



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	Ash Street, 23
Address:	23 Ash Street Southport Merseyside PR8 6JE

The quality rating for this care home is:	two star good service
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A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Elaine Stoddart	1 0 0 3 2 0 0 9

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

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

Outcome area (for example Choice of home)

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Evidence:

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

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk 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 Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Ash Street, 23
Address:	23 Ash Street Southport Merseyside PR8 6JE
Telephone number:	01704501470
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Speciality Care (REIT) Homes Ltd
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	4

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0
Additional conditions:		
One named service user under 19 years of age		
Service users to include up to 4 LD		

Date of last inspection								
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Brief description of the care home

23 Ash St is a converted property, located near central Southport, on a busy residential street. The home provides care and accommodation for up to four young adults with learning disabilities. All four residents attend Arden College as this home is linked to the college placement. Speciality Care Limited owns the home, which is a subsidiary company of Craegmoor Healthcare. The Manager is Caroline Barden, is yet to be registered with the Commision. The home manager is Jean Jackson who is responsible for the day to day running of the home. The house has four bedrooms, a lounge, a dining area and a bathroom.

The home is close to the college, local shops,leisure facilities, sports facilities, entertainment and restaurants.

Local transport is good and buses access Southport centre, Lancashire & Liverpool.

Brief description of the care home

Trains are available reasonably nearby. Parking is available outside the home. The weekly charge for the service is 1,113.03 per week for each students' 38 week placement.

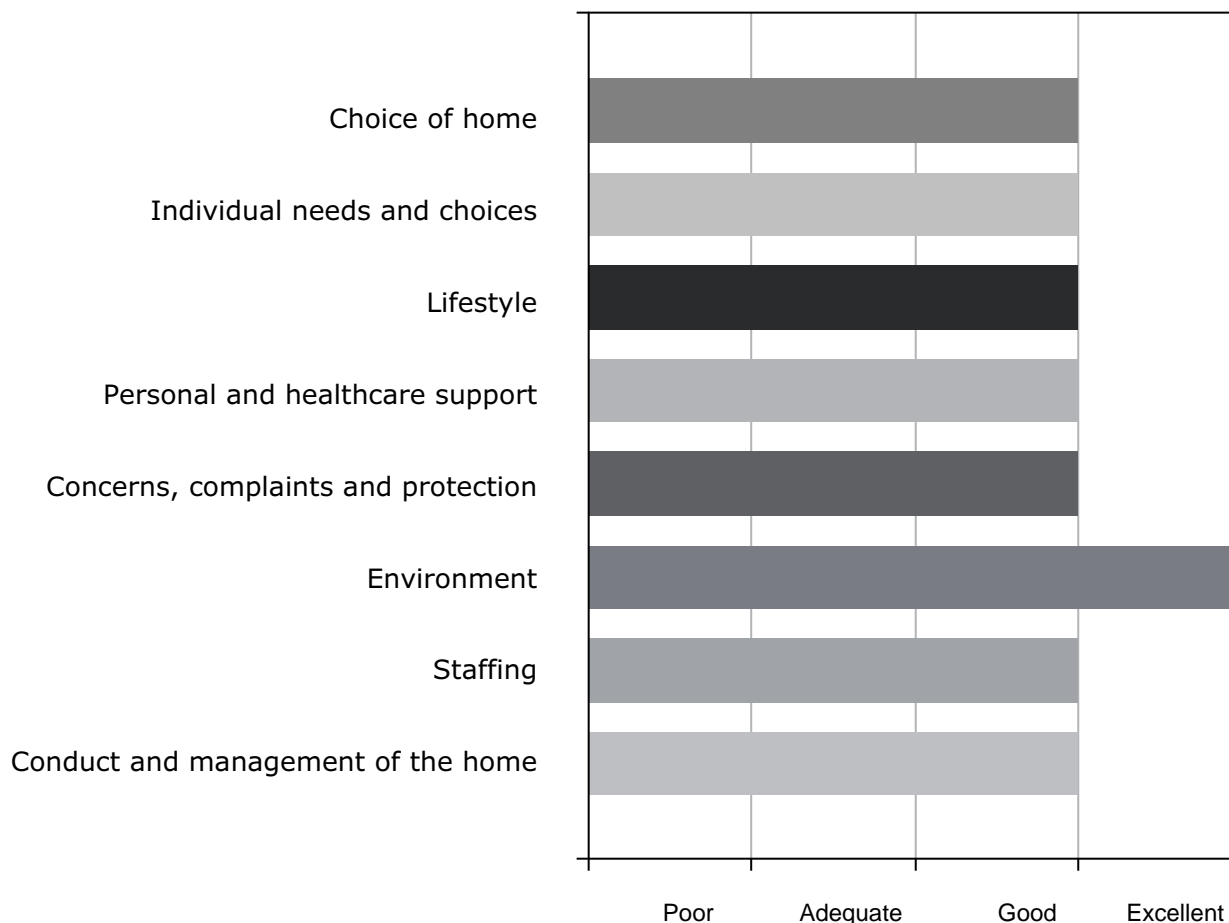
Summary

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:

A site visit took place as part of the unannounced inspection. It was conducted over one day for approximately seven hours. Three residents were living at home at this time.

A tour of the premises took place and a number of care, staff and health and safety records were viewed. Discussion took place with the manager, home manager, one staff member and the three students resident. Two students were 'case tracked'. (Case tracking involves looking at all information and records on the care and support provided). This was not at the detriment of the other student who was also involved in the inspection process.

An Expert by Experience is a person who because of their shared experience of using services and ways of communicating visits a service with an inspector. This is to help get a picture of what it is like to live in or use the service. An Expert by Experience took part in the inspection process for approximately two hours

Satisfaction surveys were distributed to staff and students prior to the visit. Interviews were conducted on the day of the visit and comments received are incorporated within this report.

The Commission for Social Inspection details were available at the home for the students and their families to access. This included a copy of the last inspection report for their information. The last inspection for this service took place on 14th March 2007.

An AQAA (annual quality assurance assessment) was completed by the manager prior to the site visit. The AQAA comprises of two self questionnaires that focus on the outcomes for people. The self assessment provides information as to how the manager and staff are meeting the needs of the current students and a data set that gives basic facts and figures about the service, including staff numbers and training. Information from this is incorporated in this report.

People who use the service are referred to as students for the purpose of this report.

What the care home does well:

The home provides a pleasant place for the students to live. The home has recently undergone a complete refurbishment and now provides disabled access. A groundfloor bedroom is available, with ensuite bathing for the use of a person with disabilities.

A small group of staff provide continuity of care and support to the students. The staff are trained to carry out their roles safely in the interest of the students resident.

Staff are recruited following the correct procedures to ensure the students are protected.

The students are encouraged to take part in activities of their choice and have access to the community, peer groups and their families.

The students are involved in the day to day running of the home and are encouraged to take part in meetings and reviews of their care.

The students are encouraged to make choices within thier daily routines and are able to choose activities and meals.

The manager of the service seeks the views of the students to ensure the home is run in their best interest.

What has improved since the last inspection?

The home has undergone a major refurbishment to include disabled facilities. Improvements have included : a new kitchen with low level surfaces. New carpets, flooring and furniture has been purchased.

Requirements have been met from the last inspection.

What they could do better:

The statement of purpose should be updated to reflect the new management. A service user guide should be provided for the students in an easy format to enable them to make an informed choice if they wish to live there.

The complaints procedure should be available in an easy read format in the service user guide. To enable the students to make a complaint should they wish to.

The manager should ensure that staffing levels are reviewed should another student be admitted to the home. This will ensure that students have sufficient staff to support them to undertake activities of their choice.

Radiator covers should be fitted throughout/or risk assessmernts put in place. Thus ensuring the safety of the students.

Rear missing fencing should be replaced to ensure the security of the garden for the

students.

It is recommended that the computers provided for the students are repaired to enable them to use for IT skills to improve their development.

A record of what the students have eaten should be maintained in the daily records to confirm a healthy diet is provided.

The manager should apply to the Commission to be registered.

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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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.

Prospective students are not provided with up to date information on the service to enable them to make an informed choice on where to live. Assessments of need are detailed to ensure the service can meet the needs of the students.

Evidence:

Since the last visit to the service three new students are now resident and there is a vacancy. The students are on an educational programme at Arden College and are accommodated at 23 Ash Street during the term time. All three students were present during the visit and spent some time talking with the Expert by Experience. The comments received were positive. "The students told me they were happy here." The students were observed to be relaxed and comfortable in their surroundings and interacted well with the staff on duty and the other students. The students commented that they used to live in another house with lots of other people. "I like it much better here as it is a lot quieter."

The AQAA reported that assessments of need are completed prior to admission to

Evidence:

ensure the needs of the students can be met. Students and their families are invited to visit the home to meet the staff and view the accommodation.

During the visit it was noted that the Statement of Purpose is out of date as a new manager Carol Barden has been appointed. This was discussed with the manager who agreed to update this information in line with Standard 1 of the National Minimum Standards. This will enable all people who use the service to have up to date information on the service provided and enable them to make an informed choice if they wish to live there. The Service User Guide was not available at the visit and this should be available to all people who use the service to enable them to have a summary of what the home provides and the facilities available to them. The manager agreed that this would be made available to the students in a format that is clear and accessible for them to read. A copy of the last inspection report and the complaints procedure was available in the entrance for visitors and students to access.

The care files of two students were viewed and these are completed prior to admission to ensure the needs of the students can be met. The assessments were clear and detailed. Information was available on the students' personal, health, social and communication care needs. Each student has an individual care and educational plan which outlines their educational needs for their college placement. These assessments are then used to develop the plan of care, which identifies the daily care needs of each individual. Each student completed an 'All about me' book, which contains information on how I like to communicate, my family, likes, dislikes and their interests. A pen portrait is also completed with each student outlining their individual 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.

Students are supported within their individual plans of care to develop their skills and are encouraged to take responsible risks.

Evidence:

The AQAA reported that comprehensive care plans are in place to enable the service to provide the care and support needed. The students are encouraged take responsible risks to encourage independent lifestyles.

Two care plans viewed showed detailed information is in place on the care needs of the students. Care plans identify all areas of care including educational, daily living, personal, social, leisure and health care needs. These plans are available to staff to ensure they have information to enable them to provide the care. Staff spoken with confirmed they have the information available to them to provide the care required. Individual support plans identified staff actions to take to provide positive outcomes for the students. Support plans viewed were detailed and showed what the student does

Evidence:

well, what will upset them, diet, allergies, personal support needed, education plan, activity plan and preferred routines.

Each area of assessment is targeted with long term and medium targets set to enable staff to monitor student progress. Daily records are kept of all targets achieved and the actions taken to encourage progress.

Care plans are reviewed regularly with the students to assess their changing needs and thus ensuring the students receive the correct care. Students are encouraged to participate in their reviews via weekly tutorials to discuss their educational programmes and regular reviews with their families and other professionals involved in their care. Students spoken with confirmed they 'Have their say'.

Equality and diversity is encouraged within their college courses and cultural days. Care plans identify individual religious beliefs and the students take part in age appropriate activities, such as Disco's, pub visits, cinema and bowling. There is a policy on equality and diversity and staff files showed that staff are trained to ensure they are aware of diverse needs.

Students are encouraged to make decisions via weekly tutorials and care plan reviews. The student meeting has a 'Your voice agenda', which encourages the students to set the format for the meeting. Annual reviews and annual surveys enable the students to be involved in having their say about the care and support provided. Monthly visits take place by the provider who speaks to the students to obtain their feedback on their care. Their comments are included within the monthly report of the visit. All students have regular contact with their families and the students spoken with and records seen confirmed this. Some students regularly stay for weekends with family, others stay during term holidays. All students are in daily contact by telephone and are able to discuss their care and daily routines.

Students are encouraged to choose their menus and activities for the evenings and weekends. This was observed to take place at the visit as staff consulted with them on what they wished to have for tea and what to do that evening. The three students choose different meals and this was provided by staff. The students decided to stay in to watch the football that evening. Daily records are made of all the students well being and activities taken part in.

The students are encouraged to maintain their own finances where possible. Some have own bank accounts and are able to manage monies with support. All families are responsible for managing their finances and records seen confirmed this. Risk assessments seen showed how individual finances are managed and evidenced the

Evidence:

support by staff.

Two students' files viewed showed that all areas of risk had been assessed. These include vulnerability, environment, medication, community, personal care, finances and travel. Action is taken by staff to minimise risks where possible and the students' Independence is encouraged. All risk assessments are reviewed regularly to reflect changing needs.

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.

Students are involved in the daily routines and are encouraged to develop their Independence.

Evidence:

Care records for two students were viewed and showed they both have individual educational plans and care plans, which outline their care needs. Opportunities are available for the students to develop both within their education and their placement at the home.

Educational support plans showed they are involved in a range of educational opportunities, which include independent living skills, drama, IT, hairdressing, performing arts, literacy, and life skills. Students have the opportunity to undertake work placements and one student confirmed he enjoys the work very much, is paid for

Evidence:

his efforts and wishes to continue in this area of work when he leaves college. The college curriculum involves arranging work placements for the students where possible and has a range of connections across the Southport area. Students have the opportunity to engage in work placements such as, gardening and hairdressing. The students within their educational programme are involved in a range of activities, which involve the local community and access a range of facilities including cinema, bowling and local pubs. Some students work at the college cafe Arden where they are employed to wait on tables, wash up and prepare food. The home is situated in the community and students have access to all the local facilities during college and within their activity programmes on their return to the home.

Activity plans seen and students spoken with confirmed they have a range of activities locally which include discos, visiting friends at other units, pubs, cinema, bowling, attending football matches and salsa lessons. Staff commented that although there is only one staff on duty at present per shift other staff come from other units to enable students to access activities of their choice. Staff spoken with are concerned that should another student be accommodated due to the vacancy, only one staff on duty could minimize the activity opportunities for the students. Comments included, "As there are only three students taking them to individual activities isn't a problem but when there are four students this could be difficult. More staff would be needed to enable staff to cover four students." A recommendation is made in this report for the management to consider this when admitting another student. Sufficient staff should be available to enable students to access activities of their choice.

Students spoken with commented "I am very happy here." "We can choose what we want to do and who we do it with. Somethings we do together and some we do separately." One student was observed working on the office computer and showing pictures of his recent trip to the Everton match with staff support. The student commented, "I had a great time." Both computers in the home that are available to the students are not working so the students have to use the staff computer. The students spoken with commented "We would like the computers to work so we can use them." It is recommended that these be repaired to enable the students to use to encourage their IT skills and development.

Staff were observed to knock prior to entering students' rooms. All student have a key to their rooms and these were found to be locked during the visit until the students returned from college. Students have lockable facilities in their room for their valuables.

All three students were observed to interact well with the staff on duty and discussed their day at college and helped to plan and prepare the evening meal. Students take

Evidence:

part in daily activities of preparing meals and tidying their rooms. A pleasant relaxed atmosphere was present. Students joined in with the conversation with staff and visitors. At times they were observed to go to their own rooms for privacy and this is respected by the staff.

Students have access to all areas of the home and the a large garden at the rear.

Care plans viewed showed that students preferences and dietary requirements had been recorded. Records show how the students are able to contribute to the daily routines and how much support is required by staff. Staff were seen to be supportive throughout the visit and encouraged students to take part in daily routines. Students are able to choose menus within their weekly home meetings and were seen to decide daily on their evening meal choice. The students commented that everyone likes different things to eat. "We have tried a weekly menu but we all like different things. Now we just have what we want to eat." The staff cooked three different meals as the students wished to have various meals. Staff confirmed the food budget is sufficient and students are encouraged to help with the shopping. A record of what the students have eaten is not maintained in the daily records. This was recommended to confirm a healthy diet is provided. All three students have their main meal at the college or take a pack lunch if they are off site. Students commented that the "food is good".

Routines are structured during college days and are more flexible at weekends. The evening meal was taken in a relaxed unhurried manner as students chatted about their day and took part in the preparation and washing up.

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.

The students receive personal support in the way they prefer.

Evidence:

Detailed care files viewed for two students showed that care needs had been assessed to cover all areas of their care and support required. Staff have access to the information to enable to provide the care in the way the students' prefer. Care files detailed how much support is needed and identified the tasks to be undertaken by the staff to enable them to provide positive outcomes for the students. Targets are set to outline short and long term tasks and these outcomes are recorded daily by the staff to record student progress. Regular reviews of their plans incorporate this information and plans are then changed to reflect changing needs.

Each student completes an 'All about me' booklet, which shows how they like to communicate, family, likes and dislikes and this enables staff to understand their needs. An individual care and educational programme details medical issues, medication needs and any involvement from other professionals. All students have access to a speech therapist at the college to assist with their communication needs.

Evidence:

All students have a 'Being healthy action plan', which is provided in a picture format to aid communication and shows all areas of the students' health care needs. All students are registered with a local GP. Access to health care is available and records showed that students had received a full health check. All visits are followed up by staff in reports recording the action taken.

All medication is recorded and all administrations are made by trained staff. Medical administration records (MAR) are completed for all administrations and medication is safely stored. The students are supported by care staff to health care visits. Students have regular contact with their families who also take them for health care visits.

Routines are flexible at the weekends and the students can choose times for getting up and going to bed. Weekdays are more structures as the students have a college programme to attend.

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.

Students are protected from abuse by appropriately trained staff.

Evidence:

Discussion with the manager and records seen confirmed that no complaints had been received by the service or by the Commission since the last visit. One safeguarding incident has occurred and this was dealt with appropriately and contact made to the correct services to inform them.

Policies and procedures are in place for dealing with complaints and safeguarding incidents. Both the staff and students spoken with confirmed that staff are aware of how to deal with these issues. Students have access to the complaints procedure, however this needs to be provided in the service user guide in a suitable format for the students to understand. The complaints procedure is available in the entrance for students and visitors to view. The students spoken with commented that if they were not happy they would speak to the manager, their parents or the principal at the college.

Staff are trained in the protection of vulnerable adults (POVA) and staff records viewed for two staff confirmed this. A copy of the local agreement for safeguarding is available to the staff for their information. Two staff files viewed showed staff are recruited correctly to protect the students they care for.

Evidence:

Students are encouraged to manage own finances where possible. Family are responsible for dealing with the three students' finances. All transactions made by staff are recorded and signed for, checked and balanced at end of each shift. Some students have own bank accounts and bank cards for access to their monies. Records are in place for approval for staff to deal with finances if required. These are signed by students on agreement.

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

The home provides a clean and homely environment for the students to live.

Evidence:

A full tour of premises was made to view the accommodation provided. The home has recently undergone a complete refurbishment. The home is now accessible front and rear for disabled students and contains equipment to aid their independence. Such as, low work surfaces and ground floor bedroom with an ensuite bathroom. This will enable the home to accommodate one student with disabilities.

New since last inspection major improvements have been made to the accommodation and include: a new kitchen, new appliances, such as, dishwasher, cooker, fridges, freezers. New fire doors have been fitted throughout. New flooring in the dining room. Smoke alarms and emergency lighting is in place. New carpets fitted. New communal bathroom fitted on the first floor.

Radiator covers are not fitted throughout the accommodation and the manager is recommended to provide risk assessments to ensure that the students are kept safe. This was agreed with the manager at the time of the visit and a recommendation made in this report.

Evidence:

There is a large garden at the rear and some fencing needs replacing to provide security for the students.

There is a large dining area to accommodate all the students and staff and this provides a pleasant area for them to eat their meals.

Each student has their own room, which has a lockable facility and the students hold the keys. Bedrooms contained personal items brought from the students' homes. The home was found to be very clean and well maintained. Students spoken with were very satisfied with their accommodation.

The laundry facilities are located in kitchen and policies and procedures are in place for infection control.

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.

The students are protected by robust recruitment and selection procedures.

Evidence:

Two staff files were viewed and confirmed staff are recruited correctly following a satisfactory criminal record bureau check (CRB) and two written references.

Staff files showed that staff receive ongoing training to ensure they have the skills to carry out their roles. A copy of staff training certificates were available on their file and confirmed they had received training in all statutory areas, such as: fire safety, moving and handling, first aid and food hygiene. All staff receive training in equality and diversity to ensure they are aware of the diverse needs of the students.

Staff spoken with commented. "We have a good staff group".

A staff group of four provide continuity of care to the students. One member of staff provides cover day time on their return from college. The home manager, Jean Jackson, provides support to the staff and also covers another student home close by. The manager Carol Barden is available for support if required. Emergency contacts are available for out of hours. There is one staff on sleep in duty during the nights.

Evidence:

The students have a key worker (who is a designated member of staff who can communicate with the individual and understands his/her racial or cultural beliefs). The students commented that they would like to choose their own key worker but "As we all get together it is not such a big deal."

Records showed that two staff have completed national vocational qualifications (NVQ) Level 2 and two staff have enrolled on the course. This ensures staff are trained to provide the care and support to the students.

Staff spoken with said the home manager is supportive and provides supervision regularly and is always there should they need her.

Staff observed to interact well with students throughout the inspection. Students commented they like the staff and get on well together.

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 home is well run in the interest of the students who live there.

Evidence:

Since the last visit a new manager for students services has been appointed. Caroline Barden, who is yet to be approved by the Commission. Caroline confirmed that she will be applying in the near future. A recommendation has been made in this report for the manager to apply to the commission to become registered. She is a qualified teacher and has years of experience working with people with a learning disability. Staff spoken with confirmed that her support available. "Caroline is always there if I need her."

Caroline conducts monthly visits to the home to assess the quality of the care provided. She speaks to students and the staff to obtain their views, looks at records and tours the home. Students are surveyed annually to obtain their views on the home. They attend weekly student meetings 'Your voice', to have their say. They have weekly tutorials regarding their education programme with their tutors. Students

Evidence:

attend their own reviews and are able to communicate their needs themselves to staff.

There was a pleasant open atmosphere and students were seen to discuss issues with staff with staff responses made.

All policies and procedures in place and updated annually.

All certificates for services up to date. Water, fridge and freezer temperatures are recorded daily. Fire safety procedure are in place. These safety checks ensure that the students live in a safe environment.

Students are encouraged to manage their own finances. The students' families are responsible for dealing with their finances. All transactions made by staff are recorded, signed, checked and balanced at end of each shift. Some students have own bank accounts and bank cards for access to their monies. Records are in place for approval for staff to deal with finances if required and these have been signed by the students.

All incidents and accidents, which occur are recorded to monitor the students' safety.

Maintenance repairs are completed by a maintenance person who responds to repairs in the home. The home was found to be well maintained at the visit.

All staff trained are in safe working practices and staff training records were seen to confirm this. This ensures that staff are trained to carry out their roles safely.

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
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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
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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
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Recommendations

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

No.	Refer to Standard	Good Practice Recommendations
1	1	The Statement of Purpose should be brought up to date to reflect the service delivered. A service user guide should be provided with clear, accessible information in line with Standard 1 of the National Minimum Standards. This will enable people who use to make an informed choice on where to live.
2	12	It is recommended that the computers provided for the students are repaired to enable them to use for IT skills to improve their development.
3	14	A recommendation is made for the management to consider the staffing levels when admitting another student. Sufficient staff should be available to enable students to access activities of their choice.
4	17	A record of what the students have eaten should be maintained in the daily records to confirm a healthy diet is provided.
5	22	The complaints procedure should be available in an easy read format in the service user guide. To enable the students to make a complaint should they wish to.
6	37	The manager should apply to the Commission to become

		registered.
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Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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