



Congleton Town Council

Historic market town

Town Clerk: **BRIAN HOGAN**



15th March 2013

Dear Councillor,

Community, Environment and Services Committee – Thursday 21st March 2013

You are requested to attend a meeting of the Community, Environment & Services Committee, to be held in the Town Hall, High Street, Congleton on **Thursday 21st March 2013 at 7.00pm.**

The Public and Press are welcome to attend the meeting. There may be confidential items towards the end of the meeting which the law requires the Council to make a resolution to exclude the public and press.

Yours sincerely,

TOWN CLERK

AGENDA

1. Apologies for absence. (Members are reminded of the necessity to give apologies in advance of the meeting and to give reasons for absence).

2. Minutes of Last Meeting

To confirm the minutes of the meeting held on the 7th February 2013 as a correct record (copy enclosed).

3. Declarations of Interest

Members are requested to declare both "pecuniary" and "non pecuniary" interests as early in the meeting as they become known.



Congleton
beartown
where friends are made

Congleton Town Council, Town Hall, High Street, Congleton, Cheshire CW12 1BN

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Email: info@congletontowncouncil.co.uk www.congleton-tc.gov.uk



4. Outstanding Actions

CES/02/1213

The Town Council to pursue all options available in order to resolve the problem of the Boat, including S215 enforcement via CEBC, in addition, the Clerk to contact McCarthy and Stone to elicit their assistance in the matter.

CES/24/1213

The Town Clerk write to all Congleton Cheshire East Councillors asking for their support to lobby Cheshire East to take whatever measures are necessary to have the boat removed.

CES/33/1213

1. The Town Clerk contact Cheshire east to expedite the improvement work.
2. Cllr D. Brown will provide an update at the next committee meeting on Cheshire East's work in the area.

CES/34/1213

The committee support the "Responsible Dog Scheme" pilot being introduced at Bromley farm and will evaluate its success in 6 months with a view to rolling out the scheme throughout the town.

5. LOVE LOCAL LIFE

To reconsider the funding for Love Local Life which has funding of £1,500 ring fenced from the previous meeting of the Committee.

6. Boat on the River Dane (enclosed)

To receive a verbal update on progress being made to resolve the issue of the boat on the River Dane and to consider correspondence from McCarthy and Stone.

7. Speed limit Order on A34 Newcastle Road and Proposed Speed Limit on Manchester Road (enclosed)

To consider a the proposed speed limit order on Newcastle Road and proposal for a speed limit on A 34 Manchester Road.

8. Minutes of the Floral Arrangement Working Group (enclosed)

To receive and the minutes of the Floral Arrangement Working Group 20th September 2012 and 7th March 2013.

9. Review of Mountview Community Centre (enclosed)

To consider the consultation pack provide by Cheshire East Borough Council on the Review of Mountview and Care Quality Commission Inspection Report.

10. Mercian March (enclosed)

To receive and consider an update on arrangements for the Mercian March which will take place on Friday 14th June 2013.

11. CCTV

To agree a representative to discuss the future of CCTV with Peter Hartwell of Cheshire East.

12. Resolution to exclude the Public and Press

To consider passing a resolution in accordance with the Public Bodies (Admission to Meetings) Act 1960, that public and press be excluded from the meeting for the matters set out below on the grounds that it could involve the likely disclosure of private and confidential information or staff matters.

13. Cheshire Police

To receive and consider a verbal report from a representative of Cheshire Police on Policing matters affecting Congleton.

To consider carrying out accompanied visits with the Police/PCSO

To	Members of the Community and Environment Committee
	Appointed Member, Hon Burgess Mrs M M Williamson
ccs.	Other members of the Council and Honorary Burgesses (4) for Information; Press (3)

CONGLETON TOWN COUNCIL

MINUTES OF THE MEETING OF THE COMMUNITY, ENVIRONMENT AND SERVICES COMMITTEE HELD ON THURSDAY 7TH FEBRUARY 2013

PRESENT: Councillors G S Williams (Chairman in the Chair)
 Mrs D S Allen
 P Bates
 J S Crowther
 D Brown
 G R Edwards
 Mrs A M Martin
 D Murphy
 D A Parker
 Mrs J D Parry
 N T Price
 R K Williams

1. APOLOGIES.

Apologies for absence were received from Cllr Mrs.S.A Holland (Town Mayor). Apologies were also received from Cllrs G.P Hayes and G.Brittain who are not members of this particular committee.

2. MINUTES

CES/22/1213 RESOLVED that the minutes of the meeting held on the 15th November 2012 to be confirmed as a correct record and signed by the Chairman.

3. DECLARATIONS OF INTEREST

Members are requested to declare both "pecuniary" and "non-pecuniary" interests as early in the meeting as they become known.

Cllrs D.Murphy and D.Parker declared a non-pecuniary interest in item 10.

Cllr G.Williams declared a non-pecuniary interest in item 5.

Cllr N.Price declared a non-pecuniary interest in item 18.

Cllr D.Brown declared a non-pecuniary interest in any matters relating to Cheshire East Borough Council.

4. OUTSTANDING ACTIONS

CAE/40/1112

A report on the Boat on the River Dane noted that a group of local businessmen had offered to remove the boat at no cost.

CES/02/1213

The Town Council to pursue all options available in order to resolve the problem of the Boat, including S215 enforcement via CEBC, in addition, the Clerk to contact McCarthy and Stone to elicit their assistance in the matter.

5. CONGLETON CHILDREN'S CENTRE

Sarah Bishop provided a presentation on the work being carried out by Congleton Children's Centre.

It was noted that the service which is part of Cheshire East; Family Service covers Congleton, Holmes Chapel, Middlewich and Sandbach.

There are facilities at Daven School and Bradshaw House with a staff of 9. It was also noted that the imminent change to the Welfare Benefit Scheme will have a further negative impact on deprivation in areas such as Bromley Farm, Buglawton and the Town Centre.

CES/23/1213 RESOLVED that the presentation be received.

6. BOAT ON THE RIVER DANE

Cllr Price provided an update on the latest situation with the Boat on the River Dane. It was noted that a business man may be interested in taking over the boat for an office, but, was seeking advice on change of use.

Mr G. Goodwin also raised a question asking when residents would finally see the eyesore removed.

CES/24/1213 RESOLVED that the Town Clerk write to all Congleton Cheshire East Councillors asking for their support to lobby Cheshire East to take whatever measures are necessary to have the boat removed.

7. SPEED SIGN ON MANCHESTER ROAD

Correspondence from Cheshire East Traffic and Road Safety Team confirmed that action was being taken to extend the 30mph section on Manchester Road and to also introduce a short 40mph limit leading into this section.

It was noted that the officer's decision report on this issue has been passed to Cheshire East Legal Department for checking in readiness for signing and advertising.

CES/25/1213 RESOLVED that the correspondence be received.

8. RESIDENTS STREET PARKING

Correspondence from a resident in Park View and Mr Howard from Cheshire East concerning the proposed change to parking regulations in Park Road and Park View was considered.

CES/26/1213 RESOLVED that the correspondence be received and noted.

9. STREET LIGHTING CARBON REDUCTION SCHEME

Kevin Melling, Head of Highways and transport at Cheshire East, provided a report on the Borough's plans to reduce their carbon footprint by switching off or dimming street lighting on certain roads.

The roads affected are:

1. A534 Clayton By Pass and Newcastle Road.
2. Mountbatten Way, Buxton Road and Burton Road.
3. Park Lane
4. A536 Macclesfield Road junction with the A34.

CES/27/1213 RESOLVED that the Council support this initiative as it fits in with the Council's Transition Town Status. Any issues concerning this change to be reported to John Tickle at Cheshire East.

10. TOWN TRUST TRUSTEES

A request from Jo Money to consider recommending Robert Boston and James Morris as Trustees of the Town trust for a further 4 years was discussed.

CES/28/1213 RESOLVED that the nomination of R.Boston and J.Morris as Trustees of the Town Trust be confirmed.

11. FELLOWSHIP HOUSE

It was noted that Fellowship House had provided a letter of thanks to the Council for the provision of a Christmas tree.

12. CHESHIRE COMMUNITY FOUNDATION

The Town Clerk provided a report on the work of the Cheshire Community Foundation which was supported by the Lord Lieutenant of Cheshire. It was noted there is to be a presentation in the Town Hall on the 5th March concerning the Foundation and local business people and charitable organisations will be invited.

CES/29/1213 RESOLVED that the Council fully supports the aim s and objectives and will provide financial support for the buffet.

13. FLEXIBLE TRANSPORT SERVICES

Correspondence from Cheshire East Council outlining a new flexible transport service operating in Congleton to registered members of Dial a Ride was noted.

14. MERCIAN MARCH

Correspondence from Cheshire East Corporate Management Team concerning the planned parade of the Mercian Regiment in Congleton on the morning of Friday 14th June was discussed. It was noted that Cheshire East only had a limited budget for the march taking place in 3 towns in Cheshire East and that the Town Council may need to supplement this budget.

CES/30/1213 RESOLVED to receive the correspondence and note the budget constraints of Cheshire East.

15. CHALC MEETING WITH CHESHIRE POLICE COMMISSIONER

Notes of a ChALC Executive Board meeting with John Dwyer, Police Commissioner were received.

16. FUNDING OF PCSOs

Correspondence from Cheshire Constabulary thanking the town Council for its continuing financial support for the PCSOs was considered. It was also noted that the cost of the service remains unchanged.

17. NATIONAL GRID GAS WORK – CANAL STREET

A report from the Town Clerk outlining the work to be carried out by National Grid to replace cast iron gas pipes in Canal Street was considered. It was noted that the work will start on 11th March 2013 and should be completed by 8th April 2013.

18. PARKING ON BUXTON OLD ROAD

Correspondence from a resident of Buxton Old Road concerned at the parking on this street during school start and finish times was considered.

CES/31/1213 RESOLVED that the Clerk write to Cheshire East to request an improvement to safety around the school including a reduction in the speed limit to 20mph. Cllr A Thwaite will also be contacted to seek his support.

19. LOVE LOCAL LIFE

Jackie MacArthur, Town Centre Manager, provided a report outlining the current status of the Love local Life scheme.

CES/32/1213 RESOLVED that the Council continue to ring fence £1,500 of funding and to consider the matter again at the next meeting of the Committee on 21st March 2013.

20. HIGHTOWN SHOPS

Cllr G. Williams pointed out some of the concerns with parking around the shops at Hightown which are still occurring despite the improvements to parking facilities at the train station. It was noted that Cheshire East have yet to complete some improvement work in this area.

CES/33/1213 RESOLVED that:-

1. The Town Clerk contact Cheshire east to expedite the improvement work.
2. Cllr D. Brown will provide an update at the next committee meeting on Cheshire East's work in the area.

21. DOG FOULING

Concern was expressed at the amount of dog fouling taking place in the town which was typically taking place in the evening. It was noted that Bromley Farm are introducing a scheme to deal with the issue.

CES/34/1213 RESOLVED that the committee support the "Responsible Dog Scheme" pilot being introduced at Bromley farm and will evaluate its success in 6 months with a view to rolling out the scheme throughout the town.

22. WAR MEMORIAL

The Town Clerk reported that a group of residents were setting out to refurbish the War memorial which would require extensive work; in particular the retaining wall at the rear of the War Memorial is cracked and in danger of collapsing. Funding is required to produce a feasibility scheme and plans to submit to the Heritage Lottery Fund.

CES/35/1213 RESOLVED that the committee supports the notion of refurbishing the War Memorial, but, suggested that some skills may be provided free to assist in the production of a Lottery submission.

23. RESOLUTION TO EXCLUDE THE PUBLIC AND PRESS

CES/36/1213 RECOMMENDED: that in accordance with the Public bodies (Admission to meetings) Act 1960, that Public and Press be excluded from the meeting for the matters set out below on the grounds that it could involve the likely discussions of private and confidential information or staff matters.

24. DRUG AND ALCOHOL RELATED ISSUE

Concern was expressed at drug and alcohol related issues leading to anti-social behaviour.

CES/37/1213 RESOLVED that the Anti-Social Behaviour Working Group examine this problem and to liaise with other agencies including the Police and Plus Dane.

25. CHESHIRE POLICE

There were no representatives of the Police present.

G Williams
Chairman (In the Chair)

Brian Hogan

From: TOPPING, David (Councillor) <David.Topping@cheshireeast.gov.uk>
Sent: 11 February 2013 08:43
To: Brian Hogan; BAXENDALE, Gordon (Councillor); BROWN, David (Councillor); THWAITE, Andrew (Councillor); DOMLEO, Roland (Councillor); MASON, Peter (Councillor)
Subject: RE: Boat on the River Dane

Brian

Just to save responses from all of us, I'll reply for everyone. We'll discuss between ourselves the best way forward.

David Topping (Cllr.)

e-mail: david.topping@cheshireeast.gov.uk

From: Brian Hogan [bh@congletontowncouncil.co.uk]
Sent: 11 February 2013 07:48
To: BAXENDALE, Gordon (Councillor); BROWN, David (Councillor); TOPPING, David (Councillor); THWAITE, Andrew (Councillor); DOMLEO, Roland (Councillor); MASON, Peter (Councillor)
Subject: Boat on the River Dane

At last Thursday's meeting of the Community, Environment and Services Committee the subject of the Boat on the River Dane was discussed once again. It was noted that despite the best efforts of a number of parties locally to have the boat removed, no progress has been made

The Committee requested that I contact the Cheshire East Ward Councillors to ask for your support to lobby Cheshire East to persuade the Borough to take whatever action is required to have the boat removed

Kind regards

Brian

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4th March 2013

Mr Brian Hogan
Town Clerk
Congleton Town Council
Town Hall
High Street
Congleton
Cheshire CW12 1BN



Dear Mr Hogan.

RE: Abandoned River Boat in landmark location at gateway to the town centre.

It is with regret I find it necessary to write formally to the Town Council to urge them to do whatever is required to remove the abandoned eyesore which is moored on the River Dane opposite our development at Mill Green.

Our long awaited development is under construction and whilst marketing of the development is at an early stage, potential residents frequently bring to our attention their concerns relating to this hulk particularly, the health and safety aspects, vermin and dereliction.

Rood Hill is the principal road access into the town from the north and visitors to Congleton must be appalled when confronted by the view of this abandoned boat. Would it be possible to have this eyesore screened off with some form of hoardings as a temporary measure pending further action? If so, then our company would be prepared to undertake this work at no cost to the Council.

The Town Council work tirelessly to promote Congleton and this distraction must undermine their efforts.

I would be most grateful if this issue can be discussed at the next Town Council meeting with a view to resolving the matter.

Yours sincerely,

Steve Secker
Regional Managing Director







**THE CHESHIRE EAST BOROUGH COUNCIL,
(A34 NEWCASTLE ROAD & FOL HOLLOW, CONGLETON)
(RESTRICTED ROAD & 40MPH SPEED LIMIT) ORDER**

Effect

The effect of the proposed Order will be

- 1) to give restricted road status to the following length of roads;

A34 Newcastle Road from a point 135 metres south of its junction with the Mount (the existing 30mph speed limit) to a point 75 metres south of its junction with Fol Hollow.

Fol Hollow, Astbury from its junction with A34 Newcastle Road for 200 metres in an easterly direction

effectively applying a nationally set speed limit of 30mph. A section of the said road is currently subject to a maximum of 40mph speed limit thus, for that section of the road, the proposals represent a reduction in the maximum limit from 40mph to 30mph.

- 2) to reimpose a 40mph limit on the following length of road;

A34 Newcastle Road from a point 75 metres south of its junction with Fol Hollow to a point 230 metres south of its junction with The Village.

Upon the making of the order, the existing orders (or parts thereof) will be revoked insofar as they relate to these lengths of road.

Reasons

The A34 Newcastle Road has been reviewed as part of a Route Management Study (RMS). As a result of extensive analysis of the feedback obtained during the Study, from a range of key stakeholders, the section of the A34 between Sandbach Road and Fol Hollow Astbury was identified as requiring a speed limit assessment.

The A34 is a semi-urban route linking Newcastle and Congleton with an average daily traffic flow of approximately 14,000. The length of the A34, to which this proposal relates, is street lit, the northern section of the road has a 30 mph speed limit and the remainder is subject to a 40 mph speed limit. In view of the speed limit assessment it is considered necessary to extend the current 30 mph speed limit southwards to a point just south of Fol Hollow and include the first 200 metres of Fol Hollow which is also street-lit and has several properties fronting the road along this length.

Consideration has been given to extending the 30mph limit further along Fol Hollow but this length of road is very rural in nature, has no street lighting or footways and does not have the feel of a 30mph length of road and would be unlikely to be treated as such by drivers.

It is considered that the terminal signs for both the existing speed limit and the proposed speed limit would highlight the change in the speed limit to 30mph at the appropriate

locations – i.e. the start of the 'built-up areas' in each location. Therefore it is the view that the speed limit should not be continued further along Fol Hollow.

As the road has a system of street lighting it will be necessary to revoke the existing 40 mph speed limit order, re-instate it over the remaining length and to reinstate restricted road status to apply a 30 mph speed limit in accordance with Section 81 of the 1984 Act.

A number of properties front onto Newcastle Road giving a density of approximately 35 properties over a 600 metre length. There is also a care home, recent domestic housing development and a garage fronting the road. As most of the properties are set back from the road the A34 is considered to be outside of a village environment. However given the density of development close to Astbury Marsh Crossroads the road is semi-urban in nature road and a 30 mph speed limit is considered to be the most appropriate.

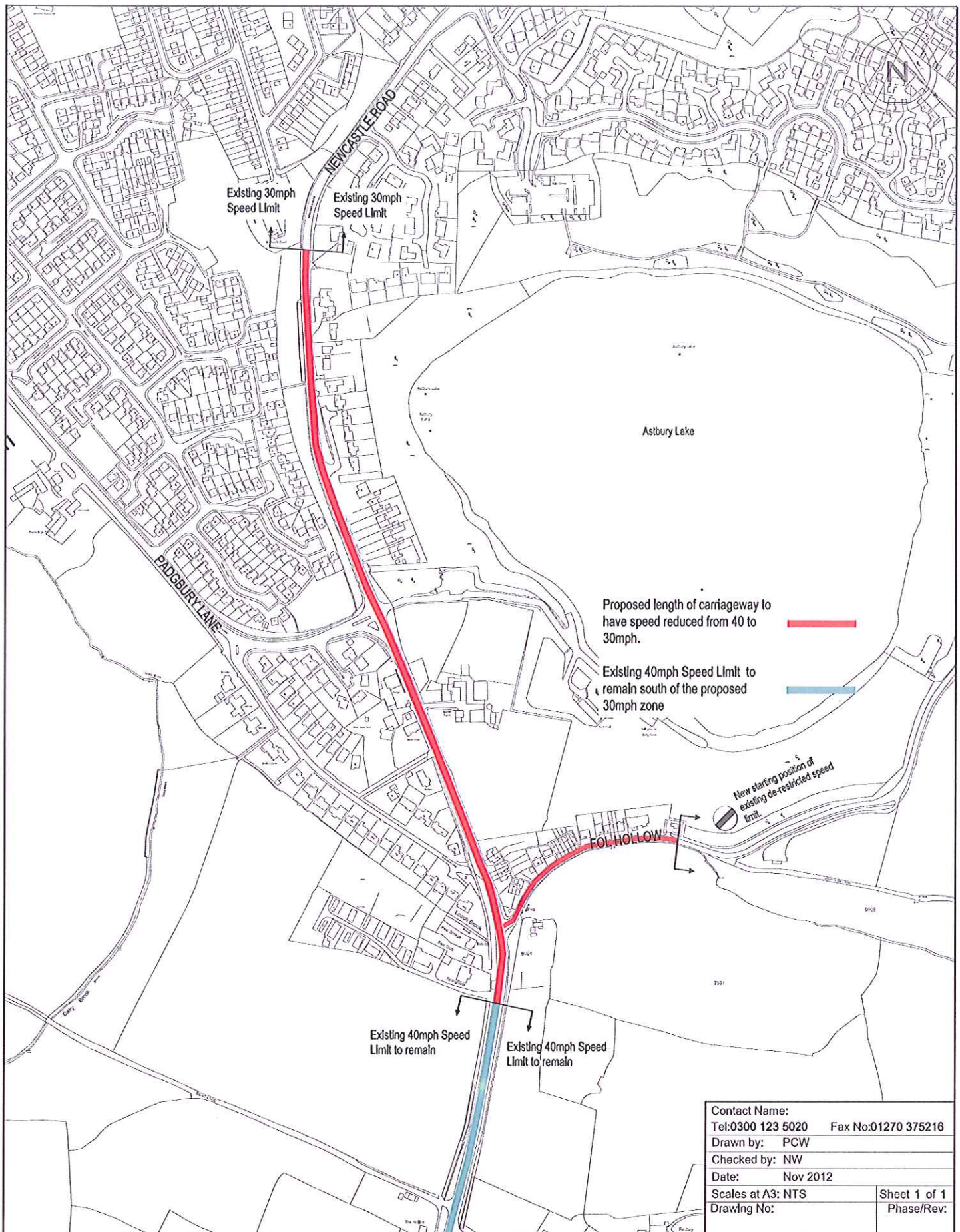
The junction of Padgbury Lane forms a major/minor priority junction arrangement with the A34. There has been a number of personal injury collisions recorded along the A34, several being at the junction with Padgbury Lane.

Speed survey data shows that the majority of drivers feel it is appropriate to travel at speeds lower than the posted 40 mph. In order to highlight the speed limit it is proposed to carry out additional engineering works in the form of a gateway feature and carriageway markings. The evidence suggests that if a 30 mph speed limit is introduced, together with engineering works, it is likely to be widely respected without Police enforcement.

It is considered that a lower speed limit will raise driver's awareness of the environment, will highlight the junctions and accesses and takes into account accident figures, current speed of vehicles and the characteristics of the road and adjoining land use.

The Police have no objection to the scheme in principle and consider that a lower speed limit may have a positive effect on reducing the incidence of persons injured at the Padgbury Lane junction.

In respect of section 122 of the 1984 Act the Authority is seeking to secure the expeditious, convenient and safe movement of traffic by reducing the speed of traffic.



Contact Name:	
Tel: 0300 123 5020	Fax No: 01270 375216
Drawn by: PCW	
Checked by: NW	
Date: Nov 2012	
Scales at A3: NTS	Sheet 1 of 1
Drawing No:	Phase/Rev:



Project:
A34 Astbury Consultation Plan

Proposed speed Reduction from 40-30mph

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CHESHIRE EAST COUNCIL LA100019582.2011

Cheshire East Council Highways
6th Floor, Delamere House, Delamere Street, Crewe, Cheshire, CW1 2LL

Brian Hogan

From: CHAN, Dave <Dave.Chan@cheshireeasthighways.org>
Sent: 11 March 2013 14:44
To: BAXENDALE, Gordon (Councillor); TOPPING, David (Councillor); DOMLEO, Roland (Councillor)
Cc: Brian Hogan; EVANS, Pryce; GILBERT, Julie Anne
Subject: A34 Manchester Road, Congleton Speed limit proposal
Attachments: A34 Manchester Road Congleton ODR plan 8_3_13.pdf

Hello Councillors

Attached is the proposal for the speed limit for A34 Manchester Road, Congleton. The previous signed decision report dated 27th March 2012 allowed the officers to proceed to advertise a new 30mph limit extending up to the end of the street lit section of A34 Manchester Road by the last property, since this report the Police have asked the officers to reconsider extending a speed limit of 40mph beyond this section and past Moss Lane junction, this section has a series of bends and will also be a buffer before entering the new proposed 30mph limit, shorter than previously planned. If you have any comments you wish to make please contact myself.

David Chan

Senior Technician

Traffic and Road Safety Team

Cheshire East Highways

Direct Line: 0300 123 5020 | Fax: 01270 375216

www.cheshireeast.gov.uk/highways

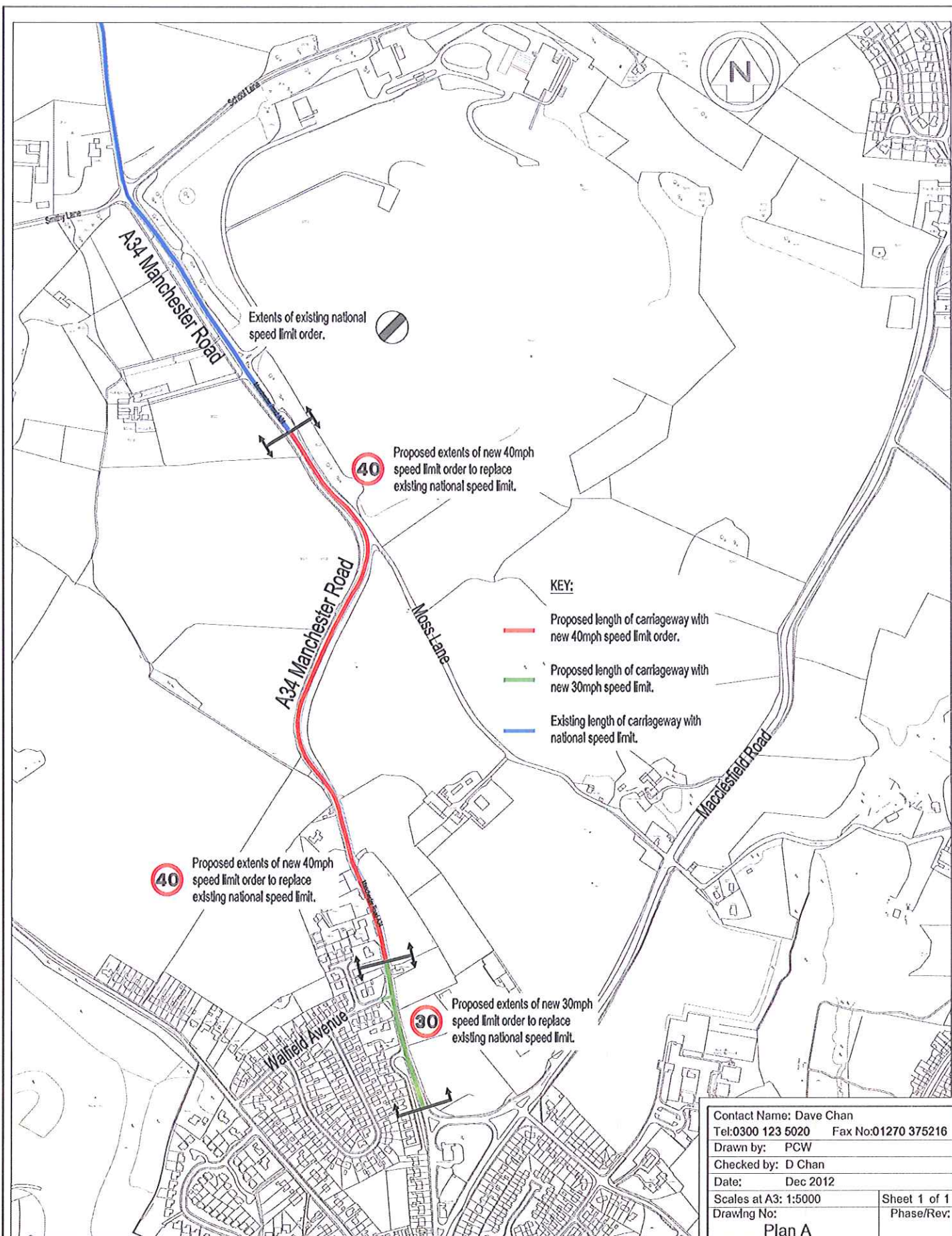
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Contact Name: Dave Chan	
Tel: 0300 123 5020	Fax No: 01270 375216
Drawn by: PCW	
Checked by: D Chan	
Date: Dec 2012	
Scales at A3: 1:5000	Sheet 1 of 1
Drawing No:	Phase/Rev:
Plan A	



Project:

A34 Manchester Road, Congleton

Proposed Speed Limit order

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CHESHIRE EAST COUNCIL LA100019582 2011

Cheshire East Council Highways
6th Floor, Delamere House, Delamere Street, Crewe, Cheshire, CW1 2LL

MINUTES OF THE FLORAL ARRANGEMENT WORKING GROUP

Tuesday 20th September 2012

Cllrs. D Brown (Chairman)

R Edwards

N Price

G Williams

B Hogan

J MacArthur

1. Apologies for absence (Members are respectfully reminded of the necessity to submit any apology for absence in advance and to give a reason for non attendance)

There were no apologies for absence

2. Minutes of the Last Meeting

FA/04/1213 Recommended that the minutes of the meeting held on the 26th June, 2012 be confirmed as a correct record and signed by the Chairman.

3. Declarations of Interest

Members are requested to declare both "personal" and "personal and prejudicial" interests as early in the meeting as they become known.

There were no declarations of interest

4. Visit to Colne

It was generally agreed that Colne did not have any floral displays which were significantly better than Congleton. However, they did have many high quality planters and numerous hanging baskets located outside shops in the Town

FA/05/1213 Recommended

- a. To contact and persuade all the shops in the pedestrian area and in Lawton Street up to the Community Garden to install a hanging basket (JM)
- b. Cost of acquiring the baskets, installing brackets and watering the planter would be paid for by the Tow Council (BH)
- c. Noted that Colne had a number of business sponsors and Congleton should pursue a similar arrangement (BH)
- d. Install new pots and planters in the Town Centre and ideally arrange to remove the raised beds (BH/DB)
- e. Purchase a bowser to water the planters and baskets (BH)
- f. Two casuals to be employed for 2 weeks to undertake the outstanding tasks in the Town required prior to judging day

5. Next Steps for Floral Arrangement Group

- a. Contact local schools and involve them in separate entries for North West in Bloom



- b. Determine how we assist Buglawton, discuss with E Clarke (DB)
- c. Produce a press release after the wards ceremony to encourage volunteers, schools and shops to get involved (JM)
- d. Organize a stall in the Town Centre in November to promote CIB (GW)
- e. Identify 6 blighted areas to improve:-
 - i. Train Station and bridges
 - ii. Antrobus Street car park
 - iii. End of Mountbatten Way
 - iv. Park on West Road near New Life Church
 - v. Library area
- f. Ensure there are noticeboards erected in key areas explaining planting, who has provided it etc
- g. Plant winter tubs (JM)
- h. Contact Gareth Edwards about borrowing the bulb planter (BH)
- i. Contact Kevin Melling concerning the railings on Mountbatten Way

Date of next meeting



D Brown
Chairman

MINUTES OF THE FLORAL ARRANGEMENT WORKING GROUP

Thursday 7th March 2013

Cllrs. D Brown (Chairman)
R Edwards
G Williams

B Hogan
J MacArthur
C Jones

1. Apologies for absence (Members are respectfully reminded of the necessity to submit any apology for absence in advance and to give a reason for non attendance)

There were no apologies for absence

2. Minutes of the Last Meeting

FA/06/1213 Recommended that the minutes of the meeting held on the 20th September, 2012 be confirmed as a correct record and signed by the Chairman.

3. Declarations of Interest

Members are requested to declare both "personal" and "personal and prejudicial" interests as early in the meeting as they become known.

There were no declarations of interest

4. Next Steps

FA/07/1213 Recommended

- a. Ensure school litter campaigns are documented and photographed (JM)
- b. There are 71 spare troughs ensure schools have sufficient to meet their needs(CJ/JM)
- c. Consider using Daven School for the judges visit, conform with Patti Pinto (JM)
- d. Ensure John Tickle takes action about the broken railings on Mountbatten Way (BH/CJ)
- e. Note the tree planting in the Park and Newcastle Road for the portfolio (BH/JM)
- f. There is an agreement to clear up around the Leisure Centre, Police Station and Doctors Surgery at the end of Mountbatten Way
- g. Draw up matrix of judges criteria (BH)
- h. Note the fact that Readesmorr Surgery is being replanted and a sensory garden being installed at Bath Vale (BH/JM)
- i. Need a coordinated approach on litter and dog fouling, involve residents, have posters in shops etc. (all)
- j. Use Probation Service to carry out tasks such as path clearing around the Town (BH/CJ)
- k. Consider using the Prince's Trust or Youth Council to find a way of improving the bridge by the Station (GW)
- l. Write an article for the Chronicle/Sentinel to request volunteers for the Floral Arrangement Group (JM)

- m. Rear of Fairground car park needs work (CJ)
- n. Ensure there are interpretation boards in the Park
- o. Purchase additional floral display units, but, consult Patti Pinto on which type (JM/BH)
- p. Need better quality pots for the children's planting (BH/JM)

5. Volunteers

- a. Determine how we assist Buglawton, discuss with E Clarke and Graham Withers, arrange a meeting at the Church House (BH)
- b. Produce a press release to encourage volunteers, schools and shops to get involved (JM)
- c. Ensure there are noticeboards erected in key areas explaining planting, who has provided it etc.
- d. Invite Patti Pinto to the next meeting (GW)

Date of next meeting

3pm Thursday 4th April 2013

D Brown
Chairman

Review of Mountview Community Support Centre, Congleton

Consultation Information Pack

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Introduction

Cheshire East Council is committed to ensuring that vulnerable people are supported both effectively and efficiently. Adult Social Care Services are currently undertaking a review of how best this can be achieved for the future.

This document explains the proposal being put forward for consultation, and the reasons behind it. It tells you how you can make your views known about this either face to face, in writing or electronically.

The Proposal

There are currently three Community Support Centres operated by Cheshire East Council. These are: Mountview (Congleton), Lincoln House (Crewe) and Hollins View (Macclesfield). The proposal being put forward is to retain Lincoln House (Crewe) and Hollins View (Macclesfield) which were fully appraised as part of last year's review (2011/12). These two Community Support Centres (one in the North and one in the South of the borough) fulfill the Council's aspirations.

However, Mountview has been identified as the centre that is least able to be developed to meet the Council's future aspirations for its customers. This

consultation is about the options for Mountview, including possible closure. No decision has been made on the future of Mountview, the purpose of this consultation is to inform any future decisions.

If Mountview does close, customers will be offered an alternative service. These could be:

- A care service at an alternative Cheshire East Council building
- Alternative local services offered by the independent sector
- Care in the customer's (or carer's) home through home care or the Shared Lives service
- A Direct Payment – an amount of money which can be used by a customer to buy care services from the independent sector to meet their needs.

We talk more about what these options are later in this document. However, it must be stressed that everyone who currently receives a service from Mountview **would continue** to receive appropriate support, although it might be provided in a different way (providing they still meet the Council's usual Fair Access to Care eligibility criteria).

This consultation is running from **7 March – 25 April 2013**.

How to Give Your Views

We need to understand what the impact of the proposal to close Mountview will have on you or the person you care for.

In order to do this there are a number of different ways that you can give feedback to us:

i) Face to Face Session

We will be holding face to face sessions at Mountview to support customers and their carers in giving their views about the proposal and to allow them to raise questions and concerns. Slots will last half an hour and must be pre-booked. Representatives present will include a Senior Council Officer and members of the Council's Consultation Team. If you are a customer or carer to arrange your session contact us as below:

- Speak to staff at the Mountview reception desk,
- Or contact the Consultation and Participation Team on **01270 371376** or by email at cpu@cheshireeast.gov.uk.

A number of dates are available for the sessions, these will be available only to customers and carers (these will be confirmed directly to customers by letter).

If timings of the drop-in sessions are not suitable we may be able to arrange to see you at an alternative time. Please contact us using the details above if this is the case. We will also be working with advocacy organisations to ensure that customers who are lacking in capacity are supported to give their views.

ii) **Comment Form**

A comment form is attached in the paper version of this Information Pack for you to express your views about the proposal. The same form is also available online on the Cheshire East website at www.cheshireeast.gov.uk/consultations together with downloadable versions of the consultation material.

iii) **Post, Telephone and Email**

In addition to this, we will be taking comments and views via the telephone on **01270 371376** and via email at cpu@cheshireeast.gov.uk. You can also write to us at the following address:
Consultation and Participation Team, Cheshire East Council, Floor 4, C/O Municipal Buildings, Earle Street, Crewe, CW1 2BJ.

The Reasons for the Proposal

The Council has put this proposal forward for a number of important reasons. These include:

A) The Need for More Modern Services

The expectations of customers for care services have risen over time and the Council aspires to ensure facilities are fit for purpose in the longer term.

The bedrooms for respite care at Mountview do not offer a large amount of space and there are no en-suite facilities. There is also little scope for adapting Mountview. This is because improving the bedrooms would mean the loss of several beds. Moreover, Mountview cannot be extended because it has limited grounds and is located next to private residential housing and a main road.

B) Customer Choice

As in many other areas of life, people are increasingly demanding more choice over the social care services they receive. This choice has been stimulated by an idea endorsed by all major political parties known as 'Personalisation'.

Personalisation involves social care customers taking up something known as a 'Direct Payment'. This is an amount of money that customers can receive instead of council services to spend on their care needs in a way that they choose. This might mean recruiting a personal assistant or spending money on other services such as luncheon clubs. All customers choosing to take a Direct Payment are helped and supported throughout the process.

Take up of Direct Payments by Cheshire East Council social care customers has increased over the last five years. But this has meant that the number of customers using council building based services has fallen. This means a number of building based services are operating with less customers, through their own choice.

The Council cannot choose to ignore personalisation despite its impact on in-house services. It has a responsibility to inform customers about the merits of Direct Payments, and to ensure a variety of services in the independent sector are available to purchase. The Council has been working with partners to put this in place. We have done this throughout the Borough, but we are aware further work would need to be conducted with providers in the Congleton area if this proposal was adopted.

C) Providing Cost Effective Services

Cheshire East Council has to ensure that the services it provides at each of its Community Support Centres offer the best value for money and also support the needs of customers. There are cost-effective services in the independent sector which are currently available or which can be developed; these can be

explored as alternatives to the support at Mountview.

Alternatives to Mountview

If the proposal to close Mountview was adopted, customers would need to access alternative services which would have to be suitable for their care needs. Some of these are services are available at the moment, however, some would require further development. An important part of this consultation is to understand what customers think about these options and to understand where the Council should work in partnership with others in order to develop these.

Respite (short break for carers) Services:

There are currently three main alternative options that would be open to customers who currently receive respite (short breaks for carers) care at Mountview.

- 1) Alternative Council Centre - Customers could visit an alternative council centre to receive respite care. This would be either Lincoln House (Crewe) or Hollins View (Macclesfield) for older people or Lincoln House (Crewe) or Warwick Mews (Macclesfield) for people with learning disabilities. We would be happy to provide more information about these centres on request or arrange visits.
- 2) Direct Payments - Customers could choose to have their care needs met by using a Direct Payment. This would allow, for example, a customer to employ a Personal Assistant to provide support as preferred.
- 3) Independent Sector Respite -The Council could arrange respite care for a customer in an independent sector home, or customers could negotiate directly with appropriate providers. However, the Council understands that further work would need to be done to ensure this provision was consistently available and that customers may need support in this process.

Day Services:

There are five main alternative options for customers currently receiving day services at Mountview.

- 1) Alternative Council Centre - Day care could be provided at an alternative Council run care centre. The nearest ones to Congleton are; Hollins View (Macclesfield), Salinae Centre (Middlewich) and Lincoln House (Crewe). A

Care Manager would work with the individual to find a suitable transport option to these centres. We could again arrange visits for carers and customers to these centres on request.

2) Independent Providers - Day Care Provision

This option will be explored as part of the work with customers to understand their needs. This will enable consideration of how what is currently available in this sector could meet their needs or we may need to commission a new service in this sector.

3) Direct Payment - A customer could opt to receive a Direct Payment in order to purchase services to meet their care needs. Possible ways this could be used for services from the independent sector include:

- A Personal Assistant – This is where a Personal Assistant who is recruited by the customer, provides one to one support to them, to meet their care needs. This could include activities such as bathing, preparing meals, helping them to maintain their home. But it could also include helping them get out and about in the community.
- Day Activities – A limited number of organisations provide activities in the community which might act as an alternative to day services. This includes things like luncheon clubs or social clubs run by the voluntary sector.

This type of service is something the Council could assist in developing further. Working with the independent sector has the potential to release a much greater choice for customers for services during the day whilst also ensuring cost efficiency. This might allow activities to better fit people's needs and interests.

4) Home Care – Customers might choose to have care in their own home. This would be delivered by an independent sector home care provider and could include support with things like bathing, eating etc. There are many organisations which are experienced in offering this type of service in Cheshire East.

5) Shared Lives - This is a Council run service, where a carer approved by the Council, provides support to an individual within a family setting. This could

be in the home of the approved carer, in that of the customer needing care or in the community. The focus of this service is for a long term relationship to be built between the carer and the individual. The aim is to encourage the cared for to be independent and to reduce their future care needs.

What is Care4CE?

You might hear people referring to the phrase 'Care4CE' during the consultation meetings. Care4CE refers to staff from the council who provide care services directly to the public such as day or respite services.

Mountview - Background

Mountview opened 25 years ago as a residential care home. It now operates as a Community Support Centre offering the following services:

- Dementia Respite (short break care) (10 beds)
- Older Peoples Respite (22 beds)
- Older Peoples Day Service (16 places)
- Learning Disability Respite (3 beds)

The building also has four wings, with lifts and stairs to the two upstairs wings. Cheshire East Council also currently operates a number of other establishments. These are:

- **Respite Centres** – Queens Drive (Nantwich - due to be closed), Warwick Mews (Macclesfield)
- **Community Support Centres** (providing respite care and day services) – Hollins View (Macclesfield), Lincoln House (Crewe)
- **Day Centres** – Redesmere (Macclesfield), Stanley Centre (Knutsford), Mayfield (Macclesfield), Carter House (Congleton), Salinae Centre (Middlewich), Cheyne Hall (Nantwich), Macon House (Crewe).

A number of different people use these centres. This includes older people, people with learning disabilities and to a lesser extent, customers with physical disabilities and mental health disabilities.

Questions you may have

Q. Why were Mountview staff informed about redundancies prior to the consultation?

A. Staff were informed that their jobs were at risk but this is not the same as being given notice of redundancy. No decision has been taken about the future of Mountview and the centre would still be able to operate if a decision was taken by the Council to continue services there. The briefing they received was in line with standard employment practices.

Q. Why have you selected Mountview for closure?

A. There are currently three Community Support Centres operated by Cheshire East Council. These are: Mountview (Congleton), Lincoln House (Crewe) and Hollins View (Macclesfield). The proposal being put forward is to retain Lincoln House (Crewe) and Hollins View (Macclesfield) which were fully appraised as part of last year's review (2011/12). These two Community Support Centres (one in the North and one in the South of the borough) fulfill the Council's aspirations.

However Mountview has been identified as the centre that is least able to be developed to meet the Council's future aspirations for its customers. This consultation is about the options for Mountview, including possible closure. No decision has been made on the future of Mountview, the purpose of this consultation is to inform any future decisions.

Q. Will my views be listened to?

A. Yes. We should underline that no final decision has been made on this proposal. In fact, one of the purposes of the consultation is to ensure that we are taking everything into account in our decision making.

We understand that we do not have all the answers and we are keen to understand people's ideas and concerns more fully. By listening to you we can ensure we make the best decision possible and understand how services need to be developed in the future.

Q. What transport is going to be provided for me to attend a service elsewhere?

A. We will try to find an individual solution which is right for each person. It is important to state that no customer with eligible needs for transport will be left without an appropriate and safe way of getting to and from their care service. Transport will not be provided directly by the Council to alternative services.

Q. What will happen to the staff who work at Mountview?

A. If the proposal is implemented then the Council will try and transfer Mountview staff to other social care centres. If there are insufficient opportunities, it may try to redeploy them in other types of Council jobs or offer voluntary redundancy. The Council will seek to avoid compulsory redundancies if possible.

After the Consultation

Once the consultation period is over, a consultation report will be written up which will accurately reflect the feedback we have received. We will also complete a document known as Equality Impact Assessment which will summarise what the impacts of proposals will be on customers and how we can lessen these. This will be used along with other intelligence to help Councillors to make an informed decision on what will happen with Mountview.

This information will be considered by the Council probably in May/June. Once a decision is taken we will write to customers and their carers to update them on what will happen next. If closure was the decision this would be managed in a planned way.

If you would like further information or you would like to give us your views please contact the Consultation and Participation Team at cpu@cheshireeast.gov.uk or on **01270 371376**.

Review of Mountview: Consultation Comment Form

Section A: About You

i)

Name:

Address:

Email:

Note: You do not have to supply us with your details, but if you are happy to do so then please fill them in above.

ii) **Please tick the option that applies to you.**

- ☐ I currently use day services at Mountview
- ☐ I currently use respite (also known as short break) services at Mountview
- ☐ I am a social care customer but I don't use either of these services at the moment
- ☐ I am a carer/ relation/ friend of a customer of Mountview
- ☐ I am a member of the public
- ☐ I represent an organisation.

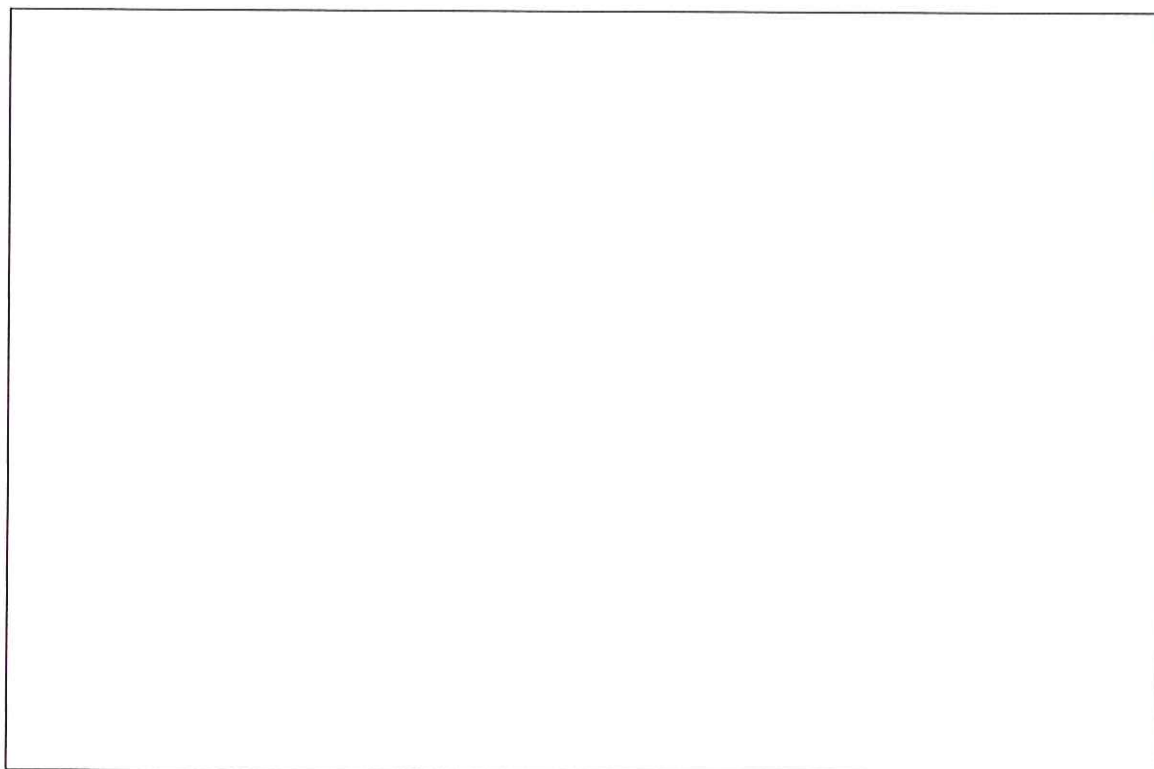
If you have ticked this option, please name the organisation:

Section B: The Consultation Proposal

1. What do you think of the proposal stated in the Mountview consultation information pack? (see page 2)

2. Do you believe that these changes will affect you (or people you know) unfairly because of one of the following factors?

Your age, disability, race, religion or belief, gender, sexual orientation, the fact you are pregnant or have children, because you are married or in a civil partnership, are transgender, are a carer or because you have limited means/income? If so, please explain how



Thank you for completing this form. Please post it back to:
Consultation and Participation Team, Cheshire East Council, Floor 4,
C/O Municipal Buildings, Earle Street, Crewe, CW1 2BJ. This form is also
available online at www.cheshireeast.gov.uk/consultations/.

If you need any help in completing this form please contact the Consultation
and Participation Team by email cpu@cheshireeast.gov.uk
or ring 01270 371376

The closing date for this consultation is 25 April 2013.

***We are the regulator:** Our job is to check whether hospitals, care homes and care services are meeting essential standards.*

Mountview Community Support Centre

Holmes Chapel Road, West Heath, Congleton,
CW12 4YF

Tel: 01260375588

Date of Inspection: 05 December 2012

Date of Publication: February
2013

We inspected the following standards as part of a routine inspection. This is what we found:

Consent to care and treatment	✓ Met this standard
Care and welfare of people who use services	✗ Action needed
Safeguarding people who use services from abuse	✓ Met this standard
Staffing	✓ Met this standard
Supporting workers	✓ Met this standard
Assessing and monitoring the quality of service provision	✗ Action needed

Details about this location

Registered Provider	Cheshire East Council
Registered Manager	Miss Alison Louise Everett
Overview of the service	Mountview Community Support Centre is run by Cheshire East Council Care4CE. It is a residential short break service for 35 adults. It includes a safe environment for up to 10 people who have a diagnosis of dementia, a three bed short stay residential unit for people with a learning or physical disability and a 16 place day care unit. The Care Quality Commission does not regulate day care provision.
Type of service	Care home service without nursing
Regulated activity	Accommodation for persons who require nursing or personal care

Contents

When you read this report, you may find it useful to read the sections towards the back called 'About CQC inspections' and 'How we define our judgements'.

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Summary of this inspection

Why we carried out this inspection

This was a routine inspection to check that essential standards of quality and safety referred to on the front page were being met. We sometimes describe this as a scheduled inspection.

This was an unannounced inspection.

How we carried out this inspection

We looked at the personal care or treatment records of people who use the service, reviewed information sent to us by other organisations, carried out a visit on 5 December 2012 and observed how people were being cared for. We checked how people were cared for at each stage of their treatment and care, talked with people who use the service, talked with carers and / or family members and talked with staff. We talked with stakeholders.

We used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk with us.

What people told us and what we found

When we carried out our unannounced site visit on 5 December 2012 we spoke with seven of the people using the service and a visiting relative. All made positive comments about the standard of care, facilities and services provided at Mountview Community Support Centre.

We asked them about their experiences of how the service involved them and kept them informed. They told us that they were treated with respect and were always involved in making decisions about their care and support.

One person said "overall the home is excellent, my experience has been very good I have been very well looked after, my dietary and health care needs have been met and I am now ready to move back home, but would like to stay".

We found that the home had a relaxed, sociable and welcoming atmosphere. We could see that the people who lived at the home were treated with respect and enjoyed good relationships with staff.

People told us that they felt safe. We found that people were protected from abuse by robust safeguarding procedures which were effectively implemented.

We looked at the care records for two of the people who used the service and could see that arrangements made for their care and support were centred on their individual needs and personal preferences. We found that there were areas where improvements were needed. These included assessment, care planning and arrangements for assessing and monitoring the quality of service provision.

You can see our judgements on the front page of this report.

What we have told the provider to do

We have asked the provider to send us a report by 22 February 2013, setting out the action they will take to meet the standards. We will check to make sure that this action is taken.

Where providers are not meeting essential standards, we have a range of enforcement powers we can use to protect the health, safety and welfare of people who use this service (and others, where appropriate). When we propose to take enforcement action, our decision is open to challenge by the provider through a variety of internal and external appeal processes. We will publish a further report on any action we take.

More information about the provider

Please see our website www.cqc.org.uk for more information, including our most recent judgements against the essential standards. You can contact us using the telephone number on the back of the report if you have additional questions.

There is a glossary at the back of this report which has definitions for words and phrases we use in the report.

Our judgements for each standard inspected

Consent to care and treatment

✓ Met this standard

Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Our judgement

The provider was meeting this standard.

Before people received any care or treatment they were asked for their consent and the provider acted in accordance with their wishes.

Reasons for our judgement

Some of the people we spoke with were able to discuss the way their care had been arranged and was provided. We asked them about their experiences of how the service involved them and kept them informed. They told us that they were treated with respect and were always involved in making decisions about their care and support. Two of the people spoken with told us that their care plans were explained to them by staff and they were asked to sign them to give written consent.

As part of this inspection we used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who may have difficulty expressing their views. We observed staff engaging people in conversation, listening to them, and acting on their requests with courtesy and respect. We could see that the people who used the service were treated with respect and enjoyed good relationships with staff.

Staff spoken with were fully aware of the procedure for seeking consent for care and treatment. The provider's procedure provided clear instructions for staff on the process for seeking verbal and written consent. In August 2012 a new methodology for the structure of the care files was introduced to assure that all sections requiring consent would be readily identified and captured. This included a meet and greet form, risk assessment, support programme, medication record, nail cutting form, diet plans, falls risk assessment and personal belongings record.

We looked at the case files for three of the people using the service on the day of our visit. Two of the three case files seen had all consent sections signed by both the individual and a family member. The other person's consent forms had not been signed, however a note had been made to remind staff to ask the person or their family member to sign, as appropriate.

People should get safe and appropriate care that meets their needs and supports their rights

Our judgement

The provider was not meeting this standard.

People did not always experience care, treatment and support that met their needs and protected their rights. We have judged that this has a moderate impact on people who use the service.

We have judged that this has a moderate impact on people who use the service, and have told the provider to take action. Please see the 'Action' section within this report.

Reasons for our judgement

When we visited Mountview in February 2012 we found that the people who used the service experienced effective, safe and appropriate care but care plans did not always reflect all their health and personal care needs so continuity of their care was not assured. Following our visit in February 2012 the provider sent us an action plan which showed what they had done improve the way care plans were written.

Before we carried out our visit we were aware that the local authority's quality monitoring team were monitoring the home to ensure that standards of care, and accommodation were safe and appropriate to meet the needs of the people who used the service. In July and August 2012 professional staff visiting the service in the course of their work raised concerns about the standards of care provided and investigations were carried by the local authority under adult safeguarding procedures. These investigations identified that improvements were needed in staff training, assessment, risk assessment and care planning, monitoring and review in order to support people's care and welfare appropriately.

We attended a meeting with the provider and representatives from the local authority quality monitoring team to discuss what needed to be done to improve the service. The provider took action to ensure the safety and well being of people who used the service. The number of people accommodated was voluntarily reduced and other safeguards were put in place to make sure the service could meet a person's needs before they were offered respite care. Following this meeting the provider embarked on a comprehensive improvement plan designed to ensure that service was made suitable to meet peoples' needs and ensure their wellbeing. An updated action plan provided by the manager showed us that the necessary improvements were being made. However, a quality monitoring visit carried out by the local authority on the 27 November 2012 indicated that further improvements needed to be made. We brought our planned inspection of the service forward to check that people were protected against the risks of receiving inappropriate or unsafe care and support. We found that the home had a relaxed, sociable

and welcoming atmosphere.

We could see that staff recognised the importance of helping create a relaxed and sociable atmosphere. They engaged people in activities and demonstrated genuine affection, care and concern for the people who lived at the home.

All the people spoken with during our visit made positive comments about the staff, standard of care and facilities and services provided. One person said "overall the home is excellent, my experience has been very good I have been very well looked after, my dietary and health care needs have been met and I am now ready to move back home, but would like to stay".

A visitor told us that they had been impressed with the way staff had responded to their relative's health care needs. They told us that staff had sought medical advice and had acted on the doctor's recommendations so their relative received timely and appropriate treatment.

The staff showed their knowledge of each person's individual needs and preferences by the way they assisted and supported them. They never spoke over them and offered reassurance to help them express themselves, when necessary.

We looked at the care records for two of the people who used the service and could see that improvements had been made in the way care plans were being written. Arrangements made for the care of both these people were centred on their individual needs and their personal preferences were recorded. However, we identified gaps in the assessment and care planning processes which meant people were placed at risk of their needs not being met.

Records showed that a person who presented as being at high risk of developing pressure sores had been admitted to the home. We could see from the information provided that this person needed referral to the district nurse so they could be provided with the specialist equipment and care they needed to ensure they were protected from developing pressure sores but no referral had been made. Staff told us that they had started to complete a risk assessment designed to identify the risks of a person developing pressure sores but had not completed it because they had not received the required training and did not have confidence to complete the task. Records showed that this person had not come to any harm during their short stay at the home but they had been placed at of receiving unsafe or inappropriate care.

We noted from the staff handover sheet that staff had observed that a person who lacked mental capacity was at risk of self harming because they were scratching their face. We looked at the person's care records and spoke with staff to see what action had been taken to protect this person from self harm. We could see that the person had scratched their face and had drawn blood. We noted that their finger nails were long and one of their finger nails had a jagged and sharp edge, but nothing had been done to protect them from further injury other than staff completing a body map to record the injury. Staff told us that they were not able to cut this person's finger nails because they had not been given permission to do so and the person was unable to consent to their finger nails being cut because they did not have mental capacity to make such a decision. They had not taken action to get the required permissions and had not thought of other means to protect the individual from self harming such as filing their nails. This showed us that people were not protected from receiving inadequate care and support.

Safeguarding people who use services from abuse ✓ Met this standard

People should be protected from abuse and staff should respect their human rights

Our judgement

The provider was meeting this standard.

People who use the service were protected from the risk of abuse because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Reasons for our judgement

We spoke with three staff members about safeguarding vulnerable people. All were familiar with the local authority's safeguarding procedures including the "Whistle-blowing policy". They were familiar with the signs of abuse and knew what to do if there was any evidence or suspicion of abuse.

Records showed almost all of the staff employed by the service had received training on the safeguarding of vulnerable adults. The manager told us that arrangements were being made to provide staff with further training in accordance with individual training needs and requirements.

Staff had access to the service's policies and procedures on safeguarding vulnerable people which included a "Whistle-blowing policy".

The Care Quality Commission (CQC) received notifications of any safeguarding vulnerable adults referrals made to the local authority. We reviewed this information as part of our inspection visit and found that the concerns raised had been investigated appropriately and plans put in place to address any issues identified. Representatives of the local authority's quality monitoring team told us that managers and staff had worked collaboratively and in partnership with them to ensure vulnerable people were protected from abuse or the risks of abuse.

Staffing

✓ Met this standard

There should be enough members of staff to keep people safe and meet their health and welfare needs

Our judgement

The provider was meeting this standard.

There were enough qualified, skilled and experienced staff to meet people's needs.

Reasons for our judgement

Following a number of safeguarding investigations carried out by the local authority in July and August 2012 the provider embarked on a comprehensive improvement plan designed to ensure that the service was suitable to meet peoples' needs and ensure their wellbeing. This improvement plan included the provision of staff training in a number of areas including administration and recording of medication, moving and handling, autism, breakaway techniques, safeguarding, nutrition and pressure area assessment and care. Information provided by the manager showed us that satisfactory progress was being made to address staff training needs.

Records showed that all new staff benefited from a comprehensive induction training programme and an annual appraisal. We could see that the learning and development needs of staff were identified and based on the needs of the people who used the service. We found that some staff needed further training in pressure area assessment and infection control. However, the manager confirmed that this training had been arranged to take place early in the New Year.

The manager told us that the service had a target to provide structured supervision for all staff every four to six weeks but this target was not always met. However, all staff spoken with told us that they were well supported with regular training updates and regular supervision sessions with their line manager.

All the people spoken with during the inspection praised the staff for their dedication to duty, competence and skill. A married couple staying at the home told us that they knew all the staff by name and had good relationships with all of them. They said "they know and meet our needs well we are treated with respect by all the staff".

Supporting workers

✓ Met this standard

Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Our judgement

The provider was meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Reasons for our judgement

Following a number of safeguarding investigations carried out by the local authority in July and August 2012 the provider embarked on a comprehensive improvement plan designed to ensure that the service was suitable to meet peoples' needs and ensure their wellbeing. This improvement plan included the provision of staff training in a number of areas including administration and recording of medication, moving and handling, autism, breakaway techniques, safeguarding, nutrition and pressure area assessment and care. Information provided by the manager showed us that satisfactory progress was being made to address staff training needs.

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The manager told us that the service had a target to provide structured supervision for all staff on a regular four to six week basis but this target was not always met. However, all staff spoken with told us that they were well supported with regular training updates and regular supervision sessions with their line manager.

All the people spoken with during the inspection praised the staff for their dedication to duty, competence and skill. A married couple staying at the home told us that they knew all the staff by name and had good relationships with all of them. They said "they know and meet our needs well we are treated with respect by all the staff".

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Our judgement

The provider was not meeting this standard.

We judged this had a moderate impact on people using the service and action was needed for this essential standard. The provider did not have effective systems in place to identify, assess and manage risks to the health and safety and welfare of the people who used the service.

We have judged that this has a moderate impact on people who use the service, and have told the provider to take action. Please see the 'Action' section within this report.

Reasons for our judgement

The provider Cheshire East Council Care4CE has an established quality assurance system which is based on seeking and acting on the views of the people who use the service. The quality assurance procedure includes various methodologies for gathering information about quality and safety of care, treatment, and facilities and services provided but these were not consistently employed at Mountview Community Support Centre.

For example the manager maintained a record of all accidents and incidents which occurred in the respite care home but had not conducted any form of analysis to identify trends, risks or potential hazards to the people who used the service. Some care record folders had been audited in August 2012 to ensure that they were completed to the required standard but had not been done since despite changes in and the changing needs of the people accommodated.

We looked at the care records for two people and found inadequate risk assessment for pressure area care in one and inadequate risk assessment of the person's tendency to self harm in another.

Medication audits had not been carried out despite the manager identifying a number of discrepancies. It was positive to note that the manager maintained a record of action taken to address medication discrepancies. However, it is essential that comprehensive medication audits are carried out on a regular basis to ensure the safety and well being of the people who use the service.

Infection control audits were not carried on a routine and ongoing basis. We observed one staff member using protective clothing inappropriately. We observed them walking around the home touching surfaces and opening doors wearing protective gloves which they had been cleaning in. This is poor practice which could potentially spread germs and infection and put the health and welfare of the people who use the service and staff at risk. It turned

out that this person had not received training on infection control. This oversight would have been picked up if a comprehensive infection control audit had been carried out.

The views of the people who used the service had been gathered by the completion of questionnaires at the end of each person's short stay. These were designed to ascertain their level of satisfaction with the service provided. All responses seen were positive and constructive with many people making positive comments such as "invaluable service" and "excellent."

This section is primarily information for the provider

✕ Action we have told the provider to take

Compliance actions

The table below shows the essential standards of quality and safety that **were not being met**. The provider must send CQC a report that says what action they are going to take to meet these essential standards.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 9 HSCA 2008 (Regulated Activities) Regulations 2010</p> <p>Care and welfare of people who use services</p> <p>How the regulation was not being met:</p> <p>The provider did not take appropriate steps to ensure that each service user was protected against the risks of receiving inappropriate care by the carrying out a thorough assessment and planning the delivery of care. Regulation 9 (a) and (b) of the HSCA 2008 (Regulated activities) Regulations 2010.</p>
Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 10 HSCA 2008 (Regulated Activities) Regulations 2010</p> <p>Assessing and monitoring the quality of service provision</p> <p>How the regulation was not being met:</p> <p>The provider did not have effective systems in place to identify, assess and manage risks to the health and safety and welfare of the people who used the service. Regulation 10 (1) and (b) of the HSCA 2008 (Regulated activities) Regulations 2012</p>

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us by 22 February 2013.

CQC should be informed when compliance actions are complete.

This section is primarily information for the provider

We will check to make sure that action has been taken to meet the standards and will report on our judgements.

About CQC inspections

We are the regulator of health and social care in England.

All providers of regulated health and social care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The essential standards are described in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. We regulate against these standards, which we sometimes describe as "government standards".

We carry out unannounced inspections of all care homes, acute hospitals and domiciliary care services in England at least once a year to judge whether or not the essential standards are being met. We carry out inspections of dentists and other services at least once every two years. All of our inspections are unannounced unless there is a good reason to let the provider know we are coming.

There are 16 essential standards that relate most directly to the quality and safety of care and these are grouped into five key areas. When we inspect we could check all or part of any of the 16 standards at any time depending on the individual circumstances of the service. Because of this we often check different standards at different times but we always inspect at least one standard from each of the five key areas every year. We may check fewer key areas in the case of dentists and some other services.

When we inspect, we always visit and we do things like observe how people are cared for, and we talk to people who use the service, to their carers and to staff. We also review information we have gathered about the provider, check the service's records and check whether the right systems and processes are in place.

We focus on whether or not the provider is meeting the standards and we are guided by whether people are experiencing the outcomes they should be able to expect when the standards are being met. By outcomes we mean the impact care has on the health, safety and welfare of people who use the service, and the experience they have whilst receiving it.

Our inspectors judge if any action is required by the provider of the service to improve the standard of care being provided. Where providers are non-compliant with the regulations, we take enforcement action against them. If we require a service to take action, or if we take enforcement action, we re-inspect it before its next routine inspection was due. This could mean we re-inspect a service several times in one year. We also might decide to re-inspect a service if new concerns emerge about it before the next routine inspection.




In between inspections we continually monitor information we have about providers. The information comes from the public, the provider, other organisations, and from care workers.

You can tell us about your experience of this provider on our website.

How we define our judgements

The following pages show our findings and regulatory judgement for each essential standard or part of the standard that we inspected. Our judgements are based on the ongoing review and analysis of the information gathered by CQC about this provider and the evidence collected during this inspection.

We reach one of the following judgements for each essential standard inspected.

- | | |
|---|---|
|  Met this standard | This means that the standard was being met in that the provider was compliant with the regulation. If we find that standards were met, we take no regulatory action but we may make comments that may be useful to the provider and to the public about minor improvements that could be made. |
|  Action needed | This means that the standard was not being met in that the provider was non-compliant with the regulation.
We may have set a compliance action requiring the provider to produce a report setting out how and by when changes will be made to make sure they comply with the standard. We monitor the implementation of action plans in these reports and, if necessary, take further action.
We may have identified a breach of a regulation which is more serious, and we will make sure action is taken. We will report on this when it is complete. |
|  Enforcement action taken | If the breach of the regulation was more serious, or there have been several or continual breaches, we have a range of actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers include issuing a warning notice; restricting or suspending the services a provider can offer, or the number of people it can care for; issuing fines and formal cautions; in extreme cases, cancelling a provider or managers registration or prosecuting a manager or provider. These enforcement powers are set out in law and mean that we can take swift, targeted action where services are failing people. |

How we define our judgements (continued)

Where we find non-compliance with a regulation (or part of a regulation), we state which part of the regulation has been breached. We make a judgement about the level of impact on people who use the service (and others, if appropriate to the regulation) from the breach. This could be a minor, moderate or major impact.

Minor impact – people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

Moderate impact – people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

Major impact – people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly

We decide the most appropriate action to take to ensure that the necessary changes are made. We always follow up to check whether action has been taken to meet the standards.

Glossary of terms we use in this report

Essential standard

The essential standards of quality and safety are described in our *Guidance about compliance: Essential standards of quality and safety*. They consist of a significant number of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. These regulations describe the essential standards of quality and safety that people who use health and adult social care services have a right to expect. A full list of the standards can be found within the *Guidance about compliance*. The 16 essential standards are:

- Respecting and involving people who use services - Outcome 1 (Regulation 17)
- Consent to care and treatment - Outcome 2 (Regulation 18)
- Care and welfare of people who use services - Outcome 4 (Regulation 9)
- Meeting Nutritional Needs - Outcome 5 (Regulation 14)
- Cooperating with other providers - Outcome 6 (Regulation 24)
- Safeguarding people who use services from abuse - Outcome 7 (Regulation 11)
- Cleanliness and infection control - Outcome 8 (Regulation 12)
- Management of medicines - Outcome 9 (Regulation 13)
- Safety and suitability of premises - Outcome 10 (Regulation 15)
- Safety, availability and suitability of equipment - Outcome 11 (Regulation 16)
- Requirements relating to workers - Outcome 12 (Regulation 21)
- Staffing - Outcome 13 (Regulation 22)
- Supporting Staff - Outcome 14 (Regulation 23)
- Assessing and monitoring the quality of service provision - Outcome 16 (Regulation 10)
- Complaints - Outcome 17 (Regulation 19)
- Records - Outcome 21 (Regulation 20)

Regulated activity

These are prescribed activities related to care and treatment that require registration with CQC. These are set out in legislation, and reflect the services provided.

Glossary of terms we use in this report (continued)

(Registered) Provider

There are several legal terms relating to the providers of services. These include registered person, service provider and registered manager. The term 'provider' means anyone with a legal responsibility for ensuring that the requirements of the law are carried out. On our website we often refer to providers as a 'service'.

Regulations

We regulate against the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

Responsive inspection

This is carried out at any time in relation to identified concerns.

Routine inspection

This is planned and could occur at any time. We sometimes describe this as a scheduled inspection.

Themed inspection

This is targeted to look at specific standards, sectors or types of care.

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Brian Hogan

Subject: FW: Mercian Regiment Homecoming Parades
Attachments: Action List - amended 13 March 2013.xlsx

From: SMITH, Martin (Chief Executives Office) [<mailto:Martin.R.Smith@cheshireeast.gov.uk>]
Sent: 13 March 2013 14:35
To: MALLIN, Gary; SMITH, Diane (Town Centre Manager Macclesfield); TOGAY, Sue; LATHAM, Andrew; Jackie McArthur; WILLIAMS, Jemma
Subject: Mercian Regiment Homecoming Parades

Dear Colleague,

I thought it would be useful to write to provide you with an update on the planning for the three homecoming parades this summer.

I am still waiting confirmation from Eddie Pickering on the detailed timings for the three parades; I hope to meet with him in the next week or so to finalise these. I will ensure that you get this information as soon as it is available; as I appreciate that this is key to much of the planning that we need to do over the coming weeks. Cheshire Police have been briefed on the parades and I will be inviting Derek Griffiths to our next meeting.

Next year's Mayor has been briefed on the Parades and is looking forward to playing a key role. I am meeting with the relevant Portfolio Holder (Cllr Les Gilbert) on Friday to brief him and I will ensure that any specific actions are included in the project plan; a copy of which I attach for your information. I will let you have any relevant feedback from that meeting.

We are coming up to the Easter Holidays and I am sure that some of you at least will be taking a well earned break. Could I suggest that we meet again after Easter, it would be helpful if you could let me know of any periods when you will not be available. I would hope that we can meet during the week beginning 8 April. However; I am aware that time is moving on. If you feel it would be helpful for us to have a one to one meeting to discuss the parades please let me know. I would be very happy to come to your office for a chat.

With very best wishes.

Martin

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Homecoming Parades - action list

Date	Action	Personal Responsible	Date Due	Completed	Comment
13 February 2013	Book Mayor's Parlour in Macclesfield	MS	15 February 2013	13 February 2013	Public rooms booked by Diane Smith
13 February 2013	Book Mayor's Parlour in Crewe	MS	15 February 2013	13 February 2013	Public rooms booked
13 February 2013	Congleton Town Hall Booked	Jackie Potts	15 February 2013	13 February 2013	Booked by Jackie
13 February 2013	Source supply of small union flags	Jemma	01 April 2013		
13 February 2013	Contact Cheshire Police	MS	28 February 2013	04 March 2013	Meeting held with Derek Griffiths
13 February 2013	Finalise routes and saluting points	MS	01 April 2013		
13 February 2013	Liaise with Paul Burns to get car parking rep on group	MS	14 March 2013	13 March 2013	Email sent to Paul Burns on 11 March
13 February 2013	Liaise with Army on flag protocol	MS	01 April 2013		
13 February 2013	Review advance publicity for events	Jemma	01 April 2013		
13 February 2013	Liaise with Streetscape	MS	01 April 2013		
13 February 2013	Compile detailed list of those to invite	MS	01 April 2013		
13 February 2013	Liaise with funeral directors etc	Town contact	01 April 2013		
13 February 2013	Confirm arrangements for catering	MS	01 April 2013		
13 February 2013	Clarify codes for payment and associated budgets	MS	01 March 2013		Details still awaited
13 February 2013	Finalise detail of who is speaking etcc	MS	01 April 2013		
13 February 2013	Brief Deputy Mayor	MS	15 February 2013	14 February 2013	MS spoke and then emailed Dorothy Flude
13 February 2013	Invite MPs	MS	01 April 2013		Awaiting details of timings
13 February 2013	Book licences for charity collections	MS	15 February 2013		Not yet done
13 February 2013	Brief Portfolio Holder	MS	15 February 2013		Done - further meeting to be held on 15 March
13 February 2013	Draft report for informal Cabinet with detailed proposals for each march	MS	01 March 2013		Done
13 February 2013	Detailed timings to be finalised	MS	01 March 2013		Awaiting information from Regiment
13 February 2013	Arrange further meeting of project team	MS	01 March 2013		Aim to meet in early April