



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	Bradbury House
Address:	Wasdale Road Gosforth Seascale Cumbria CA20 1AU

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:
Nancy Saich	2 1 0 1 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.csci.org.uk

Information about the care home

Name of care home:	Bradbury House
Address:	Wasdale Road Gosforth Seascale Cumbria CA20 1AU
Telephone number:	01946725061
Fax number:	01946725072
Email address:	n.hallett@abbeyfield.com
Provider web address:	

Name of registered provider(s):	Abbeyfield UK
Type of registration:	care home
Number of places registered:	18

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	18
Additional conditions:		
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: Old age, not falling within any other category - Code OP The maximum number of service users who can be accommodated is: 18		

Date of last inspection								
Brief description of the care home								
<p>Bradbury House is a modern, purpose built home for older people. It is owned and operated by Abbeyfield UK who run other homes and supported houses throughout the U.K. Nicola Hallet manages the home on their behalf. The home is purpose built and is situated in the centre of the village of Gosforth, near to all village amenities.</p> <p>Accommodation is in single, ensuite rooms. The home also caters for older people who are classed as tenants who receive services but do not receive care. Information about the service can be obtained from the manager or from Abbeyfield UK. Charges for care are one thousand, seven hundred and thirty three pounds per calendar month. Temporary short stays are charged at seventy pounds per day. There is an extra</p>								

Brief description of the care home

charge for self medication packs of five pounds per month and this is paid directly to the local pharmacy.

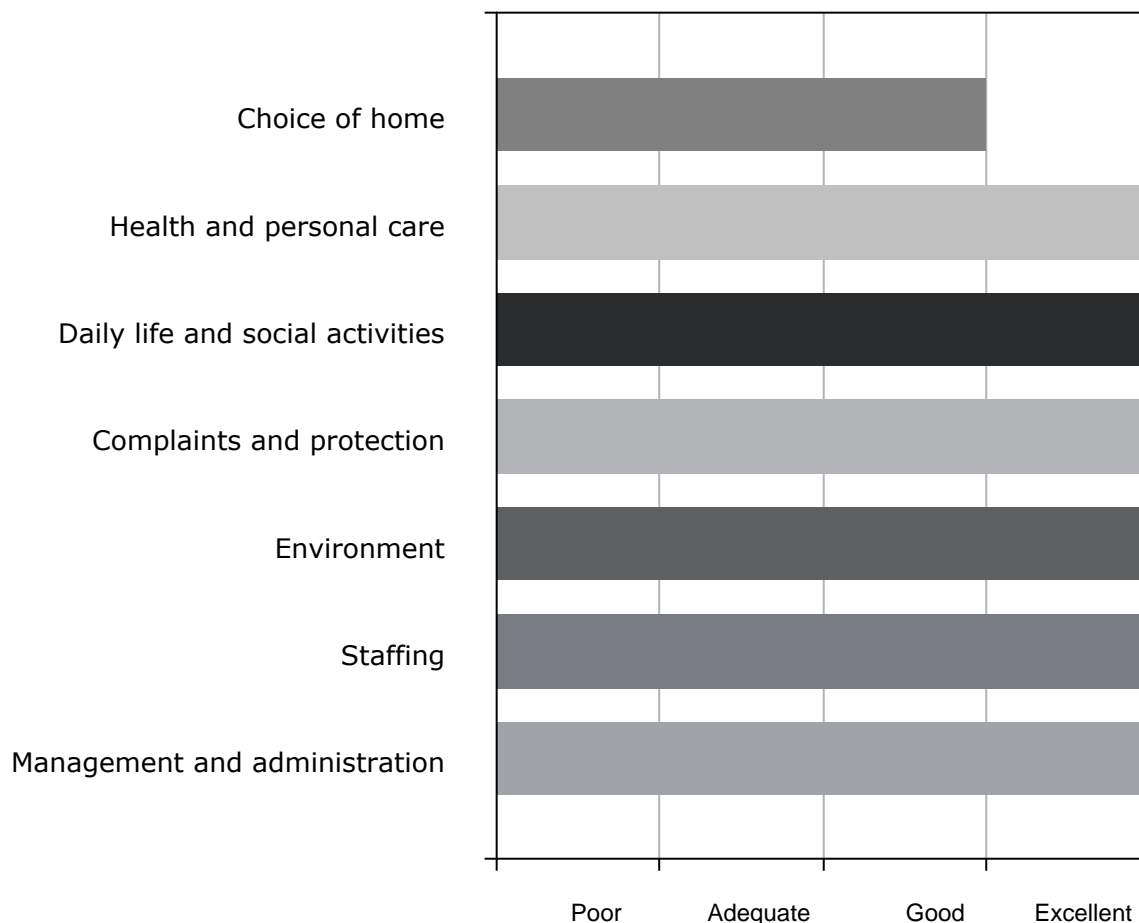
Summary

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 the main or 'key' inspection for the year. The lead inspector Nancy Saich asked the manager to fill out a form called the Annual Quality Assurance Audit (the AQAA). This asks for details of what has improved in the home since the the last inspection and for the plans for the coming year. This was completed promptly with plenty of detail.

We then sent out postal surveys to people who live in the home and to the staff group. We had a good response to these surveys and we quote from them in the report. The responses were all extremely positive and gave us a good picture of what its like to live and work in the home.

We made an unannounced visit to the service on the above date that started before nine in the morning and finished around 5:30 in the afternoon. We toured the building, sat in lounges and shared a meal with residents. We spoke to people in the home individually and in groups. We spent some time with the staff and with the manager and her deputy. We also looked at files and documents that backed up what was said and what was seen.

What the care home does well:

This service is good at making sure that it only takes new people after they are sure that they can give them good levels of care and that they will fit in with the existing residents.

The staff who work in the home have the right kind of attitude to allow people to remain as independent as possible. They worked hard at giving people the highest levels of personal care.

" Everyone is very kind and helpful."

" The staff are very good...we have no complaints and they are there when you need them...and they know when to give you privacy."

Medication is managed correctly in this home and a number of people look after their own medicines. People who live in the house have good access to health care.

People who live in the home are listened to and any concerns or complaints are dealt with. People told us they were protected from harm or abuse.

"There is nothing wrong in this house. If there was Nicola would soon know and she would deal with it. The staff listen when you have any worries or concerns."

Bradbury House is purpose-built, set in its own pleasant grounds near the centre of a busy Lakeland Village. The home has views over the fells. Accommodation is in single ensuite rooms. On the day of our visit the home was clean and tidy and people were very relaxed and 'at home'.

"... an excellent home, I wouldn't wish to go to any other."

"I like being in the country but having such good access to the village. My room is lovely and everything is clean and tidy. Very good standards all around."

The service has a well trained staff team who are employed in suitable numbers to give people the right kind of care and services. Staff are qualified in care and the whole team have updates to their training on a regular basis.

" The staff are always very caring".

"We are helped and encouraged to learn all we can and to put it into practice."

New staff only start to work once the manager has made sure that they have the right kind of background and aptitude for working with vulnerable people. They are then given induction training before starting to work directly with people.

There is a suitably experienced and trained manager who is respected by her staff team.

" My manager is very supportive and always approachable... extra staff can be brought in in special circumstances... as residents needs change extra training is organised for us... I enjoy my work and my workplace."

Residents told us that she was:

" spot-on" "very understanding" "lovely... can talk to her about anything "

There are good management systems in place to make sure that all the staff team listen to what people who live in the home want. They then make sure that the quality of care and services live up to what people want and need.

There are good systems in place to make sure that the home is maintained correctly. We looked at food safety and the arrangements for fire safety and we found that these were in order. We checked on the maintenance of equipment and that this too was in order.

What has improved since the last inspection?

The service has a new brochure and information sheet that gives good details about life in the home.

The manager and her team have improved the written plans that explain the care and support people need. We could see that these plans were much more focused on strengths than they had been in the past.

The house has been improved by redecoration and improvements like the new call bell system.

The manager and her care staff team are committed to continual improvement in all in areas of the service so that people will receive high quality standards. We saw evidence for ongoing improvements having happened in all areas of the home.

What they could do better:

There was nothing of concern seen on the day.

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.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.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 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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

This service gives people plenty of information and support so that they can make the right choice for themselves about coming in permanently.

Evidence:

Since our last visit the service had developed a new brochure, an information leaflet and a new residents' pack. These gave plenty of information about the home and about the company and had photographs showing different aspects of life in Bradbury House. The manager had also updated a document called The Statement of Purpose that explains the way the home is organised and what the aims and objectives are. We judged that these improvements helped give even clearer information to prospective new residents.

We spoke to a number of people about how they came into the home. Some people had spent some time there before admission having short breaks. Several people said

Evidence:

they thought this respite care was a good way of making the decision to come into permanent residential care. Other people had not been in the home until they needed residential care and they told us that they had been given every opportunity to visit and to ask questions.

Abbeyfield UK asks people to fill out their own assessment and then senior staff visit to look at the new person's needs. This information was in individual's files.

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.

People in this home received high levels of personal care that allows them to maintain their independence and dignity despite any problems relating to the ageing process.

Evidence:

We read all of the written care plans. We read some of these in-depth after we had spoken to the individual people the plans belong to. We discovered that everyone was aware of the content of their care plans. Some people had the opportunity to change things they thought were wrong in their care plans. Residents told us they had copies of the care plan themselves.

We judged that these care plans had plenty of information to help staff deliver the right levels of care to most people. We could see the plans had improved since our last inspection. Some of the plans were detailed and gave good instructions for staff so that people would receive consistent care. One or two care plans needed a little more precision and detail. These were mainly where a specific strategy needed to be put in place. We discussed this with the management team and they understood that a little

Evidence:

more attention would improve plans that already helped staff to deliver good levels of care.

We saw evidence to show that the staff had started to work with residents in a much more person centred way. They have developed a new way of writing down what people need, what their strengths are and what kind of support they want. We judged that this showed promise of change that would help people have much more say in how they received care.

People told us that the local doctor visits once a week and that the district nurse would come every day if necessary. They also told us that staff were quick to send for help or advice if anyone was unwell. We were told that people were helped to attend appointments if they preferred to go out to see their medical practitioner. We looked at individual service user files and we could see that people received good health care support. Several people told us their health had improved because of the care they are given. We saw that each person had what is called 'the hospital passport'. This would help if someone was admitted for treatment as it gave up to date information about treatment, preferences etc and goes with them on admission. We judged this to be a valuable addition to the details kept on people.

We checked on the way medicines are managed. We learned that approximately a quarter of the residents were supported in taking their own medicines. The manager said that she helped some people with special blister packs that were easy for them to manage themselves. Staff explained how they checked in as discrete a way as possible so that no one was at any risk. We looked at the medicines kept on behalf of people in the home and we discovered that these were managed correctly and suitably accounted for. We did talk to the manager about a minor issue around the format used for recording and she agreed to update this so that records would continue to be clear and precise.

We spent some time talking to people. We also looked at the content of surveys we received. Every person we had contact with told us that they were extremely satisfied with the way the care and services were delivered. People told us that they were treated as adults and were given the respect and dignity they deserved. We observed staff at all levels interacting appropriately with the people. We saw a caring attitude from a friendly and empathic team who are careful not to be overfamiliar. This home is very much 'owned' by the people who live there and they are able to arrange things as they prefer. Staff are there to give discreet support. Residents told us that they were very happy with the way all the staff treated them and people felt they had the best quality care possible. We saw evidence to show that families and friends also judged the delivery of care very highly.

Evidence:

We judged that people in this service are given not only high standard of physical care but are also treated in a way that helps people to retain a sense of self worth. We had evidence to show that the management team encourage the people who live here to build their own sense of community in the group.

The people who live in Bradbury House were well groomed, interested and interesting people who were given the right kinds of support to allow them to deal with infirmity or illness and to also remain as independent as possible.

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

This service gives people wide ranging options so that they can continue to have fulfilling lifestyles.

Evidence:

We spoke to people about their daily lives. They told us that they could spend as much time as they wanted in their own rooms or socialise in the downstairs lounge as they wanted. They told us that there were no restrictions on what they did during the day and that they were given plenty options about how they managed their own lifestyles.

We arrived at the home just before nine and some people were breakfasting together while others were taking their time and enjoying breakfast in their own rooms. During the day people had visitors and went out independently. One person went to an adult education class. Some people go to the day centre attached to the home. We had coffee in the lounge during the morning and there was a lot of a friendly interaction between people who live in the service.

They told us that there were regular monthly outings in the home's own transport. People said that they chose where they wanted to go and always 'made a day of it'

Evidence:

with lunch out. We also had evidence to show that once a week people had the opportunity to go to Seascale where they could visit the bank, shops or the GP surgery. Several people are involved in activities that are going on in the village and some people go to the local church.

The home has made arrangements for ' Pat-a-dog' sessions and a very friendly Labrador was spending time with people in the home on the day of our visit.

There are various parties and entertainments arranged in the home. These range from bingo to concerts, exercise classes to craft activities. People told us that they were always looking for ideas for new outings, activities and entertainments. They were very much engaged with what was happening locally but also took a keen interest in national and world events. People are encouraged to continue with their daily newspapers and most people enjoy television and radio.

Surveys and visitors on the day told us that visitors were always made welcome and several residents said that their friends or family came for a meal with them. They told us they were consulted about daily events individually and at residents meetings and had a say in wider decisions by sitting on the management committee and being consulted by senior management of the company.

We had evidence to show that in this home people's cultural, spiritual, emotional and sexual needs are respected and that there is an acceptance of people's equality and diversity by both staff and residents.

We enjoyed spending time with people over lunch. We checked on the catering arrangements and spoke at some length with the assistant cook. We had evidence to show that this home can manage special diets correctly. The kitchen was clean and orderly with a wide range of fresh foods available. Lunch is always three courses and people have a range of options at other mealtimes. The cook and people in the home told us that they would have special meals to celebrate different things like birthdays. They were looking forward to having haggis to celebrate Burns Night.

The dining-room tables were set with good quality linens and china. The staff serve vegetables to each person so that they can choose how much they want on their plates. People told us they felt that they had good options at every meal time and had plenty of opportunity to influence the menu planning.

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

There are very good arrangements in place so that every person feels they are listened to, consulted and protected from risk of abuse.

Evidence:

We have not received any formal complaints about this home since it opened. The manager told us that there had been no complaints received by the home. No one had any formal complaints on the day. Most people said that any niggles were dealt with straight away so that they did not grow into complaints. Our surveys and conversations with people give us evidence to show that residents would talk to people who work in the home or to a committee member or to a representative of the company who visit regularly. Several people said they would contact us if things were going badly. Each person is given a residents handbook that explains very clearly how to make a complaint. We made a small suggestion to the manager about including a little more detail about the role of Social Services in managing complaints and she agreed to add this in. The residents handbook is very clear and easy to follow and a number of people said they would use this if necessary.

This service has used the adult safeguarding procedures on two occasions in the last 10 years and these referrals were made appropriately in order to protect people. Staff have received regular annual training on this matter for a number of years. We judged that the manager was fully aware of her role and responsibility in dealing with

Evidence:

safeguarding. The company have a very good safeguarding policy and their procedures are in line with the local Adult Protection guidelines. We spoke to staff at all levels and we judged that they had a full understanding of what was abusive and also knew what their responsibilities were in reporting or managing any allegations.

We also asked people individually and in a group about how well they felt they were safeguarded from harm. Their responses showed that they felt very confident in the staff team. We were told that there was nothing abusive going on and that they had opportunities to talk to management individually and confidentially.

Two people sit on the management committee and they felt confident about raising any safeguarding issues on behalf of anyone. Several people said they would talk to us if all these other options failed.

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

People who live in this service are safe, comfortable and relaxed in an environment that is tailor-made to allow people to be independent and cared for.

Evidence:

Bradbury House is situated near to all the local amenities of Gosforth village. The home has adequate parking to the front and there is public transport access. The home has its own transport. The building was purpose-built some 10 years ago and has suitable adaptations for people who may find their mobility problematic. The building is on two floors with a large lounge and dining room on the ground floor. There is access to the well maintained garden from this room. Upstairs there is a smaller lounge. On the day of visit the home looked to be well maintained both inside and out. We saw evidence to show that Abbeyfield UK deal with repair, maintenance and improvement on a regular basis. Inside, several areas of the home had been redecorated and refurbished to a good standard. We saw evidence to show that further improvement work is included in next year's budget. The home has a new call bell system. People told us that they were very happy and comfortable in the home. Each person has a large single room with ensuite shower, wash hand basin and lavatory. There is a bathroom on each floor with specially adapted bathing facilities. People are encouraged to bring their own furniture so that they can personalise their rooms. Each person has access to their own telephone and each room has a TV aerial point.

Evidence:

On the day of the visit the home was very clean and orderly. People told us that the home was always kept to a very high standard and several surveys commented on how nice the environment was. We were also told that people were happy with the way staff look after their clothing and household linens.

We walked around the building and could confirm that on the day everything that had been said about the home was happening. This is a specially adapted building that manages also be homely and comfortable.

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.

There is an established, well qualified staff team whose numbers allow for suitable staffing levels so that people receive good levels of care and services.

Evidence:

We were given copies of the last four weeks worth of rosters. These showed that there are two care assistants on duty both day and night with a third person who does a shorter shift in the morning and another in the evening. This means that there are three members of staff available to help people get up or go to bed. The manager and the deputy manager both work full time and are involved with all aspects of care and services. There is a team of housekeeping staff that includes cooks, domestics and the handyman. The home has an administrative assistant a couple of days per week. People told us that they were extremely satisfied with the staffing levels in the home.

We spoke to the staff on duty and we received a number of completed surveys from staff. No one on the staff team had any complaints or concerns about their working environment. This is a very settled staff team and most of the established staff have a qualification in care at National Vocational Qualification level 2 or above . Several people are working on level 4 qualifications in care.

We checked on the most recent recruitment for staff and we found that the manager

Evidence:

had followed the company policies and procedures. Each new person did not start to work until all the background checks had been completed. No one is employed until the manager is satisfied that they are the right kind of person to care for vulnerable people.

The company has a training plan and members of this team can apply for training courses run by them. The manager also arranges for shorter in-house training and makes sure that staff are included in any local training on offer. We saw individual files that showed everyone on the team had received all the basic training they needed. We spoke to long established members of staff who confirmed that they had received the training that is recorded in their file. We looked at the training profiles for a number of care staff at random. We discovered that people received basic training in things like manual handling and fire and food safety, and then they attended more specialised training that suited their role and the care needs of people in the home. For example senior staff have attended courses to help them understand their supervisory role; staff who deal with medicines have had suitable training; everyone in the home has had update to their safeguarding awareness and two people are attending a course about the mental health needs of older adults.

We were given evidence to show that training is done in a planned and measured way, that the needs of the group as a whole are considered but also individual skills and knowledge are developed appropriately.

People who live in the home were confident that staff received good levels of training.

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.

This is a well managed home where people feel they don't need to worry about any aspect of the care and services as the management systems work well and are centred around their needs.

Evidence:

The manager has been in post for around two years but has worked in the service for longer. She has a background in caring for older people and experience of supervision and management of staff. She has completed her Registered Manager's Award at NVQ level 4. She continues to update her knowledge and skills through training and personal development. There was evidence to show that staff respect her leadership abilities. The people who live in the home spoke highly of her leadership style and it was obvious that people had trust in her ability. She receives good levels of support from Abbeyfield UK and from the management committee.

The organisation has suitable arrangements in place to help managers and staff assess

Evidence:

the quality of care and services they provide. The manager keeps a file that relates to quality management. There are regular monthly visits by a representative of Abbeyfield UK and we are copied into their monthly reports. There is a management committee who meet monthly to discuss the way the home is operating and there are regular residents meetings. An annual quality audit is completed by someone from outside the home and the last audit was completed by an external specialist company. The manager has developed a business plan from this work and from her ongoing discussions with residents. The company review their policies and procedures regularly and the manager makes sure these have a local application.

We were told by residents, the manager and the administrator that people in this home manage their own finances and no cash is held on behalf of people in the home.

Staff receive regular supervision where they can talk to the manager or her deputy about their work, their training needs and the philosophy of care. These are held regularly and suitable notes are kept. Senior staff are beginning to look at ways to develop each worker through these meetings and through training and development.

We walked around the building and we saw that health and safety matters are given serious consideration. We saw no hazards on the day. Residents told us it was always very orderly and any problems were quickly resolved. We looked at records of food and fire safety and these were in order. Environmental health had awarded them a 4 star 'very good' rating for food safety. Staff we spoke to were aware of their responsibilities. Regular risk assessments are in place. Staff have their competence checked in things like manual handling. They are trained in basic first aid. Hoists and other equipment are well maintained. The staff told us they felt confident that they understood their responsibilities.

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: 0845 015 0120 or 0191 233 3323

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