



*Independently Owned Care Homes of Distinction*

## **The Chace Private Rest Home**

Chase Road, Upper Welland, Malvern, WR14 4JY

**Assessment Report**

**27<sup>th</sup> February 2009**

This report has been prepared by CLASSIC HOMES (UK) Ltd. and contains a summary of the assessment carried out at The Chace Private Rest Home on 27<sup>th</sup> February 2009

Care homes applying for CLASSIC HOMES accreditation must be registered with the Commission for Social Care Inspection (CSCI) and in receipt of a current, satisfactory inspection report. The CLASSIC HOMES assessment provides an independent opinion of the overall quality of a home, within the following criteria:

- Care and facilities
- Comfort and surroundings.
- Food and services
- Quality of life, hospitality and social well being.
- Staff training and professional development.

The assessment process involves observation of the home, interviews with owners, staff, residents and visitors and a local enquiry into the history of the home. The result of the assessment takes into consideration the national standards required for registration, CLASSIC HOMES quality assurance criteria and comparison with care homes throughout the UK.

It is an objective of CLASSIC HOMES to raise the overall standards in care homes and to ensure the highest level of quality care is available for older and disabled people. Regular auditing of our assessment procedure ensures standards setting is maintained according to the changing needs of public opinion and national standards.

A current inspection from the CSCI covering the building, care of residents, safety and documentation had taken place at The Chace and was considered satisfactory.

Date of inspection: 30<sup>th</sup> April 2007; Inspected by Yvonne South.

A copy of the report is retained for our files. The outcome of the inspection at The Chace is 2\* / good.

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Classic Homes (UK) Ltd is an independent quality assessment company working on behalf of the care industry and its clients to drive higher standards of care for improved health, mobility and social enjoyment.

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## **Classic Homes Assessment Summary:**

The Chace is a high quality residential home offering accommodation and full time care for older people who are no longer able to live in their own home due to deteriorating physical, or mental health. Subject to availability, short term or respite care and day care services are also available.

The Chace is a family owned establishment that has been operating for many years. It is currently run under the close supervision of the registered provider, Anthony Reeley; together with a strong senior team responsible for the day to day management of the home. The acting managers Julie Moore and Kathy Dunmore, plus a highly motivated team of staff, are committed to ensuring the high standards of the home are upheld at all times.

Attention to quality through staff training and ongoing development is important and the Chace is awarded the prestigious Investor in People award for its achievement in this area. A recent inspection from Investors In People has further secured their status.

The Chace is a building of character that has been skilfully adapted to provide good facilities for older and disabled people to live very comfortably. The house was originally the local manor house, owned by the Duke of Worcester. It has been restored and extended for the purpose of providing high quality accommodation and facilities for its residents. The original part of the house dates back 300 years.

The Chace is situated in a peaceful village location with beautiful gardens, overlooking rolling countryside and providing space and privacy for residents to enjoy a walk in the fresh air. The village has few amenities, although there is a fairly active social scene and it is located close to the nearby town of Malvern. There is also a local shop within easy walking distance of the home, for the more active resident. The Chace is situated off the main road, but it has good signage and there is sufficient parking available for staff and visitors at the front and rear of the property.

The Chace has an excellent local reputation, with good support from medical and therapeutic community services. It radiates a friendly, homely atmosphere and residents are clearly encouraged to make their own choices. Well trained staff support this ethos and ensure people are treated with respect and encouraged to retain as much independence as possible, with individualised care planned according to each person's needs.

The home is very well maintained and comfortable for all residents. Accommodation is provided for up to 34 people (33 rooms) in a variety of bedrooms and suites, located on two floors. All rooms are single occupancy, although two very large rooms are registered for couples wishing to share, or can be organised as premium suites providing self-contained facilities.

All bedrooms have ensuite facilities. Several bedrooms provide access to the gardens or terrace, making them ideal for residents wishing to bring with them a small pet (following discussion with the management), or for people who enjoy gardening and like access to their own garden area.

Reception rooms comprise two main lounges, a conservatory and a dining room, with additional seating located in the main entrance hall and comfortable chairs also placed around the home. There are plenty of toilets and bathrooms situated on each floor, benefiting from having mobility aids fitted to assist people with physical disabilities.

Attention to detail with all home comforts makes The Chace a very pleasant place to live. It looks and feels homely and inviting. Staff are welcoming and knowledgeable. Residents and visitors speak highly about the facilities, home comforts and the care they receive.

Socially, residents are invited to participate in a wide variety of activities, entertainment and outings, planned by the home's recreational organiser, Helen Stenson. The commitment to social well being is excellent and all residents are consulted about the type of activities they prefer and individual time is spent in conversation and reminiscence with each person.

The Chace also owns a people carrier car, specifically for transporting small groups of residents on outings and has frequent use of the local community action bus, being a major sponsor for its provision.

Staff were observed approaching residents in a respectful manner. People are encouraged to retain their independence according to their abilities, including making their own choices and decisions in their daily lives.

Residents and visitors reported that all staff are very attentive and kind. Carers were seen spending time with people chatting and helping them. Staff were also complimentary of the home and appear happy and appreciative of their working environment.

All previous assessments at the home have been positive. However, I am very pleased to report that The Chace has continued to improve and the all round presentation of facilities and services at this assessment was the best I have seen.

In summary, I am very happy to recommend The Chace Private Rest Home for residential care, being representative of the exceptional high standards required for Classic Homes accreditation.

*Jacki Scuffle*

Signed:

Date: 27<sup>th</sup> February 2009

Jacki Scuffle - Professional Adviser  
on behalf of Classic Homes (UK). Ltd.

**The following pages contain the standards required to qualify for Classic Homes accreditation.**

**Care homes must comply with the requirements of the Commission for Social Care Inspection (CSCI) in accordance with the Care Standards Act 2000. In addition, an accredited Classic Home consistently demonstrates enhanced quality in the following criteria.**

**® indicates improvement recommended in this area.**

## **1 Care and Facilities**

### **Ideal Standard**

- a. Residents receive a high level of personal care and attention, with consideration given to their own clothing, jewellery, make-up etc. Each person is appropriately and comfortably dressed according to their choice.
- b. Residents are treated with respect and addressed according to their preference.
- c. A person's privacy and dignity is considered throughout all procedures.
- d. Care and treatments are delivered safely and in a way that promotes optimum health and prevents risk of further injury or illness.
- e. Care planning and delivery facilitates a person's independence and promotes rehabilitation. See below
- f. Good quality products for maintaining personal hygiene and comfort are provided.
- g. Equipment is available for assisting with mobility, bathing, and skin protection. Staff demonstrate good knowledge and appropriate use of all nursing aids. (Eg. pressure relieving equipment, bath aids, lifting hoists, wheelchairs, walking aids, hand rails, raised toilet seats, call system etc).
- h. Medical services are provided for each resident, appropriate to the registration of the home, and offer choice to meet the care needs of residents. (Evidence that the home utilises a variety of services from GP's, community nurses, physiotherapists, continence advisers, dieticians, chiropodists, dentists, opticians, alternative therapists etc. is apparent). See below
- i. Close contact between staff and residents, which individuals are comfortable with, feel supported and cared for is evident. Time is allocated for one to one contact with residents and the development of positive, supportive relationships is secured.
- j. Effective use of key worker, personal carer and team nursing models, sensitive to individual needs, the development of natural relationships and the overall well being of residents is practised.

- k. A high level of permanent staff is employed to cover sickness and holidays, with minimal use of agency staff.
- l. There are plenty of staff on each duty to provide enhanced care and attention for all residents. This is influenced by the dependency and social needs of residents, the environment and additional duties expected of care staff, eg. housekeeping, laundry, meal preparation, recreation etc. Staff rotas are reviewed accordingly and do not rely on minimum staffing requirements set by the CSCI.
- m. Sufficient numbers of qualified nurses (nursing homes) are on duty and provide a diverse range of skills to meet all residents' needs. N/A
- n. Night staff are involved with care duties and maintain regular contact with residents as appropriate. (Internal rotation is commended).
- o. The home demonstrates flexibility in adapting to varying care needs and maintaining a homely environment.
- p. Residents and relatives, where appropriate, are involved in the planning and delivery of care and the continuing development of services provided by the home.
- q. Families are provided with support and encouraged to maintain contact and involvement with their relative's care.

## Comments

It is considered that all the above criteria are met in full.

Points to note are:

(e) The Chace operates robust assessment and care planning, ensuring all residents are able to exercise choice; starting prior to admission in choosing the home and incorporated into the day to day delivery of care and treatments. Dependency assessments ensure a fair and transparent fee setting process, based on the individual's needs. Care plans are reviewed monthly or as needs change; in consultation with the service user and their family / representative where appropriate.

Person centred planning is recommended to ensure residents are involved and in agreement with their needs and planned interventions.

(j) Carers demonstrated good knowledge about residents and how they care for people, including individuals' preferences.

Supervision and regular training for all staff ensure carers are able to make appropriate decisions and provide the best services for people.

(l) Good staff / resident ratio was observed with plenty of carers available to spend time with residents so they are not rushed. People I spoke with confirmed this to be the case and stated they are very happy with the care and attention they receive.

## **2 Comfort and Surroundings**

### **Ideal Standard**

#### **The home :**

- a. Is well maintained to a high standard, with all furnishings and fittings in good condition.
- b. Is tastefully decorated in keeping with the style of the building (exterior and interior).
- c. Is clean, with no unpleasant odours, warm (comfortable temperature) and well ventilated.
- d. Provides a variety of chairs, sofas and additional furniture, (to suit individual choice and comfort), which are arranged informally and encourage social interaction between residents.
- e. Provides accommodation and private facilities to meet the individual needs of each resident.
- f. Encourages residents and their families to choose the furnishing, decoration, and arrangement of residents' bedrooms according to their choice.
- g. Has bathrooms and toilets which are clean and display accessories and detail to enhance their appearance and make them feel warm and inviting. Bathrooms do not appear clinical, (consider any specialist equipment installed) and measures are taken to ensure bathing is both relaxing and pleasurable.
- h. Provides a comfortable and spacious environment for social activities, quiet times, visitors, entertainment, mealtimes, and personal care.
- i. Displays additional furniture and accessories, (pictures, flowers, books, ornaments, bowls of fruit, sweets etc) to create a homely and welcoming atmosphere.
- j. Provides good quality, co-ordinated tableware, crockery and cutlery, also bed linen and towels.
- k. Provides a comfortable, homely environment that respects an individual's right to privacy.
- l. Is a safe and secure environment for residents and staff with clear access and facilities available to everyone.
- m. Has a well kept garden which is accessible and provides areas of interest where residents can sit and relax if they choose.

## **Comments:**

The Chace offers a very pleasant environment with attention to detail making it feel homely and welcoming. It is considered that the above standards are met to an excellent standard.

The Chace is an attractive house that has been extended and modified for its purpose, providing accommodation for up to 34 residents in 33 single bedrooms with ensuite facilities.

Accommodation is varied. Some bedrooms are available on the ground floor, providing level access around the home and garden for residents with impaired mobility. The upper floor can be accessed via a lift and additional platform lift, specifically for wheelchair users.

A number of suites are available, ideal for people able to continue more independent living. These rooms offer additional seating areas where residents can have their own furniture and tea/coffee making facilities etc. It is the policy to offer a home for life wherever possible and as residents' needs change, they can be offered more suitable accommodation within the home.

The house has an attractive frontage, with the entrance leading into an outer and main hall, attractively designed with original features and character. Most residents have their own telephone line connected in their bedroom, although a home phone is available for use if required.

There are two main lounges, both attractively decorated and comfortable for all residents to use.

The 'blue' lounge is more conducive to conversation as seating is arranged informally in small groups. There is a large dining table, where residents can entertain their guests in private. A very attractive garden and patio can be accessed from the lounge.

The 'pink' lounge is a large open room which tends to be used for recreational and therapeutic activities.

Music and television is available, with a large screen for projecting films.

In addition, there are several informal seating areas around the home where residents can rest, read, or chat with friends and family. Books and newspapers/ magazines are available.

The dining room and linked conservatory which also leads to the garden provides additional areas where residents often like to socialise with each other and with staff.

The dining room is pleasantly laid out and good quality tableware is provided.

(i) Some of the pictures and ornaments around the home belong to residents who have asked for them to be displayed. Others were chosen by the residents during a residents' forum meeting.

### **3. Food and Services**

#### **Ideal Standard**

- a. A suitably qualified and experienced chef is employed to cover all main meal preparation. See below
- b. A variety of well cooked and attractively presented meals are offered, with attention given to nutritional values and residents' individual preferences.
- c. All medical and special dietary requirements are catered for and attention is given to ensure variety and choice for residents.
- d. A choice of menu is provided and residents are freely encouraged to request alternatives for any reason. See below
- e. Good quality produce is purchased with attention given to satisfying residents preferences regarding branding etc.
- f. Fresh fruit, vegetables and meat of high quality is purchased and stored appropriately.
- g. Kitchen areas are clean and meet CSCI requirements, with all equipment in safe working order.
- h. All staff involved with food preparation or serving are trained in the safe handling of food and food hygiene. (Basic Food Hygiene is a specific requirement).
- i. Dining facilities are of a high standard with attention given to place settings, crockery, cutlery, glassware, table linen and or place mats.
- j. Where appropriate, serving dishes are provided, enhancing quality and promoting independence.
- k. Individual menus are displayed and staff are aware of each day's choice.
- l. A choice of drinks, with residents given the opportunity to have an alcoholic drink if they wish, is offered.
- m. Mealtimes are pleasurable and social occasions, with flexibility to cater for any residents missing set times.
- n. Arrangements are made for visitors to enjoy a meal with a resident.
- o. Hot drinks and snacks are offered throughout the day and extended to residents' visitors.
- p. Bowls of fruit and sweets are available for residents to help themselves during the day.
- q. Appropriate personnel are employed to ensure an efficient laundry service.
- r. A well organised, clean and tidy Laundry service is provided, which is appropriate for the size of home and number of residents.

- s. Laundry equipment is in good working order and appropriate to cope with the quantity and nature of residents washing and drying in the most hygienic way.
- t. All equipment and installation meets with environmental health, health and safety and CSCI requirements.
- u. Additional services are provided to enhance the quality of life for residents and to meet their individual needs. For example, arrangements are made for shopping, hairdressing / barber, library, financial assistance and other local community services.

**Comments:**

It is considered the above criteria continue to be met to a very high standard.

The Chace employs two Chefs to cover all mealtimes throughout the week and at weekends.

Menus are updated on a four weekly basis, according to residents' preferences and healthy, balanced meals are provided with a range of choices. Residents are asked each morning if they would like anything different from the menu choices. Recommendations for changes to the menu also come from residents during their regular meetings and informal discussions with the chef and home manager.

The dining room is smart, with comfortable furniture and is laid out to promote a social environment. Residents were seen to enjoy their meal and were chatting with each other. All residents I spoke with confirmed the food is tasty and there is always plenty to eat. People also said if they didn't fancy what was on the menu, they could ask for anything else.

In addition to main meals, snacks and drinks are offered throughout the day and fresh fruit and sweets are offered.

Residents are also able to purchase confectionery and other personal items by order from the home.

All services are included for residents at the Chace. The laundry is well organised and a new laundry supervisor is in post.

A hairdressing salon is set up each week for the visiting hairdresser to use and residents are able to book appointments as required.

## **4 Hospitality and Social Well Being**

### **Ideal Standard**

- a. A warm welcome is given to all visitors and refreshments offered.
- b. The home feels warm and friendly with no rigid rules for residents.
- c. Staff are treated well and motivated in their work.
- d. There is a range of books, music, games etc. available at the home for residents to use.
- e. Residents are consulted about their particular interests and hobbies.
- f. Every effort is made to encourage and assist residents to continue with their particular interests and hobbies and where necessary, to modify them or find associated interests within their physical / mental abilities.
- g. The importance of maintaining links with the local community is recognised and facilities such as the mobile library and outside agencies are utilised.
- h. Companionship and social interaction are encouraged and measures taken to promote social events in and outside of the home.
- i. Personal anniversaries are noted and celebrated.
- j. Staff are familiar with each resident's personal history, including times of sadness and offer support accordingly.
- k. A variety of activities and social events are organised to suit individual interests and residents are consulted regarding their preferences.
- l. A suitably qualified and experienced recreational organiser is appointed to co-ordinate and run social activities for residents. (Accredited courses are available through NAPPA and Age Concern). See below
- m. Records are maintained to show each residents progress and or changing requirements regarding social and quality of life issues.
- n. Staff spend quality time with residents and the key worker / personal carer service is utilised to optimum benefit.
- o. Communication to residents and relatives by way of meetings, newsletters, suggestion boxes, quality audits etc. is effective and there is evidence that suggestions are followed up.
- p. Telephones are available for residents' use and privacy is respected.
- q. Newspapers and magazines are available at the home and arrangements are made for residents to have personal copies delivered.
- r. Televisions in communal rooms are used sensitively for the interest and entertainment of all residents.

- s. Regular outings are organised. If transport is readily available, frequent outings to local shops, garden centres, pubs, cinemas, tea shops etc. are available. More structured outings and holidays are also organised for residents as appropriate. See below
- t. All religions are respected and assistance is given to help people fulfil their individual needs.
- u. The therapeutic value of animals and residents' own pets is recognised and accommodated wherever possible.
- v. Residents' privacy is respected and participation in activities is sensitively encouraged, not forced.
- w. Staff are trained to identify if a person is not participating with social activities out of choice, or whether they may be suffering from depression and are withdrawn as a consequence.

**Comments:**

It is considered the above criteria are met to a very high standard.

(l) A Welfare and Activities Co-ordinator, Helen Stenson is employed. However, all staff are encouraged help residents enjoy a full and active social life of their choosing.

The activities Co-ordinator is keen to involve staff more and we discussed holding a workshop to provide training and awareness for all the care team.

Helen liaises with residents about their ideas and to plan and organise entertainment, activities and outings for small groups of residents and individuals. Staff are also encouraged to spend one to one time with residents engaging them in conversation, playing games etc. The introduction of creating life history books was discussed.

One to one time with residents is considered of great importance and The Chace is to be commended for promoting this and including it in their staff training programme.

Helen is qualified to hold 'Extend' (movement and exercises for older people) sessions and is also a qualified counsellor, which she feels is of great benefit in helping people to overcome the changes to their lives when moving into residential care.

(k) In addition to a range of activities provided at the home, a computer and work area has been made available for residents' use.

(o) Regular residents' forums are held to discuss all aspects of the home, including new purchases, plans for further improvements, menus and recreation.

(u) Dogs are regular visitors to the home and are appreciated by many of the residents.

(s) The Chace has its own people carrier to transport residents comfortably and easily. Good use of this is made throughout the year and residents enjoy frequent trips into town and to local garden centres.

All religious denominations are respected and supported. Local clergy visit the home as requested and a communion service is held every month for residents who are unable to attend church. A lay preacher also visits for hymn singing sessions.

All documentation is up to date and we discussed introducing a well being chart to monitor residents involvement and progress throughout their stay at the home.

The hairdresser visits each week and a hair salon is set up for her use. A further recommendation would be to plan the development of a full time salon with appropriate decoration and equipment.

The Chace was observed to be welcoming to visitors. Family and friends are encouraged to remain involved and visit at any time. Staff are friendly and appear keen to help. Housekeeping staff also have a great deal of involvement with residents and also help with taking people shopping etc.

The Chace appears warm and inviting with a happy atmosphere. It was observed that residents have formed strong friendships and enjoy the companionship they receive from each other and from staff.

A great deal of effort is made by all staff to help residents enjoy a good social life and to support them in continuing with activities such as shopping, preparing food, looking after their room and other areas of the home if they choose to do so. Many people like to feel they are contributing and enjoy continuing with things they have been used to doing all their life. The Chace is to be commended for recognising the importance of this and for taking steps to ensure these activities continue to take place.

## **5 Staff Training and Professional Development**

### **Ideal Standard**

#### **All staff are observed and demonstrate:**

- a. Competence, confidence and motivation in their work.
- b. Commitment in upholding the home's quality standards.
- c. Understanding and agreement with the policies and procedures of the home.
- d. A good working relationship with each other, the home manager and owners.
- e. A clear understanding of their role and responsibilities and those of their colleagues.
- f. Appropriate dress. Everyone is clean, smart and professional in their approach.
- g. A desire to train and progress their knowledge and skills. Qualified nurses must satisfy requirements for PREP.

#### **The home provides:**

- h. A pleasant working environment with appropriate facilities for staff to change and take their breaks.
- i. A supportive and harmonious working atmosphere.
- j. All mandatory training which is up to date and in accordance with statutory requirements.
- k. Comprehensive induction training in line with the TOPSS standards and is completed by all members of staff.
- l. Opportunities for professional development, including NVQ training at all levels, and is meeting the CSCI requirements. (management, carers, activities co-ordinators, maintenance and domestic staff receive appropriate training)
- m. Development files for each member of staff, maintaining records of training, personal achievements, supervision and appraisal.
- n. Records of the skill mix and up to date training needs analysis. (This can be a spread sheet listing the names of staff and each training provided, indicating the dates when training was completed and renewal dates)
- o. Regular staff meetings and appraisals, where staff are encouraged to have input and express their opinions and suggest any ideas.
- p. Appropriate staff turnover, with core members demonstrating reasonable service time. There are measures in place to ensure continuity and consistency for residents.

## **Comments:**

Although The Chace is a friendly and informally run home, it takes a professional approach with regards to staff training and has always fulfilled the above criteria to a high standard.

Personal development is encouraged and each member of staff has the opportunity for informal and formal supervision and regular appraisal to identify their individual training needs. A recommendation to introduce personal development plans for each member of staff was discussed.

All staff undergo a comprehensive induction and foundation training programme during their three-month probationary period, with additional opportunities for further development through NVQ's as they progress in their career. An effective mentoring programme is in operation, with all junior staff fully supported in their work by a senior for the first 2 weeks of employment and thereafter as required.

In addition, training is provided in all mandatory areas. Mental Capacity Act and Deprivation of Liberty training is to be arranged. First Aid training is provided by the ambulance service and an update of staff planned.

Training is predominantly in-house using the 'Mulberry House' programme.

The home is well staffed, with extra staff rostered to provide additional care for residents who become ill or need a higher level of attention.

The Chace benefits from an excellent local reputation for their employment record and is therefore able to recruit, train and maintain good staff, enjoying a healthy and balanced turnover.

All recruitment checks are in place and references checked. Each member of staff has their own personal file.

## **6 General**

### **Ideal Standard**

- a. The home has a statement of purpose which provides accurate information about the environment and facilities, terms and conditions, local amenities and general supportive information for prospective and existing clients.
- b. Information about fees and any additional charges is published and available on request. It is broken down to reflect the range of services covered.
- c. There are clear policies regarding smoking, alcohol and pets.
- d. All policies and procedures are produced and adhered to in accordance with CSCI requirements. Care plans are detailed and contain up to date information and risk assessments.
- e. The home has a clear complaints procedure that residents, relatives and staff are aware of. Details of complaints are recorded, along with the actions taken to rectify the situation.
- f. The home has a philosophy of care which all staff understand and abide by.
- g. Health & Safety procedures (including required fire precautions) are in place for the protection of residents, staff and visitors.
- h. Residents and Relatives are effectively communicated to regarding changes and events at the home. This includes face to face, individually and in meetings, and via newsletters, satisfaction surveys, etc.
- i. The overall warmth and homeliness is conducive to providing a happy home for residents.

### **Comments:**

It is considered the above criteria are met in full.

The Chace is also awarded the Investor in People and ISO accreditations, which have recently been reassessed and awarded.

All policies and procedures meet with registration requirements and are continually updated to reflect current practice. Full details about the Chace and its terms and conditions can be found in the statement of purpose, available on request.

The home has an official complaints procedure, but it is hoped that residents or their relatives feel they can discuss any issues with a member of staff and that they will be attended to appropriately.

The open policy at The Chace encourages residents, their relatives and staff to be involved in the home and to contribute to any decisions made about its operation and future development. A regular newsletter is published, keeping everyone informed about the home's progress and future plans.

The Chace operates a no-smoking policy.

Careful assessment is conducted prior to initial admission and throughout a trial period to ensure both parties are confident in the suitability of the home for the client. It is emphasised that it is their home of choice and must meet all their needs.

The home does not currently have a registered manager, although the acting managers are experienced staff who have worked at The Chace for a number of years. They are currently undergoing succession planning and the proprietor has assumed responsibility for the overall management of the home. There are no concerns in this area.

## **7. Recommendation for Accreditation**

I am happy to recommend The Chace Residential Home for a further year Classic Homes accreditation with no exclusions.

It is my opinion that The Chace has further improved since the last assessment, particularly in the overall presentation of the environment and the provision of a wide range of social and therapeutic activities. A dedicated activities co-ordinator is now in post.

The Chace continues to provide excellent care and facilities for older people, with a clear understanding of individuals' needs. The home has undergone a period of change, but I am confident the senior management team provides ongoing stability to ensure the very high standards will continue.

Recommendations from the previous report have been implemented. My only recommendations from this assessment are:

- Further upskilling of care staff with a planned programme of training, observation and supervision.
- Introduce personal development plans for all staff.
- Encourage care staff to participate in recreational activities and provide awareness workshop.
- Encourage person centred planning into care plans.
- Develop a dedicated hairdressing room.

I should like to thank Anthony Reeley and all the staff for their assistance with this assessment and to wish all at The Chace continuing success for the future.

To the best of my knowledge, this report is a true reflection of the provision of care and facilities provided for residents at The Chace Private Rest Home.

*Jacki Scuffle*

Signed:

Date: 1<sup>st</sup> March 2009

Jacki Scuffle Professional Adviser  
on behalf of Classic Homes (UK). Ltd.

## **CLASSIC HOMES (UK) - THE 10 PRINCIPLES OF SERVICE**

*Accreditation awarded to The Chace Care Home, Malvern  
February 2009*

*Excelling in:*

### **Personalising Care**

Through discussion, each resident has a personal assessment when not only their medical care is determined, but also their emotional and individual preferences. From what they like to eat, to hobbies and activities enjoyed, a personal programme is planned to ensure each resident is comfortable with their new surroundings.

### **Encouraging Independent Living**

While still always offering assistance when required, residents are encouraged to challenge themselves to maintain and prolong their independence, promoting their well being and enjoying a more confident state of mind.

### **Respecting Privacy**

A resident's privacy and personal wishes are always respected to include the opportunity to receive or entertain friends and family in a private room if preferred.

### **Preserving Dignity**

Dignity is regarded as precious and important for one's self esteem. Attention is given to each resident to always ensure their personal dignity is preserved, from personal hygiene and hair care to preventing any potential embarrassment.

### **Supporting Emotional Needs**

The need for residents to share emotional thoughts with a trusted friend is well recognised. Whether over a cup of tea, or dedicated time, caring staff ensure there is always time for a friendly chat to brighten their day or identify any anxieties.

### **Providing a Social Environment**

Residents are encouraged, but not forced, to participate in a variety of organised daily activities and social events or outings, in a warm and friendly environment, stimulating the mind, body and cheering the soul.

### **Rekindling the Spirit**

By knowing their history and personality, residents are gently encouraged to live their life to the full, renewing their spirit and boosting their confidence.

### **Ensuring Freedom to Choose**

Wherever possible, residents are able to choose how they spend their day, with suggested options available, but always offering the final decision to the resident

### **Involving Family and Friends**

Family, and close friends are encouraged to visit and liaise with staff regarding their loved one's care and to participate in the home's activities, maintaining close relations and better understanding.

### **Enabling Peace of Mind**

Through understanding a resident's life and preferences, their joys and anxieties, it is the objective of every Classic Home to give comfort and ongoing peace of mind for both resident and family, giving assurance that the best possible individual care is consistently provided.