of tea for us and it was very much appreciated.

When asked if they can make decisions about what they do each day, someone using the service who completed a survey independently said, "always" and indicated that they can do what they want during the day, in the evenings and at weekends.

A member of staff who completed a survey told us that what the home does well is, "Provides a safe, homely environment with a large amount of service user input".

The manager told us in the AQAA, "Menus are devised with service users and offer a healthy balanced diet with a variety of choices. Service users take an active role in the weekly shopping and regularly throughout the week access

the local shops to purchase food items required on the menus or when they are asking for something personal or specific" and "some service users have risk assessments around accessing local shops independently".

The manager further told us, "Meal times are negotiated around the activities plans for that day and around the individual preferences of the service users. A cooking, washing up and drying up timetable has been devised by the service users to share out kitchen duties. Meal times are a social event at Newlands and staff support service users to gain social skills and etiquette".

People spoken with on the day of the inspection told us they chose what they wanted to eat and were involved in helping prepare food. Some people living in the home told us they were trying to eat healthily so that they could lose some weight. During a tour of the premises we observed that there was a good range of food available including fresh fruit and vegetables.

Personal and Healthcare Support

The intended outcomes for Standards 18 - 21 are:

18. Service users receive personal support in the way they prefer and require.
19. Service users' physical and emotional health needs are met.
20. Service users retain, administer and control their own medication where appropriate, and are protected by the home's policies and procedures for dealing with medicines.
21. The ageing, illness and death of a service user are handled with respect and as the individual would wish.

The Commission considers Standards 18, 19, and 20 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

18, 19 and 20

People using the 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 living at Newlands are confident they are supported as they would wish with their personal and healthcare needs.

EVIDENCE:

No one living at Newlands requires full support with personal care. The manager told us in the AQAA, "Staff are involved in prompting service users through their personal care and educating them as to why they need to undertake personal care as part of a morning and evening routine to maintain good personal hygiene and health. When staff prompt service users or guide them through personal care tasks it is provided in a flexible, sensitive manner in line with care plan guidelines and promoting each service user's dignity and independence".

Care plans examined clearly set out the level of support needed and what people like and dislike. Someone using the service who completed a survey independently told us that what the home does well is, "encourage me to help

do my own hygiene care". On the day of the inspection we observed that people dressed well and maintained a good standard of personal grooming and it was evident that people were encouraged to take a pride in their appearance.

The manager told us in the AQAA, "service users' individual healthcare profiles identify any medical conditions, medication, appointments attended with outcomes and recommendations from professionals". Records examined confirm that people are supported to attend consultations with health care professionals as and when required. Care plans contain 'Emergency Grab Sheets' that document all aspects of the person's health care needs with all the necessary information that may be required if anyone needed to be admitted to hospital.

Newlands has a robust system in place for the storage, administration and recording of medication, using a Monitored Dose System (MDS). The management team were able to demonstrate a good awareness of good practices around the handling of medication in line with the Royal Pharmaceutical Society's guidelines, including specific needs around the secure storage and recording of controlled drugs. Records and storage of medication examined on the day of the inspection was all in order.

The manager explained that they carry out a full risk assessment and, where appropriate, support any individual who is able and wishes to manage their own medication, which is a very positive outcome for people living in the home.

Concerns, Complaints and Protection

The intended outcomes for Standards 22 – 23 are:

- 22.** Service users feel their views are listened to and acted on.
- 23.** Service users are protected from abuse, neglect and self-harm.

The Commission considers Standards 22, and 23 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

22 and 23

People using the 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 using the service are confident that any concerns they may have are listened to and acted upon.

EVIDENCE:

As previously reported, Newlands has an appropriate complaints procedure in place. The manager told us in the AQAA, "The complaints policy and procedure is in a written format with additional formats in clear simple language, pictorial and widget symbols". Records examined confirm that people living in the home have a copy of the complaints procedure. Through discussions the manager was able to demonstrate a good awareness of the importance of dealing with concerns and complaints robustly.

People spoken with on the day of the inspection were observed to be confidently making their views and opinions known. Three people using the service who completed surveys independently told us that they knew who to speak to if they were unhappy and they knew how to make a complaint.

The manager told us in the AQAA, "The staff team receive training in safeguarding and the home ensures that the staff team have a thorough and clear understanding of the subject and the procedure to follow".

The home's staff training matrix confirmed that members of staff had either recently completed safeguarding training or were booked on updates in November. Personnel records examined contained Criminal Record Bureau (CRB) enhanced disclosures. Staff spoken with were aware of their responsibilities around keeping people safe.

Environment

The intended outcomes for Standards 24 – 30 are:

24. Service users live in a homely, comfortable and safe environment.
25. Service users' bedrooms suit their needs and lifestyles.
26. Service users' bedrooms promote their independence.
27. Service users' toilets and bathrooms provide sufficient privacy and meet their individual needs.
28. Shared spaces complement and supplement service users' individual rooms.
29. Service users have the specialist equipment they require to maximise their independence.
30. The home is clean and hygienic.

The Commission considers Standards 24, and 30 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

24 and 30

People using the 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 living in a homely environment that meets their needs.

EVIDENCE:

The manager told us in the AQAA, "The home has supported service users to make decisions regarding redecoration of both the communal areas and their individual bedrooms" and "New flooring has been laid throughout the old part of Newlands along with four of the bedrooms". The manager explained that there were some issues with the flooring in the older part of the premises and some major works were carried out to rectify the problems.

The environment at Newlands is homely and has been decorated to a good standard. People living in the home had chosen the colour scheme for the lounge and it was bright and modern. People were pleased to show us their bedrooms, all of which showed evidence of personal possessions such as

televisions, pictures and photographs. Furnishings were of good quality and the premises were well maintained throughout.

During a tour of the premises it was evident that staff support people to maintain a good standard of cleanliness throughout the home and there were no unpleasant odours.

People using the service who completed surveys independently told us the home was "always" fresh and clean.

Staffing

The intended outcomes for Standards 31 – 36 are:

- 31.** Service users benefit from clarity of staff roles and responsibilities.
- 32.** Service users are supported by competent and qualified staff.
- 33.** Service users are supported by an effective staff team.
- 34.** Service users are supported and protected by the home's recruitment policy and practices.
- 35.** Service users' individual and joint needs are met by appropriately trained staff.
- 36.** Service users benefit from well supported and supervised staff.

The Commission considers Standards 32, 34 and 35 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

32, 34 and 35

People using the 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 living in Newlands are confident that staff support them as they would wish by meeting their needs and keeping them safe.

EVIDENCE:

The manager told us in the AQAA, "The home has a trained, motivated staff team who are enthusiastic and committed to providing the best quality of care to individuals residing at Newlands". Records examined confirm that 50% of staff have already completed a National Vocational Qualification at either level 2 or level 3. New staff who have been employed have been enrolled on an NVQ course. Staff spoken with were able to demonstrate a good awareness of their roles and responsibilities.

The manager told us in the AQAA, "The home operates using Minster Pathways recruitment policies and procedures that comply with the National Minimum Standards and requirements". A sample of three personnel records examined were well organised and contained all the documentation required by

regulations including relevant proofs of identity, references and Criminal Record Bureau (CRB) enhanced disclosures.

The manager told us in the AQAA, "The staff team work very hard at ensuring service users feel they can trust staff and build on their working relationships with service users. This is to create an environment which is open and honest within Newlands so service users feel they can talk to and trust staff to deal appropriately with anything they say" and "The staff team are committed to promoting individuals' independence".

Newlands has a comprehensive training matrix which documents when staff have completed training courses and when further updates are due. All staff had either completed or were booked on updates within two months following the inspection for Fire Training, Food Hygiene, Manual Handling, First Aid Training, Infection Control, Control of Substances Hazardous to Health (COSHH) and Safeguarding Training. All staff had completed Medication Training. Other training that had been provided included Diabetes Awareness, Inclusive Communications, Death and Dying Training, Care Planning, Risk Assessments and Key Worker Responsibilities.

The manager has completed training around the Mental Capacity Act, including 'How to Assess Capacity' and 'Legal Considerations'; senior staff have also been registered to complete this training.

Staff spoken with demonstrated a comprehensive knowledge of good practice and the responsibilities of care workers. On the day of the inspection we observed that staff carried out their duties competently and confidently.

Conduct and Management of the Home

The intended outcomes for Standards 37 – 43 are:

- 37.** Service users benefit from a well run home.
- 38.** Service users benefit from the ethos, leadership and management approach of the home.
- 39.** Service users are confident their views underpin all self-monitoring, review and development by the home.
- 40.** Service users' rights and best interests are safeguarded by the home's policies and procedures.
- 41.** Service users' rights and best interests are safeguarded by the home's record keeping policies and procedures.
- 42.** The health, safety and welfare of service users are promoted and protected.
- 43.** Service users benefit from competent and accountable management of the service.

The Commission considers Standards 37, 39, and 42 the key standards to be inspected.

This is what people staying in this care home experience:

JUDGEMENT – we looked at outcomes for the following standard(s):

37, 39 and 42

People using the 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 living in Newlands are confident that the service is managed in their best interests.

EVIDENCE:

The registered manager runs the home on a day to day basis with the assistance of the deputy manager. It was evident that the management team work well together and their skills complement one another.

The manager completed the AQAA to a high standard, giving ample information relating to all areas of the service. She told us what the service does well and identified areas for improvement; she told us how they have

improved in the last twelve months and their plans for improvement in the coming year.

Staff spoken with felt well supported by the management team. All completed staff surveys returned told us that they "regularly" get support from the manager and meet to discuss how they are working.

The manager told us in the AQAA, "Further development for the home's Quality Assurance monitoring is being undertaken by our head office and action plan will be completed and sent to Newlands to be acted upon". It was evident from our observations that staff listened to people and took their views into account. The ethos of the home is that it values the opinions of the people living there.

A sample of Health and Safety documentation examined was found to be in order, including the Gas certificate, Fire Alarm, Emergency Lighting and Fire fighting equipment and Portable Appliance Testing (PAT).

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Care Homes for Adults 18-65 have been met and uses the following scale. The scale ranges from:

- 4** Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

CHOICE OF HOME	
<i>Standard No</i>	<i>Score</i>
1	3
2	3
3	X
4	X
5	X

INDIVIDUAL NEEDS AND CHOICES	
<i>Standard No</i>	<i>Score</i>
6	3
7	3
8	X
9	3
10	X

LIFESTYLES	
<i>Standard No</i>	<i>Score</i>
11	X
12	3
13	3
14	X
15	3
16	3
17	3

PERSONAL AND HEALTHCARE SUPPORT	
<i>Standard No</i>	<i>Score</i>
18	3
19	3
20	3
21	X

CONCERNS AND COMPLAINTS	
<i>Standard No</i>	<i>Score</i>
22	3
23	3

ENVIRONMENT	
<i>Standard No</i>	<i>Score</i>
24	3
25	X
26	X
27	X
28	X
29	X
30	3

STAFFING	
<i>Standard No</i>	<i>Score</i>
31	X
32	3
33	X
34	3
35	3
36	X

CONDUCT AND MANAGEMENT OF THE HOME	
<i>Standard No</i>	<i>Score</i>
37	3
38	X
39	3
40	X
41	X
42	3
43	X

Are there any outstanding requirements from the last inspection?

No

STATUTORY REQUIREMENTS

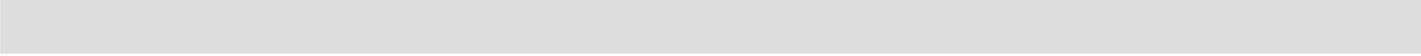
This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations



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