

Key inspection report

Care homes for adults (18-65 years)

Name:	Veronica Close
Address:	86-88 Veronica Close Harold Hill Romford Essex RM3 8JW

The quality rating for this care home is:	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.

Lead inspector:	Date:
Sandra Parnell-Hopkinson	1 3 0 4 2 0 1 0

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 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Veronica Close
Address:	86-88 Veronica Close Harold Hill Romford Essex RM3 8JW
Telephone number:	01708378856
Fax number:	01708378863
Email address:	suec@outlookcare.org.uk
Provider web address:	

Name of registered provider(s):	Outlook Care
Type of registration:	care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

learning disability	10	0
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Additional conditions:
The maximum number of service users who can be accommodated is: 10.
The Registered Person may provide the following category of service only: Care home only - Code PC To service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Learning Disability - Code LD

Date of last inspection									
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Brief description of the care home
86-88 Veronica Close is a care home that can accommodate up to ten people who have a learning disability. Opened fourteen years ago, it is operated by Outlook Care Ltd, a not-for-profit company that specialise in providing housing and support services for vulnerable adults in North East London and Essex.
The building is two neighbouring purpose-built houses with their own front doors, but linked on both the ground and first floor levels. Each house has five single bedrooms, and its own communal rooms and garden. It is at the end of a residential close, on the edge of a housing estate. The premises are owned by East Thames Housing Group who

Brief description of the care home

are responsible for building maintenance. Local shops are a few minutes walk away. Sue Carillo is the registered manager. All of the places are funded by the London Borough of Havering under a contract.

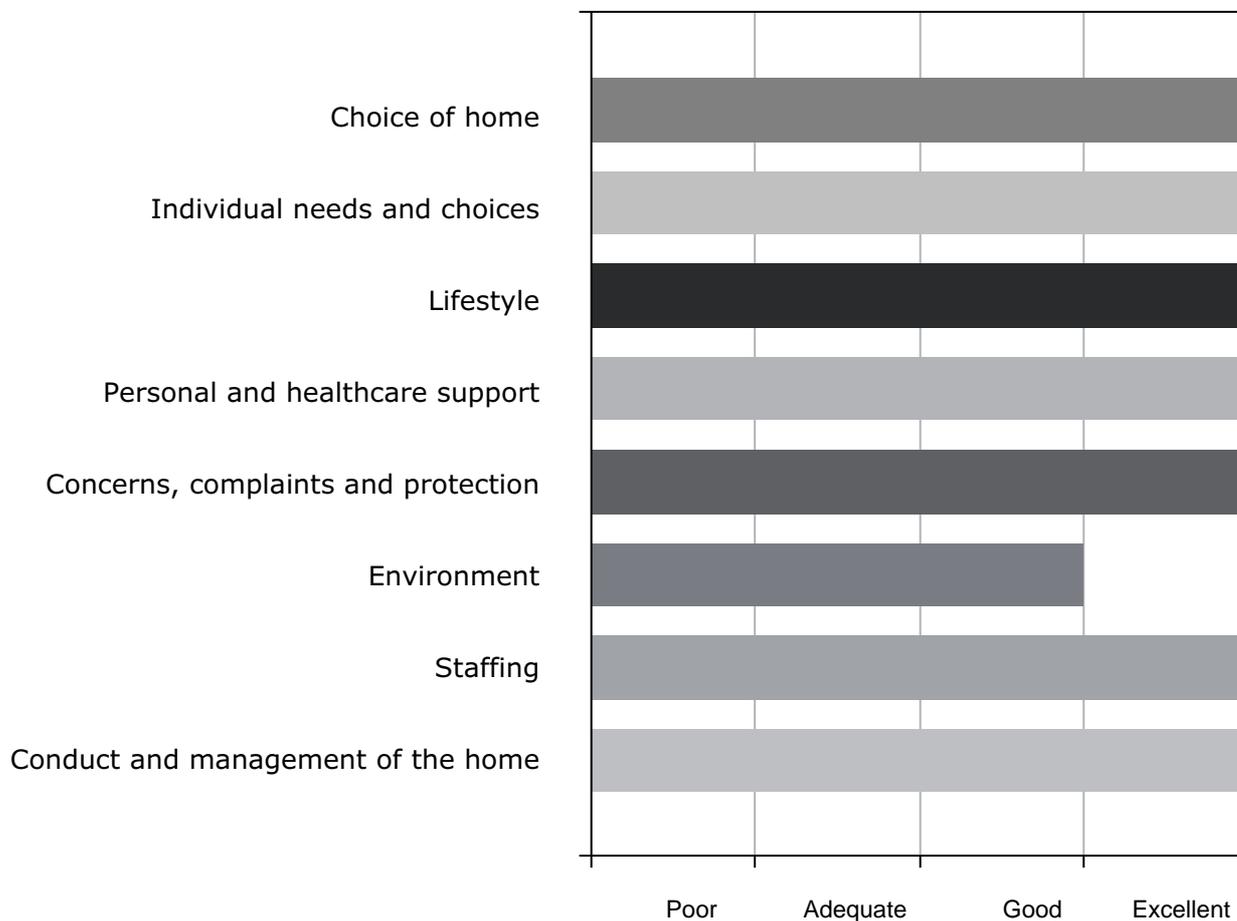
Summary

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

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

This was an unannounced key inspection undertaken on the 13th April 2010 over a period of 4 hours. Evidence was gathered from the annual quality assurance assessment which had been returned by the manager prior to the inspection visit, talking to the registered manager, residents and staff and viewing documentation including medication, care plans, staff files, training files, maintenance records and financial records. A tour of the home was also undertaken as part of this inspection visit.

What the care home does well:

The home has an open and transparent ethos with person centred care for all of the residents at the heart. Residents are very involved in the day to day running of the home and are also involved in staff recruitment and training. The registered manager and her team work to a very high standard of care providing excellent outcomes for all of the residents.

People living at the home are encouraged to develop and maintain skills for daily living and where possible are assisted to move to more independent living accommodation.

Staff recruitment and training is of a very high standard and the majority of the staff team have achieved NVQ level 2 or 3 qualifications, and all staff have achieved the LDQ (learning disability qualification). Staff are skilled and have extremely good interactions with residents. Comprehensive person centred plans are in place and these are regularly reviewed and updated with the involvement of the individual and his/her family. Where necessary risk assessments are in place, but these are focused on enabling people rather than restricting freedoms. Staff have undertaken training in the area of personalisation, and this aspect has been introduced into the home enabling residents to take more responsibility for their care and budgets.

Information for people using the service is in formats suited to the needs of the individual. The organisation has good quality assurance systems in place which include gathering information from residents, their families and friends and from the health and social care professionals.

The environment is well maintained, clean and furnished according to the choices of the residents.

What has improved since the last inspection?

The sensory room has now been completed and the home is now more environmentally friendly in the promotion of energy saving systems being introduced. The service no longer has its own transport, but residents now have taxi cards which gives them more flexibility and freedom to make their own choices around trips outside of the home.

What they could do better:

Nothing specific was identified at this inspection and it is hoped that the service will continue to provide the excellent service that it currently does.

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

Prospective residents and their representatives have the information needed to choose a home that will meet their needs.

Evidence:

From viewing documentation, talking to residents and staff it was evident that significant time and effort is spent planning admissions to the home so that they are personal and well managed. Prospective residents and their families are treated as individuals and with dignity, respect and consideration for the life changing decisions which they need to make.

Information for residents is comprehensive and in formats suited to the individual needs. Staff use innovative methods to make the information to residents meaningful and interesting. The service does use photographs and DVD's and people who use the service are very involved in this process, giving their comments and experiences of living at the home and helping to design the information.

All new residents receive a comprehensive assessment of needs prior to admission,

Evidence:

and this is carried out by staff with skill and sensitivity. It was apparent that the assessment focuses on achieving positive outcomes for people in all aspects of his/her care. The service also ensures that the ethnic and diversity needs of the individual are met.

All residents have a contract which gives clear information and this is reviewed and kept up to date.

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.

Residents are fully involved in decisions about their lives, and play an active role in planning the care and support they receive.

Evidence:

From observations, talking to some residents and staff and viewing documentation it was apparent that the key principle of the service is that people living at the home are in control of their lives and that they direct the service. Staff are fully committed in supporting individuals to lead purposeful and fulfilling lives as independently as possible. Where necessary risk assessments are in place to enable people using the service to make their own informed decisions, and they have the right to take risks in their daily lives. An example of this is that a resident wanted to have control of her own bank book, and was enabled and supported to ensure that this was complied with by the service.

The personal development plan is developed with, and owned by the individual and it is based on a full and up to date holistic assessment. It includes reference to equality

Evidence:

and diversity and clearly addresses any needs in the areas of gender, age, sexual orientation, race, religion or belief and disability. The plan is very person centred and focuses on the individual's strengths and personal preferences. Plans contain a range of information including health care needs. It was evident that plans celebrate the individual, his/her life experiences and sets out in detail how all his/her current requirements and aspirations are to be met through positive individualised support. We looked at several plans and all were individualised and included evidence that the service values improving outcomes for people.

People are encouraged to contribute to the development of his/her personal plan and to this end digital cameras have been provided so that people can take photographs of things that are meaningful to them for inclusion into the personal plan. Staff were very aware of the preferred communication style of the individual, and use innovative methods that enable the person to fully participate. Plans are reviewed on a regular basis, and as the individual's needs change. This review process is led by the resident and focuses on what has worked, where there has been progress, achievements, concerns and plans for the future.

The service clearly has a 'can do' attitude and risks are managed positively to help people to lead the life they want. Any limitations on freedom, choice or facilities are always in the person's best interests, and the service makes sure that the individual understands and agrees to any limitations. These are documented and regularly reviewed.

Individuals know their rights and the use of advocacy services are encouraged to promote these.

It was evident that residents are continually consulted on how the service runs and are able to influence key decisions. Residents are fully involved in staff selection, some staff training and the day to day life of the home. Committee meetings and service user forums have given residents empowerment in raising awareness in what they feel is important to them and in living the lives they choose. Some residents have been involved in the production of a DVD, and participated in an evening promoting the DVD at which meeting the local Mayor attended and presented a personal gift to residents.

Residents are supported by his/her key worker to choose colour schemes in his/her bedroom and in the communal areas of the home. Skills teaching programmes help residents to undertake tasks to daily living more independently.

Evidence:

The organisation has developed new easy read policies and procedures to support residents to have a greater understanding. A group called the 'make it easy' group has been developed to include residents and staff in putting forward ideas, making DVDs and producing other information in formats which are more easily understood by residents with disabilities.

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.

Residents are able to make choices about their life style, and are supported by committed staff to develop their life skills. Social, educational, cultural and recreational activities meet the expectations of the individual.

Evidence:

Central to the home's aims and objectives is the promotion of the individual's right to live an ordinary and meaningful life in both the home and the community. The manager and staff understand the importance of enabling people to achieve their goals, follow their interests and be integrated into community life and leisure activities. All residents are able to enjoy a full and stimulating lifestyle with a variety of options to choose from. The views of the residents are adhered to when planning the routines of daily living and arranging activities. Such activities include attending college, bowling, swimming, clubs, gardening, art and craft sessions, beauty sessions, cookery, drama, music and movement, cultural sessions, discos and parties. Skill

Evidence:

teaching programmes also help residents to develop and maintain daily living skills such as budgeting, banking, household chores, food preparation, laundry and personal care.

Where appropriate residents are supported to practice their faith at local churches or other places of worship.

The service actively encourages and provides imaginative and varied opportunities for people using the service to develop and maintain social, emotional, communication and independent living skills where appropriate. The service has very strong and highly effective methods which focus on involving residents in all areas of their life and actively promotes the rights of the individual to make informed choices, providing links to specialist support when needed. This includes developing and maintaining family and personal relationships. The service also ensures that residents are aware of the needs of other people within the home, including staff, and cultural awareness sessions are undertaken by residents. Pictorial formats around this subject are used.

Meals are well balanced and nutritional and cater for varying needs. Meals and snacks are offered at flexible times to meet the individual needs of the residents. Staff have undertaken training on health eating from the local health centre, and receive regular updates regarding nutrition.

With the gradual introduction of personalisation the home no longer has its' own transport. Instead residents now have his/her own taxi card which gives them more flexibility and independence, and also helps in managing budgets. One resident now has a mobility scooter which has given greater independence.

The home will also be installing sensor alerts on the kitchen and front doors to allow residents more control, independence and freedom of movement and the current key pads will be removed. Information has been received from Telecare and this information was gathered by the residents and key workers working together and carrying out risk assessments.

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 receive health and personal care based on their individual needs within the principles of respect, dignity and privacy.

Evidence:

We are satisfied that residents receive effective personal and healthcare support using a person centred approach with support provided based upon the rights of dignity, equality, fairness, autonomy and respect. It was evident when talking to staff, and viewing documentation, that staff are very aware that the way in which support is given to people is key to the wellbeing of the individual. Personal plans clearly record the personal and healthcare needs of the individual resident, and also how these will be met.

Staff ensure that care is person led, personal support is flexible, consistent and is able to meet the changing needs of the residents. It was evident that staff respect people's preferences and have expert knowledge about individual personal needs when providing support, including intimate care. Staff respond appropriately and sensitively in all situations involving personal care, ensuring that it is conducted in private and at a time and pace directed by the individual receiving the care.

Evidence:

Where possible, people are encouraged to manage their own healthcare. All residents are registered with a GP and receive regular health checks, and also visit a dentist, optician, chiropodist and other healthcare professionals as necessary. The home has developed good relationships with the local community nurses who visit the home as necessary. Staff are very alert to changes in mood, behaviour and general wellbeing of residents, and fully understand how they should respond and take the necessary action.

The service has efficient medication policy, procedure and practice guidance and all staff involved in the administration of medication have undertaken appropriate training. There are good systems in place for the storage and administration of medication and regular spot checks are undertaken by the manager. Also all medication is checked at every handover, and yearly audits are also undertaken by the organisation, and other checks undertaken by the local pharmacist. Medication records on this visit were in good order. Currently the home has no controlled drugs, but is compliant with the new legislation around the storage and recording of controlled medication. One resident expressed a wish to have her own medication cabinet in her bedroom. This has been provided within a risk assessment framework and within the policies and procedures of the service. This has given the resident more control over her medication.

The manager is also very aware that some of the residents are ageing and that their healthcare needs will change. Training in this important area has been identified and is being arranged.

The wishes of the individuals about dying and terminal care and the arrangements they want after death are openly and sensitively discussed, and the home has obtained information around this sensitive area in a pictorial format. The service has a detailed policy, procedure and practice guidance to help staff when caring for residents with degenerative conditions, terminal care and death. All staff receive training and practical advice and have continuous support and opportunities to discuss any areas of anxiety and concern.

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

People who use the service are able to express their concerns, and have access to a robust, effective complaints procedure and are protected from abuse. Their rights are also protected.

Evidence:

The ethos of the home is that it welcomes complaints and suggestions about the service, uses these positively and learns from them. This ethos is supported through regular residents' meetings, regular meetings with relatives and other professionals involved in the running of the service.

The complaints procedure is displayed in the home and is available in easy read formats and also on a DVD. We spoke to some residents and they told us that they knew how to complain. The manager operates an open culture where individuals feel safe and supported to share any concerns in relation to their protection and safety. Policies and procedures regarding safeguarding vulnerable adults are available to staff and give them clear guidance on the action to be taken. In discussions with staff this was confirmed as was the fact that they had received the necessary training in this important area of care.

Staff were aware of what constituted restraint and alternatives to its use in any form would always be sought. Equipment which may be used to restrain individuals such as bed rails, keypads, recliner chairs and wheelchair belts would only be used when

Evidence:

absolutely necessary, within a risk assessment framework. The service is committed to promoting independence and choice as much as possible with residents being fully involved in decisions about any limitations to their choice.

At the time of this inspection there are no safeguarding alerts.

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 physical design and layout of the home enables the current residents to live in a safe, well-maintained and comfortable environment which encourages independence.

Evidence:

We undertook a tour of the home and found the premises to be well maintained, clean and well decorated and furnished.

The home is very homely and there was a relaxed atmosphere throughout the premises. It was obvious that residents are encouraged to treat Veronica Close as their home.

All bedrooms are single and have been decorated and furnished in accordance with the wishes of the occupant. There are sufficient bathrooms and toilets to meet the needs of the residents, and these have been fitted with appropriate adaptations.

Veronica Close accommodation is made up of two houses with access to each house from all levels. Each house accommodates 5 people and designed to provide small group living where residents enjoy maximum independence in a discrete non-institutional environment.

Evidence:

The kitchens are designed to enable and promote the involvement of residents in domestic tasks and as part of promoting independence.

The service is proactive in promoting a safe environment with regular health and safety checks being undertaken. The service is also very aware of the need to conserve energy and residents and staff are encouraged and supported in this.

The rear garden is well maintained and is well used by residents when weather conditions permit. There is some car parking to the front of the home.

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

Staff working at the home are trained, skilled and in sufficient numbers to support the residents in the provision of person centred care.

Evidence:

The service has a very robust recruitment procedure and residents are involved in the interview process for new staff. The recruitment of good quality care staff is seen as integral to the delivery of an excellent service. The recruitment of the right person for the job is seen as being more important than the filling of a vacancy. The organisation has now developed its own bank staff and this has helped to provide consistent care staff for the residents.

On the day of the inspection there were sufficient staff on duty to meet the needs of the residents, and the service is innovative and demonstrates a high level of awareness of staffing levels needed at different times. There is a diverse staff team that has a balance of all the skills, knowledge and experience to meet the needs of the residents. In discussions with staff they demonstrated a thorough understanding of the particular needs of individuals and were observed to deliver highly effective person centred care.

Training is prioritised and staff are enabled to undertake external qualifications as

Evidence:

demonstrated in that the majority of staff have achieved NVQ level 2 or 3, and all staff have achieved LDQ qualification. Staff told us that the organisation provides excellent internal training and some of this is led by service users. It was apparent that the staff team support each other and share skills and knowledge with colleagues. Recent training has included comprehensive induction training for new staff, health and safety, moving and handling, personalisation, Mental Capacity Act, safeguarding vulnerable adults, person centred planning and end of life/death and dying.

All staff receive regular supervision through 1:1 sessions, staff meetings and on the job assessments, and annual appraisals are also undertaken.

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 management and administration of the home is based on openness and respect, has effective quality assurance systems developed by an organisation which employs a qualified and competent manager.

Evidence:

The registered manager has the necessary qualification and experience and is highly competent to run the home and meets its stated aims and objectives. The manager has achieved NVQ level 4 in management and also the Registered Manager's Award. The manager has sound knowledge of the organisation's strategic and financial planning systems and how the business plan for the home 'fits' with these.

In discussions with the manager, it was apparent that she has a clear vision for the home and communicates a clear sense of direction. She was able to demonstrate a sound understanding and application of 'best practice' operational systems, particularly in relation to continuous improvement, customer satisfaction and quality assurance. Equality and diversity, human rights and person centred thinking are given priority at this home, and the manager was able to demonstrate a high level of

Evidence:

understanding and demonstrated best practice in these areas.

The manager ensures that staff follow the policies and procedures of the home, and practice and performance are discussed during supervision, staff training and team meetings. Spot checks and quality monitoring systems provide management evidence that practice reflects the home's and the organisation's policies and procedures.

The ethos of the home is open and transparent and this was confirmed in discussions with staff and some of the residents. It was evident that the views of the residents and those of their relatives and friends are listened to and valued.

The annual quality assurance assessment was comprehensive and provided very good information that was supported by appropriate evidence viewed during the inspection visit to the home. The manager recognises the areas that it still needs to improve and has clearly detailed the innovative ways in which these improvements will be made.

The service has efficient systems to ensure effective safeguarding and management of residents' money and valuables. Where possible people are supported to manage their own money. Residents have access to their records whenever they wish. The service and the organisation are efficient in their roles as agent or appointee and fulfil all of the requirements.

Health and safety is given a high priority in the home, and the manager and her staff have a good understanding of risk assessment processes which is underpinned by promoting independence, choice and autonomy.

Maintenance records are in good order.

Currently no resident is subject to a Deprivation of Liberty Safeguard.

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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