

STATUTORY REQUIREMENTS

No.	Standard	Regulation	Action being taken to address requirements	Timescale for action				
1	OP1	4,5, & 6 Schedules 1,4.1, .2	<p>The Statement of Purpose is continually reviewed and updated, (last update April 2007). We believe that prospective residents have accurate information to base their decision on prior to moving to Downs Cottage.</p> <p>In fact in my telephone conversation with you on the morning of the 28th August 2007 you said, words to the effect of - “your Statement of Purpose and Service Users guide are good but you should ‘blow your trumpet more’ I saw some very good practices on my inspection and well written policies but you should show them in your Statement of Purpose”</p> <p>You certainly gave me the impression of not criticising the documents but offering advice to improve them. This is not how this has come out in the report as a statutory requirement and indicating a “shortfall” on our part!</p> <p>Furthermore, in the “Scoring of Outcomes” under Choice of Homes, you stated:</p> <table border="1" data-bbox="488 1218 1136 1294"> <thead> <tr> <th>Standard No.</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td align="center">1</td> <td align="center">1</td> </tr> </tbody> </table> <p>I don’t need to tell you that a score of 1 indicates “major shortfalls.” We don’t agree with the accuracy of this. In fact in our last inspection (6.06.06) report, we scored a 3 – no shortfalls!</p> <p>How can the same document (reviewed April 2007) now have MAJOR shortfalls?</p> <p>THIS SHOULD BE CORRECTED IN THE FINAL REPORT</p>	Standard No.	Score	1	1	Completed
Standard No.	Score							
1	1							
2	OP37	17 Schedules 3 & 4	<p>Requirements nos. 2 and 3 could have been written as one “statutory requirement” separated by a paragraph; or even in two sentences: they relate to exactly the same issue, standard, regulation AND schedules.)</p> <p>Highlighting this issue as TWO statutory</p>	Completed				

			<p>requirements unfairly presents and artificially elevates any potential problems you may have found with our home.</p> <p>It is not pedantry on my part to insist on the report having 8 statutory requirements instead of 9. If indeed some of these “statutory requirements” could have come out in the body of the report as “advice to improve.” We are constantly trying to improve and provide GOOD care here at Downs Cottage.</p> <p>THIS SHOULD BE CORRECTED IN THE FINAL REPORT.</p> <p>I must also take umbrage with the seriousness that you have viewed this issue. You state in the evidence of your report “that our system only works well because the service has a very stable staff team who clearly know and understand the residents.”</p> <p>Does the latter statement fuel your judgement that our home is MEERLY ADEQUATE!</p> <p>In the body of evidence you state “a review of care files evidenced that there was a lack of system for the storage of information.”</p> <p>THIS DOES NOT MEAN THAT THE INFORMATION WAS MISSING, INACCURATE OR NOT UP TO DATE.</p> <p>If this had been the case then criticism would have been constructively taken on board; but the pettiness placed on these issues is out of proportion to their seriousness. Certainly not sufficient to view our home as adequate, and is like a “kick in the teeth” for my wife, myself and our staff.</p> <p>Despite this we have further collated the care files, utilising a “front sheet” of contents with numerical and colour coded indicators, and accurately placed dividers.</p> <p>IS THIS ANOTHER ACTION OF A MEERLY ADEQUATE HOME?</p>	
3	OP37	17 Schedules 3 & 4	SEE ABOVE.	Completed

4	OP9	13 (2)	<p>Downs Cottage is a nursing care home looking after service users with dementia and other related mental illnesses. In fact many are admitted after failing to self medicate at home or over medicating.</p> <p>We would always maintain the best interests of our residents and their medication. Therefore all residents are assessed as “NOT BEING SAFE TO SELF MEDICATE” and that is the norm.</p> <p>If a resident is assessed as being able (form the Health Needs Assessment or from information form the resident or relative) to self medicate, then this will be on their care plan and the necessary arrangements made.</p> <p>There is always a dichotomy in the balance of safety and rights: I would always err on the side of safety when it comes to potentially dangerous medication.</p>	Completed
5	OP15	16 (2)(I)	<p>Despite what you have written we have indeed addressed the issue of meeting the nutritional needs of our service users and promoting their health.</p> <p>We ask residents and their relatives (on admission) for favourite foods and will always vary our main meal to suite individual likes and health needs.</p> <p>You did not examine the Nutritional Support Flowcharts and Risk Assessment Tools we have for our residents, (copies enclosed).</p> <p>We are currently researching the best way to ensure the best nutrition for our residents and are examining the:</p> <p>Malnutrition Universal Screening Tool (MUST)</p> <p>http://www.bapen.org.uk/pdfs/must/must_explan.pdf</p> <p>Despite the above we have also requested further training and advice from the local dietitian, Pratima Goodfellow who is visiting Downs Cottage.</p> <p>Do these initiatives indicate that our home is MEERLY ADEQUATE!</p>	Ongoing

6	OP19	12(1)(a) 23(2)(o)	<p>Downs Cottage has been registered since 1985 and that bedroom (number 5) was registered, has been inspected each year since then, sometimes twice a year. This has not been brought up before.</p> <p>Bedrooms are generally not used in the day. The main times that the kitchen is in use (for cooking) are late morning and early evening.</p> <p>The kitchen window is non-opening (<i>being within two metres of a fire escape – Fire Regulations</i>). It has two extractor fans (with filters).</p> <p>I do not feel that there is a ventilation or mal-odour issue here.</p> <p>In the body of the report, page 17 – 18 ALL the comments were positive apart from the comment on the bedroom.</p> <p>You said visitors and relatives stated “the home is – spotless, always clean and comfortable.”</p> <p>I would say the outcomes for Standards 19 – 26 bordered on the excellent side of good.</p> <p>YET YOU GAVE US AN OVERALL ADEQUATE OUTCOME!</p>	Completed
7	OP27	18(1a) Schedules 4.6 and .7	<p>We are told by the Job Centre that it is illegal to advertise for a particular gender when recruiting staff. Generally care staff have been historically of female gender but male staff are becoming more common.</p> <p>My wife has been preparing duty rotas for over 22 years here at Downs Cottage, and the gender ratio is always examined.</p> <p>You examined the duty rota for the busiest holiday months in the year – July and August; with many female staff on vacation.</p> <p>Although the data would have been skewed by this we view ADEQUATE STAFF COVER as PARAMOUNT TO gender mix.</p> <p>We have also, in the care plans, highlighted the</p>	Completed

			<p>female residents who would absolutely NOT be happy for a male staff to (intimately) care for them. Our staff are aware of this and would respect this.</p> <p>YOU DID NOT TAKE THESE FACTS INTO ACCOUNT WHEN JUDGING DOWNS COTTAGE AS MEERLY ADEQUATE!</p>	
8	OP29	19 Schedule 4.6	Our application forms have had a new sheet for information on all past employers added.	Completed
9	OP31	9(2)(b & I)	<p>This is a sweeping statement; our management of the home has never been brought into question or disrepute.</p> <p>In the body of the report you evidence” The management of the home is on limited hours – on one specific week the hours allocated ... were 17 hours.</p> <p>My wife is the Manager and co-proprietor, the hours on the duty rota are for guidelines only; she is neither salaried nor waged hourly. The rota DOES NOT ACCURATELY REFLECT the hours worked by Norma she often works till 7 or 8pm and at home. She also regularly sees night staff for support and supervision.</p> <p>Staff meetings are not included here nor are study days for C.P.D. and meetings and assessments in the community.</p> <p>I don’t think you are seeing “the full picture” of our management here at Downs Cottage Your state in the evidence - “the day-to-day management of the home is generally good.”</p> <p>We pride ourselves on how we manage the home; this is reflected in many ways, including staff retention and happiness.</p> <p>Again a narrow “snapshot” of the home, in this inspection, has warped the intended outcomes – especially 31 and 37 – influencing your perception and judgement as merely adequate.</p> <p>We wholeheartedly believe that our management is good. Our AQAA reflected this in many ways and our self assessment is critical and almost neutral in bias.</p>	Ongoing

			<p>Notwithstanding the above Norma will now include All her hours on the Duty Rota.</p> <p>WE DON'T ACCEPT YOUR ACCURACY WHEN JUDGING DOWNS COTTAGE MANAGEMENT AS MEERLY ADEQUATE!</p>	
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