



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Genesis Care Home
Address:	197 Peter Street Macclesfield SK11 8ES

The quality rating for this care home is:

three star excellent service

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:
Paul Ramsden	2 4 0 7 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 Older People 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:	Genesis Care Home
Address:	197 Peter Street Macclesfield SK11 8ES
Telephone number:	01625421623
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Winnie Care (Macclesfield) Ltd
Type of registration:	care home
Number of places registered:	42

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	42
physical disability	5	0
Additional conditions:		
This home is registered for a maximum of 42 service users to include: * Up to 42 service users in the category of OP (old age not falling within any other category) * Up to 5 service users in the category of PD (physical disability) over the age of 55 years		

Date of last inspection									
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Brief description of the care home
Genesis is a three-storey care home for people over 65 years of age. The home is owned by Winnie Care (Macclesfield) Ltd and is located in Macclesfield. It is close to the local shops and other community facilities. There are gardens and patio areas for residents to use during warmer weather.
Residents' accommodation consists of 42 single bedrooms all of which have en-suite facilities. The rooms have been furnished to a high standard and each of them has a television and telephone point. There are an appropriate number of communal facilities available for the numbers of residents that can be accommodated in the home.
Each floor has a lounge and dining area. Access between floors is by a passenger lift or one of the staircases. The home has enough toilets and bathrooms that are suitable for

Brief description of the care home

the residents. Aids to help independence are in evidence throughout the home; these include bath hoists, grab rails and an emergency call bell system.

The current fee range for the home is £376 - £511 per week. Further information regarding fees are available from the home manager.

A copy of this report can be obtained from the home or via the CQC website.

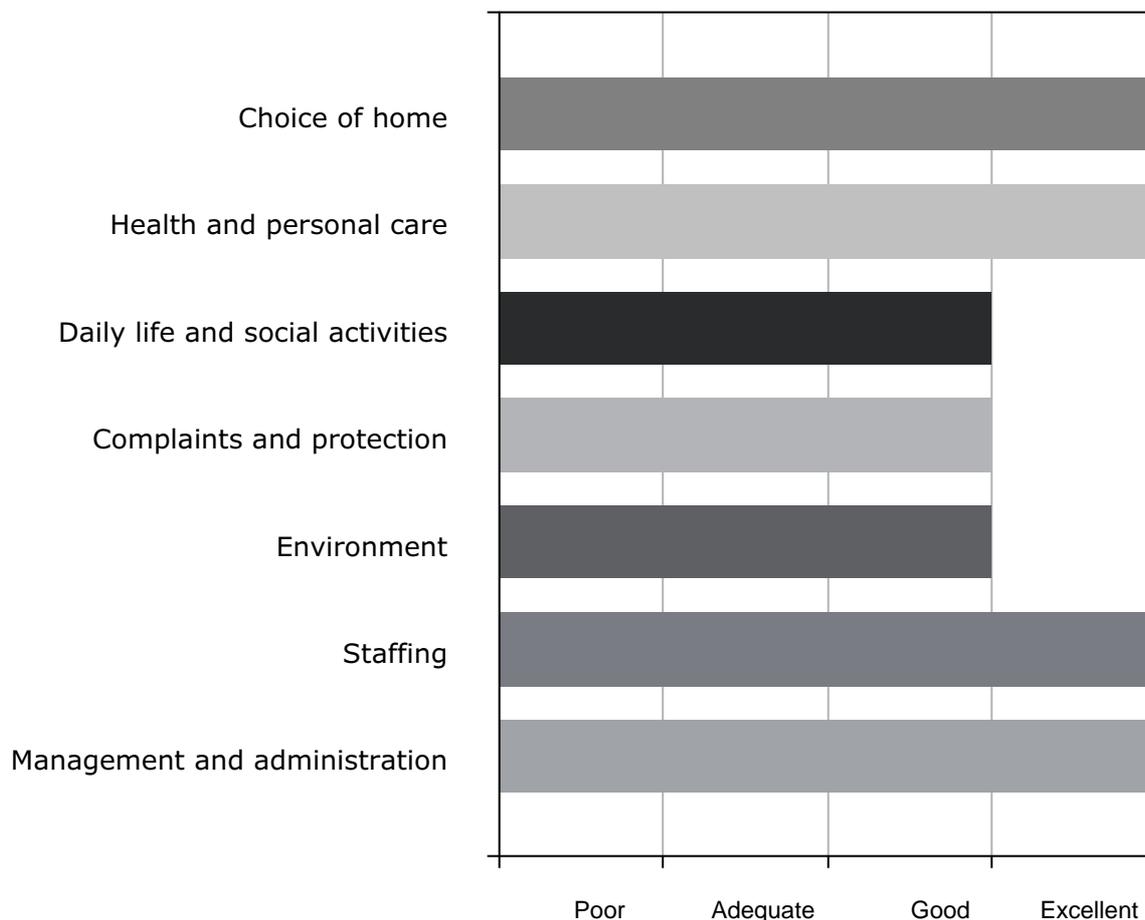
Summary

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 unannounced visit took place on the 24 July 2009 and lasted just over six hours. Paul Ramsden, Inspector, undertook the visit on behalf of the Care Quality Commission [The replacement body for the Commission for Social Care Inspection, CSCI, since 1 April 2009]. Any references to "we" or "us" in the report refer to the Commission. All of the key standards for older people were looked at. Feedback on the findings of the inspection was given to the home manager as the inspection progressed.

This visit was just one part of the inspection. Prior to the visit the home manager was asked to complete an Annual Quality Assurance Assessment [AQAA] to provide up to date information about the service provided in the home. This is a very detailed questionnaire that provides us with a lot of information about the service before we go

to the home.

We looked at the Annual Service Review [ASR] that was carried out last year [This is a review of good and excellent services that takes place between key inspections, good services only have an inspection every two years and excellent services every three years]. Following the completion of the review we found no evidence to suggest that our quality rating had changed or that we needed to bring the inspection forward.

During the visit various records and the premises were looked at. When looking at the documents relating to the type of care each person needs [assessments and care plans]we use a system called "case tracking". This is a method that allows us to follow or "track" a particular situation in order to ensure it was dealt with appropriately.

A number of residents, family members, other visitors to the home, including district nurses and social workers and staff were spoken with; they gave their views about the home and the service provided. Some of these comments have been quoted in the report. Survey forms for residents and staff members were sent to the home prior to the inspection. To date we have received completed forms from five residents and five staff members; some of these comments have been included in the report.

What the care home does well:

Genesis constantly reviews its practice and is always striving to improve the service offered to the people either living in the home or to prospective residents. The service is flexible and reflective and the home's management team have looked at where they are now and where they want to be in the future. This helps to ensure that the home is able to respond to changing needs, which in turn enables people to maintain as much independence as possible.

There is a strong commitment from everyone working at the home that helps to ensure that the quality of care is provided to an excellent standard. Residents are treated with respect and dignity. We found that staff members were able to demonstrate an awareness of the diverse needs of the residents they were caring for.

Positive, relaxed and warm relationships were seen to exist between residents, relatives and staff members, those people that commented all said that the manager and staff members were very good. A relative, completing a survey for for a resident has written on a survey form, "The care is excellent".

There is a strong commitment to staff development within the home and many staff members are enrolled on a variety of training courses.

Routines within the home are flexible, this gives residents some control over their lives and enables them to maintain their independence.

A good variety of activities and social events are organised.

A wide choice of meals are offered and the standard of catering is very good.

Fully accessible and very well maintained gardens are available for residents and their families to use.

What has improved since the last inspection?

The home manager has continued to encourage/enable the staff members to undertake training courses.

The home manager was only appointed shortly before the previous inspection, since she has been in post there has been an increase in staff morale which in turn has improved the standards of care provided to the people living in the home. A staff member has written on a survey form; "The manager has improved the home immensely".

What they could do better:

We consider that Genesis is an excellent service so rather than state what they could improve we would expect that the home continues to review its practice in order to ensure that the very high standard of care provided to the residents at the present time is maintained and where possible improved upon.

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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Requirements and recommendations from this inspection

Choice of home

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

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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.

Information and opportunities to visit before moving in are available and residents are assessed before moving in to ensure their needs can be met at the home.

Evidence:

The home provides a range of information to prospective residents; these are presented in a statement of purpose and service user guide. These documents are available in large print making it easier for residents with visual impairments to read. The content is very good, using plain language and includes enough information to enable the residents to make an informed choice about whether their needs could be met at the home. These documents can also be printed in a different language if needed and should provide sufficient information for anybody who is thinking of moving into the home.

Pre-admission assessments demonstrating that the residents individual needs had

Evidence:

been assessed in an accurate and consistent way had been carried out for the three residents whose files were looked at. The assessments were thorough and included information about personal preferences and choices such as, what time to get up and to go to bed, mealtime likes and dislikes etc. The manager usually carries out the assessments and will visit people in their own home, another care home or hospital to gather the necessary information before admitting someone. This provides an opportunity to make sure the home can accommodate the person and their individual needs. Where applicable copies of information provided by the Local Authority is also obtained prior to admission. We were able to speak to two visiting social workers who both said that they considered the home was well managed with a very good assessment process in place.

The manager explained that whenever a new resident is admitted into the home she and the staff members "get together" on the day to go through all of the pre-admission information; this helps staff to meet the person's needs upon arrival. The family members of the person admitted on the day of the visit spoke very positively about the way in which the admission process had been handled, this had included a trial visit and being encouraged to personalise their relatives room. They told us; "We looked at other homes but thought Genesis was the best".

Intermediate care is not provided at Genesis.

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them 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.

The residents care plans seen were very well maintained and provided all of the information needed for staff members to be able to take appropriate action to meet an individual's needs.

Evidence:

The manager is responsible for drawing up a residents' plan of care. The care plans seen during the visit provided staff members with all of the necessary information for them to look after a person's needs. The manager explained that the care plans have all been re-written and updated recently and it is now the key worker's [This is a system used in the majority of homes and involves particular staff members working more closely with certain residents] responsibility to ensure that they continue to be reviewed monthly. The manager has a clear audit system in place so she will know immediately if a review is not done in time.

Staff members spoken with had a good understanding of the people they were supporting; they were able to meet their diverse needs, for example if someone had a

Evidence:

mobility problem and residents were being supported to live as independently as possible.

Care staff work to a very good standard in order to ensure that residents receive the care they need. They monitor a residents health and emotional needs daily and there was evidence to show that people were receiving the appropriate support from district nurses, GP's etc. During the visit we spoke separately to two visiting district nurses; they both said that the standards of care being provided to their patients was very high and that as far as they were aware none of their colleagues had any concerns whatsoever about the home.

The changing needs of individuals are discussed as and when required. We were able to see this in practice during the visit when information about individual residents was passed to the home manager.

It was seen throughout the visit that residents were being treated with courtesy, respect and good humour by staff. They were seen to be interacting with individuals in an appropriate way, knocking on bedroom doors before entering and addressing people according to their wishes. A resident has written on a survey form; "excellent attention at all times".

All personal care is carried out in the privacy of a resident's bedroom or one of the bathrooms.

Policies and procedures in relation to medication are in place. Medicines are administered using a blister pack system provided by a local pharmacist. The arrangements for the administration of medicines during this inspection visit were considered to be good and the residents were being given their medication as prescribed. All senior staff members have received medication training and the home manager audits this regularly.

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

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.

Residents using the service are able to maintain contact with family and friends and those spoken with were positive about the home and the support they received.

Evidence:

Residents were able to move freely around the home and a choice of sitting areas was available. They confirmed that routines within the home were flexible and that they were able to make choices in many areas of daily living; for example, times of rising and retiring, whether or not to join in with planned activities and where to spend time and with whom. The residents spoken with made a number of positive comments during the inspection. These included: "I would rather be at home but Genesis is the next best thing". Residents meetings are held on a regular basis.

Although the home does not currently employ an activities co-ordinator there are a wide range of social and other activities organised. Information about these are on display in various parts of the building. They include both in-house and external events such as trips out. A themed resident and relative night is held every month; the next one which was planned for the end of July is "pie and peas"

Evidence:

Residents confirmed that various religious denominations conduct services in the home and they are free to attend if they wish to do so.

A hairdresser visits regularly and she was present on the day of the visit.

Links with the local community are maintained and people are free to come and go from the building. One person said that he went to the local pub every day and really enjoyed doing this.

Meals can be taken in the lounge/diners or in the privacy of a residents own room. There isn't a set menu so the manager writes one on a weekly basis; this is done by discussing likes/dislikes and what people feel like eating. This provides a very flexible menu for people. The residents spoken with confirmed that choices were available. Special diets can be provided if needed. The kitchen area was seen to be clean and well organised.

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

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.

Residents and relatives are able to complain/make suggestions and action would be taken to respond to their concerns. Adult protection training is provided for staff in order to ensure the continued safety of residents.

Evidence:

There is a written complaints procedure for the home displayed on the notice board [The manager has confirmed that this could be made available in a different format if needed]. Information about complaints is also included in the service user guide. The ethos of the home is that it will deal with any complaints/suggestions positively and will learn from them. Those residents that commented said they would inform the manager or another senior staff member of any issues. They also said that they felt confident that appropriate action would be taken.

The home has an adult protection procedure [now called safeguarding] that complies with all of the relevant legislation and good practice guidelines. This is designed to ensure that any possible problems that arise are dealt with openly and people are protected from possible harm. Staff members undertake training in this area.

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, 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.

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 facilities and accommodation within the home is to a good standard, this means that residents live in a homely and comfortable environment.

Evidence:

A tour of the premises was undertaken; this included communal [lounges/dining room] areas and a number of bedrooms. The home is well maintained, clean and comfortable. Furnishings, fittings and lighting in the communal areas are of a good quality and domestic in character. The bedrooms seen during the visit were personalised, comfortable, well furnished and contained items of furniture belonging to the resident.

The home has a passenger lift to allow access between floors and other aids to help maintain independence, for example bathing aids have been provided.

Due to the location of the home the entrance is actually located on the first floor. A large ramp going from ground level up to the first floor was installed when the home first opened in 2004. Unfortunately due to errors in its construction it has not been used for safety reasons for the previous four years. The manager told us that this is still an ongoing issue between Winnie Care and the actual owner of the building.

Evidence:

There are fully accessible garden and patio areas available for residents to use at the back of the building.

The laundry within the home is well equipped and good systems are in place for the care of people's clothes. We spoke to two of the laundry staff members and the housekeeper during the visit; they were very positive about the home and it was obvious that they were working to a very good standard.

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

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.

Staff members work positively with residents and families to improve the quality of life of residents living in the home. A robust staff recruitment process is in place to protect residents from possible harm.

Evidence:

Care staff on duty and rotas seen demonstrated that staffing levels and the skill mix of staff was able to meet the needs of the residents within the home. The staff members were cheerful and friendly and the residents spoken with were complimentary about their attitude and competence. We saw that the staff team worked well together and relationships between them were relaxed and positive. A staff member has written on a survey form; "the staff work well as a team".

The manager, administrator and separate ancillary staff such as kitchen and laundry staff members are in addition to the care staff members on duty at any one time. This means that there is always plenty of staff on duty to meet the various needs of the people living in the home.

According to the AQAA 68% of the care staff members are either qualified to National Vocational Qualification [NVQ] level 2 or 3 in care, a recognised qualification for people working in the care profession. The manager encourages staff members to enrol on

Evidence:

training courses and a number of staff are undertaking a variety of NVQ qualifications. Five staff members are undertaking level 4 [this is unusual as it is generally only the manager who holds this qualification]. A further 10 staff are either undertaking level 3 [4] or are to start [6] in the immediate future. One of the seniors is also doing the Registered Managers Award, this is again a qualification usually only undertaken by managers. We think that this commitment to staff development is commendable and can only lead to a better qualified and motivated work force.

The staff files seen contained all of the required information and a robust recruitment procedure was in place for the protection of residents. The home's manager confirmed that all new staff are checked against the POVA list and that a satisfactory CRB disclosure must be obtained before employment commences. The management team at Genesis consider that the recruitment of good quality staff members is an integral component in delivering an excellent service. The result of this is that the current team have the skills, knowledge and experience to meet the diverse needs of the residents they are caring for.

New staff members undertake a thorough induction training programme which meets the Skills for Care Induction Standards. During the visit we were shown the induction record for a recently appointed staff member; we were also able to see another person receiving some training as part of her induction programme. The induction process also includes "shadow shifts" [this is where the new staff member works alongside existing staff as an extra person until they are considered to be proficient enough to work on their own]. At Genesis this is done for 7 shifts.

Genesis provides a range of training courses for staff members; these include, safer manual handling, first aid, adult protection and fire safety. The staff members spoken with confirmed that regular training was readily available and that they were encouraged to attend courses. The manager maintains a comprehensive computerised training matrix and she confirmed that all mandatory training was up to date. She explained that she has forged a link with one of the local domiciliary care agencies which has improved the safer handling training for both the staff members working in the home and within the agency. The home provides a training room and the agency provides the trainer, both free of charge.

Staff meetings are held on a regular basis.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

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 is being very well run and managed on a day to day basis, this helps to ensure that the needs of the residents are met and that there are appropriate procedures in place to maintain their safety.

Evidence:

The home has a very experienced and competent manager who displays a clear sense of direction and "best practice". She regularly attends courses/training in order to keep her practice up to date and to fulfill her management responsibilities. She has completed her Registered Managers Award and can clearly demonstrate an awareness of the needs of the residents living in the home and how to manage the staff team. An administrator, deputy manager [called the principal carer at Genesis] and senior staff members support the manager. This is a strong and committed team who work hard to ensure that the quality of care provided is maintained at as high a level as possible. One of the staff members spoken with said that, "the home runs well and there is a good quality of care". The residents and family members that commented also said

Evidence:

that the people running the home were approachable and supportive. One of the family members said that; "the manager and staff members are very very good". One of the residents has written on a survey form; "excellent manager and the care staff are very approachable".

Various staff members have taken over responsibility for particular tasks within the home; these include medication and the rota. Staff members spoke positively about this.

The home fully recognises the importance of a quality assurance system in order to ascertain whether residents and families are happy with the standards of care being provided, we were shown copies of the most recently completed survey forms. Genesis is a proactive home that acts upon the results of consultation with people; this helps to ensure that good practice is developed and maintained.

The home did hold some cash for the residents who had requested this service or who needed some help. There are efficient systems in place to ensure they are safeguarded and the management of their monies, including record keeping is of a consistently high standard.

All staff members are supervised on a continuous basis; in addition they all receive formal supervision approximately six times a year. This helps to ensure that the high quality of care provided to residents is maintained.

Any accidents are recorded and the home manager regularly audits these in order to ensure that any trends, for example, a resident having a number of falls are identified and addressed.

The home has a comprehensive range of policies and procedures to promote and protect both residents and staff members health and safety. The maintenance records seen demonstrated that the appropriate service contracts were in place. These are all kept in a single file and included, the passenger lift, bathing aids, the fire alarm system and the gas and electrical installations.

The fire safety log book showed that the tests on the system and emergency lighting were being carried out at the recommended intervals and that drills and training were also up to date.

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
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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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