



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for older people

Name:	The Haven
Address:	17 Church Road Tovil Maidstone Kent ME15 6QX

The quality rating for this care home is:

two star good service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Wendy Mills	2 3 0 2 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Care Homes for Older People can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Information about the care home

Name of care home:	The Haven
Address:	17 Church Road Tovil Maidstone Kent ME15 6QX
Telephone number:	01622686865
Fax number:	
Email address:	havencarehome@btconnect.com
Provider web address:	

Name of registered provider(s):	Mr Karim Bhanji,Rozita Heshmati-Bhanji
Type of registration:	care home
Number of places registered:	30

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	10	0
old age, not falling within any other category	0	30
Additional conditions:		
The maximum number of service users to be accommodated is 30.		
The registered person may provide the following categories of service only: Care Home only (PC) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (OP) 20 Dementia (DE) 10		

Date of last inspection									
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Brief description of the care home
The Haven is a residential home providing care and support for up to twenty nine older people. The property is large detached house that has been converted to a residential home from a vicarage. The home has twenty-nine single rooms and one double room.
Accommodation is on two floors and there is a stair and a shaft lift. Each room has a call bell; only one room does not have en-suite facilities; there are two bathrooms. The home has two main lounges, a quiet lounge, a dining room and a conservatory.

Brief description of the care home

Outside there is a well kept garden that is easily accessible to the residents. The home is located approximately two miles from Maidstone town centre. There is a bus stop nearby. Local shops and other facilities are within easy walking distance.

The weekly fees range between 392 and 460 British Pounds. Additional charges are made for items such as hairdressing, chiropody and newspapers.

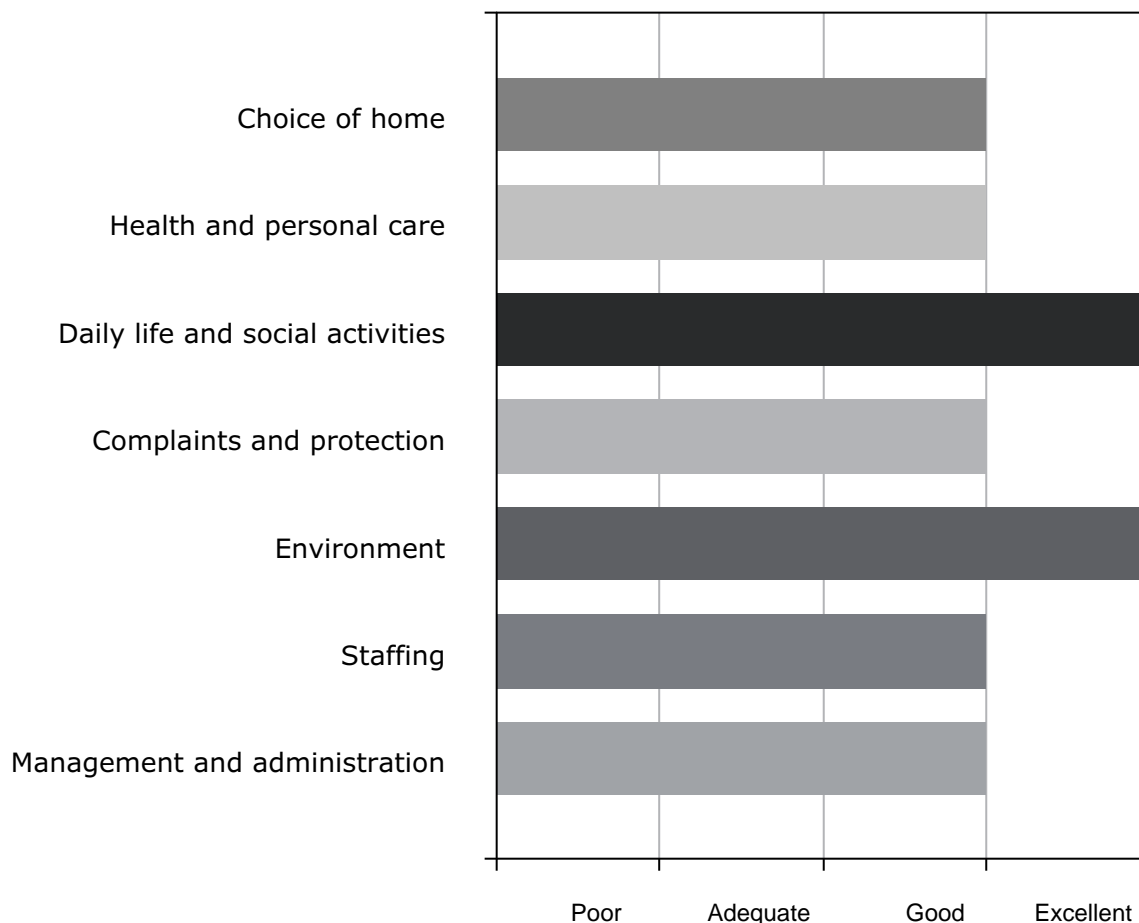
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

This visit formed part of the inspection process of the Commission for Social Care Inspection (CSCI) under the Care Standards Act. The visit was unannounced and lasted seven hours. Wendy Mills, Regulation Inspector and an expert by experience carried out this inspection. An expert by experience is someone who is not employed by the CSCI and can therefore give an independent opinion of a service. The expert understands the needs of a particular care group, as in this case, the needs of older people, either by first hand experience, such as caring for an elderly relative, or by their work, whether paid or unpaid within the community.

This report is compiled using evidence gathered during this visit and information we have received prior to the visit. This includes information that other health and social

care professionals have given us; information the home has sent us, such as notifications and the home's self assessment of quality assurance, the Annual Quality Assurance Assessment (AQAA) that is required under the Act; and information we have received from relatives and supporters of the people who use this service. The findings of this inspection will result in the service being given a star quality rating.

During this visit we spoke to nearly all the residents throughout the time we were in the home. Some were spoken to in private, some were spoken to during a tour of the home and some were spoken with over lunch. We also spoke to relatives and other visitors, visiting health and social care professionals and staff, in private. We spent time in discussion with the registered manager and looked at important documentation such as care plans and staff files. We made a tour of the home and used direct and indirect observation throughout the time we were in the home.

The people who use this service and their supporters were very positive about the care in the home and the support that is given. They said that the home is well managed and praised the staff for their patience, kindness and care.

The people who use this service like to refer to themselves as, "Residents", and have asked that this term be used when referring to them in this report. No requirements were placed as a result of this visit.

The residents, their relatives, the staff and visiting health and social care professionals and the registered manager are all thanked for the welcome they gave us and for their help throughout the course of this visit.

As a result of this inspection the home has been given a 2 star quality rating. This means that the people living in this home experience a good service.

What the care home does well:

The home has a welcoming, relaxed and friendly atmosphere. The environment is well maintained and very clean.

The care at the home is good. The health and well being of the residents is promoted and professional advice is sought on their behalf. Residents say that the staff are helpful and caring.

The home is well managed and run in the best interests of the residents. Relatives say that they are kept well informed and made very welcome.

The activities in the home are good. There is a wide range of different sorts of activity and staff are creative in their approach to activities.

Nutritional monitoring and food services in the home are very good. Residents say that they really enjoy their meals and that there is a good choice of food.

What has improved since the last inspection?

The quality assurance systems have improved and there is now good evidence that the views of the residents and their supporters are sought on a regular basis.

There have been a number of improvements to the environment including new carpets, new dining room furniture and a new shower room.

Staff supervision and training have improved and staff say they are well supported by the manager.

The care plans have all been reviewed and updated. They now contain better information about care needs of the residents.

There has been an increase in staffing levels with an extra member of staff on the morning shift and a laundry assistant working on a daily basis.

What they could do better:

Any entires made by hand in the Medicines Administration Record should be signed and countersigned by staff who have been trained to administer medicines.

The photos of residents' activities such as garden parties and outings should be updated.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line -0870 240 7535.

Details of our findings

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Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home gives prospective residents and their supporters good information about the home so that they can make an informed decision about moving into the home.

Appropriate pre-admission assessments are made to ensure that only those people whose needs can be met are offered a place in the home.

Evidence:

The statement of purpose and the service user guide have been completely reviewed and revised since the last inspection. There is a copy of the service user guide in the residents' rooms.

The care plans of all new residents admitted to the home since the last inspection were examined. There is good evidence that appropriate pre-admission assessments were made before a place was offered at the home. Copies of hospital and social services

Evidence:

assessments and a comprehensive assessment form designed by the home are included in the care plans.

There are sound admission policies and procedures in place. The registered manager visits prospective residents prior to offering them a place. Prospective residents are encouraged to visit the home and stay for a trial period before making a decision about moving into the home on a more permanent basis.

The home does not offer intermediate care.

Health and personal care

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home positively promotes the health and well-being of the residents. This means that they can stay as healthy as possible.

Evidence:

All the care plans have been reviewed since the last inspection and are checked on a monthly basis. The care plans are very comprehensive and record how each need should be met. Care plans are important documents because they provide a written record of each resident's individual preference and need and tell care staff how these needs are to be met.

The home uses a key worker system. This means that each resident is allocated a named member of staff who takes responsibility for ensuring their needs are met and that any concerns that may have are made known to the manager and are dealt with. There is a very stable staff team and all the staff know the residents and their needs very well. However, this has led to the needs of the residents not always being recorded in enough detail. When the next monthly review of care plans takes place it is

Evidence:

recommended that more detail is added so that any new members of staff can see exactly how care should be given.

All residents are registered with local doctors. District nurses visit daily to give any specific nursing care that might be needed. Two nurses from a local General Practice were spoken to. Both said that the home is very good and that the home always co-operates with them, putting any advice they might give into practice. Both nurses said they had never had any problems with the home and that there are good infection control measures in place. One said, "It's a nice home to work in, we always know that they will follow our advice - the staff are always pleasant and the manager is good".

Nutrition in the home is very well managed. All new residents are assessed for any nutritional problems and a plan is put in place accordingly. Nutritional checks, such as weight, skin observations and general health, are made on a monthly basis. The home provides a healthy diet. More detail about food services in the home is dealt with in the next section. All the residents were in very good health and had good appetites on the day of this visit.

Medication policies and procedures are sound and there have been no medication errors since the last inspection. The storage and administration systems were inspected and two members of staff who administer medication were spoken to. Both clearly took a pride in their work, in particular, in the way they manage medication. They were both able to give clear accounts of the medication procedures in the home. They also were confident in the actions they might have to take if faced with out of the ordinary events such as an emergency admission to hospital or a resident not wanting to take their medication once it had been taken from the blister pack.

The Medicines Administration Records (MARs) were examined. They are very well maintained and entries are clear and accurate. There were a few instances where hand written entries had been made on the instructions of a GP when medication had been changed before the new MAR sheet had been supplied by the pharmacy. This is acceptable practice but it is advisable when such entries are made that there is a counter-signatory to the member of staff signing the entry. The registered manager said that they would immediately ensure that hand written entries have signatures of two staff members who are trained to administer medicines. The MARs were otherwise in very good order with legible signatures and no gaps.

Direct and indirect observation showed that staff speak to the residents in a kindly manner that respects their dignity. Any assistance was given in a discreet way and staff were noted to knock on doors before entering.

Daily life and social activities

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The daily life in the home reflects the expectations and cultural backgrounds of the residents. This means that they can enjoy living in the home and maintain as much independence as possible.

Evidence:

The expert by experience spent some time talking with the residents in the communal areas. There is plenty of choice of communal areas with two main lounges, a smaller, quiet lounge and a conservatory. Residents said that they enjoy living in the home and that they can do as they please. They said that the local church provides regular communion and other services for those who wish. The registered manager told us that the local church communities are very supportive and visit regularly.

Visitors to the home said that they are always made very welcome and can visit at any time. They said that they feel the residents have enough to do and that staff spend time encouraging the residents to keep mobile and maintain their interest in life. One relative said, "I have never had any concerns, all the staff are kind and caring - they're all nice. the food is good - I've had Christmas lunch here and it was lovely - very tasty". Another relative said, "The home communicates well with us (relatives) and

Evidence:

always lets us know if anything is going on in the way of activities as well as if my mother has any appointments such as the clinic".

Records show that there are regular entertainers booked and that the home tries different sorts of entertainment to see which the residents prefer. Sessions of activities such as music and movement and creative crafts are organised three times each week. The home also encourages residents to join in floor games such as skittles and hoop-la as well as other activities such as crosswords and word searches. Staff also spend time with residents on a one-to-one basis, doing activities such as hand massage and nail care.

There are televisions in the main communal areas and loop systems are in place to help those residents who are hard of hearing.

Some residents say that they prefer to spend time in their rooms and that staff respect this and check regularly to see that everything is fine. One said, "I'm very happy here, the staff are very kind and helpful, - they don't push me to join in things I don't want to. I have my newspapers, wireless and television - that's enough for me".

We took lunch with some of the residents. The dining room is not large enough to accommodate all the residents comfortably at one sitting. Therefore, the home has two sittings for the main meal which is taken at lunchtime. There is choice of two main meals and other alternatives, are provided should a resident not feel like eating a full main meal. Special diets are catered for. Residents said that the food in the home is good and that they enjoy their meals. The meals we ate were tasty, well presented and well cooked.

Complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Residents and their supporters can be confident that their concerns will be listened to and that appropriate action will be taken when necessary.

Evidence:

The home has sound complaints, concerns and safeguarding policies. There have been no formal complaints since the last inspection and day to day issues are dealt with as they arise. Relatives said that they have no complaints and that, if they did, they would feel able to talk to the registered manager. One said, "The manager here is very nice, she's easy to talk to and I feel confident that she will sort out any worries I might have".

Staff spoken to said that they had received training in the safeguarding of vulnerable people. They all understood the need to report any concerns they may have and were clear about the way they should report concerns.

There are residents' meetings each month and written notes of each meeting are made. The meetings are an opportunity for the residents to express their opinions about the home and to put forward ideas about activities and other aspects of the home.

Residents said that they had no complaints and that the home keeps them informed

Evidence:

about what is going on in the home. They said that if they did have concerns they would talk to the manager.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The environment is safe, clean and well maintained. This gives the residents a pleasant and homely place in which to live.

Evidence:

A tour of the home was undertaken in the company of the expert by experience. All areas were very clean and odour free. At lunchtime there were appetising aromas coming from the kitchen. The residents' rooms are all personalised and homely and communal areas were very clean and clutter free on the day of this visit.

Since the last inspection the laundry systems have been improved, the home has been re-carpeted and new dining room furniture has been provided. There is now an ongoing programme to refurbish the bedrooms as they become vacant.

The home's Annual Quality Assurance Assessment (AQAA) document told us that all necessary health and safety checks are carried out and that all required certificates for gas and electrical safety are in place and up-to-date. The AQAA is a document that is required under The Care Standards Act. All care homes are required to complete this each year and to tell us about their Health and Safety and Quality Assurance procedures.

Evidence:

There is plenty of communal space with a large lounge and conservatory. The dining room is light and airy although it is a little small to accommodate all the residents at once. Two sittings for the main meal have been arranged. This gives more room and a less crowded feel at lunchtimes. Residents can choose which sitting they go to.

The communal areas are well decorated and there is a relaxed and pleasant atmosphere. There are interesting pictures on the walls and ornaments placed to give a homely feel. In one area there are several collages of photographs of residents at events such as garden parties and Christmas lunches. These are nicely framed and a good talking point, however, some of these pictures were taken a few years ago and it is suggested that more up to date photographs are now included in these pictures.

Outside there is a safe garden. Residents said that they enjoy spending time in the garden when the weather is nice. They said that they are happy with the home's environment and can choose where to spend their time.

Visiting health care professionals said that the home is always clean and well maintained.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Staffing levels, staff training and recruitment procedures are all good. There is a stable staff team with good morale. This means that the residents are cared for by a carefully vetted, well trained and cheerful staff team.

Evidence:

There are good staffing levels and a very stable staff team. Since the last inspection additional staff have been appointed. A laundry assistant now works for six hours each day and there is an additional personal carer each morning.

The care staff are well supported by ancillary staff such as cleaners, a maintenance person and a breakfast/teatime assistant. This means that care staff have more time to devote to personal care of the residents, to support their activities and to promote their emotional well being.

Records show that there is a very good level of both statutory and specialist training for staff. Over ninety percent of the staff hold the National Vocational Qualification (NVQ) at level two or above. There is a well organised induction programme and staff said that this was very helpful. Records show that each element is signed off appropriately and that competencies are checked by senior staff or the manager. Recently there has been specialist training in dementia care for staff and records show

Evidence:

that statutory training such as Health and Safety and Moving and Handling, is up-to-date. Staff confirmed that they have plenty of training and that this is carefully monitored.

Residents and relatives described the staff as, "Lovely", "Kind" and "Helpful". One relative said, "Sometimes I don't know how the staff have such patience, it isn't always an easy job".

Staff spoken to said that they love working in the home. They gave one of the main reasons for this as a very good and consistent standard of care for the residents. They made very positive comments about the home. One said, "I've worked here for many years and love it. There is good team working and the manager is very good - she understands our needs as well as the residents".

Staff have clear, written job descriptions and are well aware of their roles and responsibilities in the home. They know the appropriate way in which to report concerns and say that the manager listens to them.

A sample of staff files, including those of the most recently appointed staff, were carefully examined to ensure that the home is following rigorous recruitment procedures. The files were all in very good order and contained good evidence to show that the home is taking all precautions to make sure only staff suitable to work with vulnerable people are offered employment in the home. Criminal Records Bureau (CRB) and Protection of Vulnerable Adults (POVA First) are in place. Two written references are obtained for prospective staff and these are checked out by means of a telephone call. A comprehensive application form and health check list are completed and interview notes made. No staff are permitted to work in the home until all satisfactory checks have been carried out.

Management and administration

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home is well managed. The views of the residents, their supporters and staff are listened to and acted upon. This means that the home is run in the best interests of the residents.

Evidence:

The registered manager has been in post since 2006. She has over twenty years experience of working in care situations. She is well qualified for the post. She holds the NVQ in care at level four and the Registered Manager's Award and maintains her continuing professional development. In depth discussion was held with the manager. This showed that she is knowledgeable about care and employment practices.

Residents, their supporters and staff spoke very highly of the manager. They said that she listens to their concerns and acts appropriately. She is supportive to staff but makes sure that they do their jobs properly.

Evidence:

The registered providers have owned the home since 2006. They have invested in improvements to the home's environment and are supportive to the manager and staff.

There are sound quality assurance systems and the views of the residents and their supporters are sought. There are regular monthly residents' meetings and the manager also speaks individually to residents and relatives. There is a suggestion box that is regularly monitored and annual questionnaires are sent out to residents and their families.

Staff said that they receive regular supervision that gives them an opportunity to identify their training and support needs.

Records are in good order and stored securely. The policies and procedures are constantly being reviewed and updated.

There are sound Health and Safety policies. Regular checks are made on the home and safety certificates are up-to-date.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
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Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action
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Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
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Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No.	Refer to Standard	Good Practice Recommendations
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Helpline:

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