

Leeds Jewish Welfare Board

## Cranmer Scheme

### Inspection summary

CQC carried out an inspection of this care service on 14 January 2016. This is a summary of what we found.

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

The inspection took place on 14 January 2016 and was unannounced. We carried out an inspection in September 2014, where we found the provider was meeting all the regulations we inspected.

The Cranmer Scheme is a care home without nursing. The care provider, The Jewish Welfare Board, is registered to provide accommodation for up to 16 people who require personal care. This care is provided in two separate houses each accommodating eight people.

At the time of the inspection there was a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Support plans contained some information about people's mental capacity but we could not see how decisions about people's capacity was made. Deprivation of Liberty Safeguards applications were made appropriately.

People told us they felt safe in the home and we saw there were systems and processes in place to protect people from the risk of harm. Staff had a good understanding of safeguarding vulnerable

adults and knew what to do to keep people safe. People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines safely.

Suitable arrangements were in place and people were provided with a choice of suitable healthy food and drink ensuring their nutritional needs were met. People's health was monitored as required which included health conditions and symptoms so appropriate referrals to health professionals could be made. A range of activities were provided both in-house and in the community.

People's needs were assessed and support plans contained sufficient and relevant information to provide consistent, care and support. We observed interactions between staff and people living in the home and staff were caring to people when they were supporting them. Staff knew how to respect people's privacy and dignity.

We found people were cared for, or supported by, sufficient numbers of suitably qualified and experienced staff. Robust recruitment and selection procedures were in place, appropriate checks had been undertaken before staff began work and staff completed an induction when they started work. Staff received the training and support required to meet people's needs.

The management team investigated and responded to people's complaints in accordance with the provider's complaints procedure. People we spoke with did not raise any complaints or concerns about living at the home. There were effective systems in place to monitor and improve the quality of the service provided.

**You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161**