

SITE SURVEY REPORT

Care Home Audit

Prepared for	Elmbrook Care Ltd
Date	23 Sept 2026
Site	Larkfield House, Harrogate
Prepared by	R. Haldane

FORM

Care Home Audit**1. Details**

Project	Larkfield House, Harrogate: care home audit (completed example)
Provider	Elmbrook Care Ltd
Home or service	Larkfield House
Address	22 Moor Lane, Harrogate HG2 7QD
Date of audit	23 Sep 2026
Auditor	R. Haldane, quality lead
Areas and shifts covered	Ground and first floor, day shift 08:00 to 14:00, lunch observed
Residents spoken to	4
Staff spoken to	6
Care plans and records sampled (room or reference only)	Care plans: rooms 3, 9, 12, 14 and 20. Daily notes and fluid charts: rooms 9 and 14. Accident and incident log for August and September.

CQC's five key questions are whether a service is safe, effective, caring, responsive to people's needs and well-led. This audit is a manager's own check under those headings. It is not a CQC assessment, and it does not list every regulation. In Scotland, Wales and Northern Ireland care homes have their own regulators.

2. Safe

Enough staff are on duty for the needs of the people living here today	Yes
Staff can say what abuse is and how to report a concern	Yes
Risk assessments, such as falls, skin and choking, are up to date in the care plans sampled	Partly
Medicines are stored and recorded correctly on the round observed	Yes
The building is clean, safe and free of hazards, with call bells in reach	Partly
Accidents and incidents are recorded, reviewed and acted on	Yes

Notes

Rota matched staff on duty. Falls risk assessment for room 9 overdue for review. Call bell out of reach in room 14, put right on the day.

3. Effective

Care plans sampled are current and reflect the person's needs

Partly

Consent and mental capacity are recorded where decisions are made for someone

Yes

People are offered enough to eat and drink, and weights are monitored where needed

Yes

People see the GP, nurse and other professionals when they need to

Yes

Staff training and supervision are up to date

Partly

Notes

5 care plans sampled, 2 not reviewed this month. Moving and handling refresher overdue for 3 staff, booked for October.

4. Caring

Staff speak to people kindly, by the name they prefer, and without rushing

Yes

Personal care is given in private, with doors and curtains closed

Yes

People are offered choices about their day, food and clothes

Yes

People look well cared for: clean clothes, hair, nails, glasses and hearing aids

Yes

Families and friends are welcomed and kept informed

Partly

What did residents and families say?

Residents said staff are kind and the food is good. One family said they are not always told when a GP visit has happened.

5. Responsive

There are activities today that people chose and are taking part in

Partly

Care plans record preferences, life history and what matters to the person

Yes

Complaints are recorded, answered and learnt from

Yes

End of life wishes are recorded where people want to give them

Yes

Call bells are answered promptly on the checks made

Yes

Notes

Morning quiz in the lounge well attended. Nothing on offer for people who stay in their rooms upstairs.

6. Well-led

The programme of audits is up to date and actions are completed

Yes

Staff say they are listened to and know who to go to

Yes

Records are accurate, secure and up to date

Yes

Notifications to the regulator have been made when required

Yes

Feedback from residents, families and staff is collected and acted on

Partly

The latest inspection rating is displayed

Yes

Notes

Relatives' survey sent in July, results not yet shared back with families.

7. Findings and actions

Are there findings to record?

Yes

Findings 1: Safe

Area

Safe

Risk

Medium

What did you find?

Room 14: call bell lead tucked behind the armchair, out of reach from the bed.

Action

Moved back in reach during the audit. Add call bell position to the hourly room checks.

Who

S. Barlow, deputy manager

By when

30 Sep 2026

Photos



Date completed	29 Sep 2026
Checked by	C. Moorcroft, manager

Findings 2: Effective

Area	Effective
Risk	Medium
What did you find?	2 of 5 care plans sampled not reviewed since August. Falls risk assessment for room 9 overdue.
Action	Review both care plans and the room 9 falls assessment with the person and their family.
Who	Named nurses, ground floor
By when	7 Oct 2026

Findings 3: Responsive

Area	Responsive
Risk	Low
What did you find?	No activities offered to people who prefer to stay in their rooms on the first floor.
Action	Activities coordinator to add one-to-one room visits to the weekly plan.
Who	J. Price, activities
By when	14 Oct 2026

Findings 4: Caring

Area	Caring
Risk	Low
What did you find?	One family said they are not always told when the GP has visited their relative.
Action	Check each care plan records who the family wants told and how. Senior on shift to call the named contact after GP visits where that is agreed.
Who	C. Moorcroft, manager
By when	14 Oct 2026
Findings	4
High risk	0
Overall	Needs improvement
Summary	A warm, well-run home with kind staff and good food. Care plan reviews, training, in-room activities and telling families about GP visits need attention. Call bell issue put right on the day.
Next audit due	16 Dec 2026
Auditor name	R. Haldane
Auditor signature	

R. Haldane

Manager name	C. Moorcroft
Date reviewed by manager	25 Sep 2026
Manager signature	

C. Moorcroft