

# Review of compliance

Home Care Home Limited Valerie Manor	
<b>Region:</b>	South East
<b>Location address:</b>	Henfield Road Upper Beeding Steyning West Sussex BN44 3TF
<b>Type of service:</b>	Care home service with nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	Valerie Manor is a care and nursing home registered to provide accommodation and care for up to 23 persons. All the accommodation provided is on ground floor level. The service is situated near to the village of Upper Beeding in West Sussex, which has local shops and a bus service. The service is owned by Home Care

	Home Limited, for whom the nominated individual and registered manager is Ms Zoe Bates.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Valerie Manor was meeting all the essential standards of quality and safety.**

The summary below describes why we carried out this review, what we found and any action required.

### Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

### How we carried out this review

We reviewed all the information we hold about this provider.

### What people told us

People living at Valerie Manor told us that staff supported them in maintaining their independence as far as possible, and treated them with respect.

Generally people are receiving the care and support that they need, including medical support.

They feel safe in the home, and can discuss any concerns they have with staff.

### What we found about the standards we reviewed and how well Valerie Manor was meeting them

#### **Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People were involved in the decisions about the care provided. Care was based on their individual needs and preferences. People who used the service were treated with respect.

Overall, we found that Valerie Manor was meeting this essential standard.

#### **Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights**

The planning and delivery of care was meeting the needs of people being supported and ensuring their welfare and safety.

Overall, we found that Valerie Manor was meeting this essential standard.

**Outcome 07: People should be protected from abuse and staff should respect their human rights**

People living at Valerie Manor felt safe. Staff were trained and able to respond appropriately to any actual or suspected abuse that occurred.

Overall, we found that Valerie Manor was meeting this essential standard.

**Outcome 08: People should be cared for in a clean environment and protected from the risk of infection**

There are appropriate standards of cleanliness and hygiene in the home.

Overall, we found that Valerie Manor was meeting this essential standard.

**Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

Effective recruitment procedures which help protect the people being care for were being followed.

Overall, we found that Valerie Manor was meeting this essential standard.

**Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills**

The service had systems in place to ensure staff received the necessary training and support to care for people who use the service. Staff had regular supervision and appraisals to support them in their role.

Overall, we found that Valerie Manor was meeting this essential standard.

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

The provider has ensured that people who use the service were safe. The quality of care provision was monitored and improvements were made when concerns were raised.

Overall, we found that Valerie Manor was meeting this essential standard.

**Other information**

Please see previous reports for more information about previous reviews.

**What we found  
for each essential standard of quality  
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

**Compliant** means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

## Outcome 01: Respecting and involving people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

- \* Understand the care, treatment and support choices available to them.
- \* Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- \* Have their privacy, dignity and independence respected.
- \* Have their views and experiences taken into account in the way the service is provided and delivered.

### What we found

#### Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

#### Our findings

##### What people who use the service experienced and told us

In their May 2011 questionnaire responses residents said that generally staff listened to them and acted on what they said. All 16 respondents said that their privacy and dignity were respected at all times.

People we talked to told us that staff supported them in maintaining their independence as far as possible, and treated them with respect.

##### Other evidence

Relatives and friends responding to a May 2011 questionnaire from the home said that their relative was being treated with dignity and respect, and that they were given privacy when required.

One person commented that their relative was treated with "respect and consideration".

The manager Ms Zoe Bates advised us that people living at Valerie Manor were regularly involved in the planning and preparation of activities in the home, such as charity events which had recently taken place.

Ms Bates also told us that families and residents had been asked for the suggestions for the development of the garden, and that all plantings done were suggestions from residents or relatives.

In interactions between staff and people living at Valerie Manor which we observed during our visit people were being treated with respect and dignity.

Ms Bates advised us that no assessments under the Mental Capacity Act or the Deprivation of liberty safeguards had been carried out in the home, but that a senior member of staff had recently attended training on the Mental Capacity Act and information on this would be shared with staff.

### **Our judgement**

People were involved in the decisions about the care provided. Care was based on their individual needs and preferences. People who used the service were treated with respect.

Overall, we found that Valerie Manor was meeting this essential standard.

## Outcome 04: Care and welfare of people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

### What we found

#### Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

#### Our findings

##### What people who use the service experienced and told us

The home's May 2011 questionnaire responses from people living at Valerie Manor found that generally people are receiving the care and support that they need, including medical support.

One person said to us that they enjoyed the food, liked doing things in the vegetable garden, and had found digging up potatoes "very satisfying".

One person who we spoke to said they liked to have a shower at around 8.30 a.m. and breakfast around 9 a.m., and that this was her preferred routine which staff most often followed.

##### Other evidence

Relatives and friends responding to a May 2011 questionnaire from the home said that their relative was being treated as an individual and that their needs were being met. They also said that they felt involved in decisions about the care given.

One relative commented in their questionnaire that "mum's overall health improved from day one and she feels safe and comfortable and as a family we know she is receiving the best possible attention".

At our visit we found that monitoring charts, for example where a person's food and fluid intake needed to be recorded and checked, were being regularly updated.

We sampled care plans for three people living at Valerie Manor, and some care records for two other people.

We found care plans to be recorded in an accessible and easily readable format, and that they included information on how the person prefers to be cared for.

A member of staff we spoke to said that she found the new care plans easy to read and helpful, and that they were being updated regularly.

Care plans we sampled included signed Consent to care and treatment and Permission to share information documents.

We found that risk assessments were being regularly carried out and updated.

We looked at pressure area and wound care plans for two people, and found that these were being regularly updated and indicated that healing had taken place.

Where there is specialist support, for example for one person there had been assessment by a Speech and language therapist, care records included the recommendations made and action taken by staff to meet the recommendations.

Care records we sampled indicated that where weight loss issues had been identified that action taken by staff had ensured that the appropriate advice and recommendations had been obtained and that the person was gaining weight again.

For one person who had difficulty communicating we found that the care plan did not include guidance for staff on how best to assist the person to make their needs known. We discussed the person's care with a senior member of staff, and it was evident that the member of staff did have strategies for assisting the person to communicate their needs better.

However, to help ensure that all staff team are taking a consistent approach to this, the guidance should be recorded in the care plan.

We observed that there is part pre-prepared information included in the care plans which it is intended should be passed on to health authority staff in the event of the person being hospitalised, to better ensure consistency of information and care.

We were advised that the GP's do a 'ward round' every three months, and information from this is recorded and attached to the care plan.

One person we spoke to said that when she used the call bell for assistance the staff "answered pretty quick usually".

### **Our judgement**

The planning and delivery of care was meeting the needs of people being supported and ensuring their welfare and safety.

Overall, we found that Valerie Manor was meeting this essential standard.

## Outcome 07: Safeguarding people who use services from abuse

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

### What we found

#### Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

#### Our findings

##### What people who use the service experienced and told us

Most people said in their May 2011 questionnaire responses that they knew who to speak to if they were not happy, and that they knew how to make a complaint.

One person we spoke to said "I feel safe being here", and that she would find staff or the manager approachable if she had any concerns.

##### Other evidence

Relatives and friends responding to a May 2011 questionnaire from the home said that they felt the home provided a safe environment and that there was someone available if they had any concerns or issues.

Training records sampled indicated that staff were undertaking training in safeguarding vulnerable adults, and records indicating safeguarding training arranged for staff were sampled.

We were advised by Ms Bates by email on 23/11/11 that "as best practice I like all staff to attend a one day safeguarding study day facilitated by West Sussex County Council, all staff have either now undertaken this or are booked in, the process will be complete in February 2012".

A member of staff we spoke to said they had found this training very useful when they had undertaken it recently.

Ms Bates advised us that there had been an incident in the home where a member of staff had talked to a resident in a way which was found unacceptable, and disciplinary action taken included the dismissal of the member of staff.

**Our judgement**

People living at Valerie Manor felt safe. Staff were trained and able to respond appropriately to any actual or suspected abuse that occurred.

Overall, we found that Valerie Manor was meeting this essential standard.

## Outcome 08: Cleanliness and infection control

### What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

### What we found

#### Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

#### Our findings

##### What people who use the service experienced and told us

All the 16 residents who responded to the home's May 2011 questionnaire said that the home was kept clean and fresh.

##### Other evidence

Relatives and friends said in their May 2011 questionnaire responses that the home was tidy and clean.

During our visit we found bedrooms, communal areas and service areas in the home to be clean and fresh.

Kitchen staff showed us the cleaning rotas and temperature checks they carry out.

Arrangements are in place to ensure that soiled laundry is handled hygienically.

There are not at present recorded checks on infection control in the home. However, a member of staff has been trained in taking the lead on infection control and a senior member of staff told us that a for checks on things such as staff hand washing and commode cleaning were being developed.

There are policies and procedures for hygiene and infection control in place, and there are cleaning rotas and schedules which we looked at during our visit.

#### Our judgement

There are appropriate standards of cleanliness and hygiene in the home.

Overall, we found that Valerie Manor was meeting this essential standard.

## Outcome 12: Requirements relating to workers

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

### What we found

#### Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

#### Our findings

##### What people who use the service experienced and told us

We received no comments from people living at Valerie Manor concerning this outcome.

##### Other evidence

We sampled the recruitment records for three members of staff who have recently begun work at Valerie Manor.

We found that the relevant checks and references were in place before they commenced work at the home, which helps ensure the safety of the people they are caring for.

##### Our judgement

Effective recruitment procedures which help protect the people being care for were being followed.

Overall, we found that Valerie Manor was meeting this essential standard.

## Outcome 14: Supporting staff

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by competent staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 14: Supporting staff

#### Our findings

##### What people who use the service experienced and told us

We received no comments from people living at Valerie Manor concerning this outcome.

##### Other evidence

Relatives and friends responding to a May 2011 questionnaire from the home said that staff were friendly and helpful and professional in their approach.

One person said to us that the staff were "very chatty and helpful".

Training records sampled indicated that most staff were up to date in topics such as fire training and health and safety, and Ms Bates advised us that all mandatory training had been undertaken or was booked to be undertaken by all staff.

More specialised training which has been undertaken by relevant staff has included catheterisation, wound care, and syringe driver training.

Future training which has been arranged for staff includes dementia care and assessing nutritional needs.

##### Our judgement

The service had systems in place to ensure staff received the necessary training and support to care for people who use the service. Staff had regular supervision and

appraisals to support them in their role.

Overall, we found that Valerie Manor was meeting this essential standard.

## Outcome 16: Assessing and monitoring the quality of service provision

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

### What we found

#### Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

#### Our findings

##### What people who use the service experienced and told us

We received no comments from people living at Valerie Manor concerning this outcome.

##### Other evidence

A new wing with an additional 13 purpose built rooms for nursing care had been opened in March 2011, with rooms including tracking hoists and profiling beds.

There has been extensive upgrading to the main part of the building which has included a larger dining room, new dining room chairs, two new bathrooms and a 'wet' shower room, and a new laundry room and sluice room.

The home has also provided computers in communal areas which assists people in keeping in touch with their relatives, and if people need assistance with using the computers staff can help.

We asked senior staff about medication checks, and while some checks for medication administration are in place there is not at present a regular overall audit of medication and medication recording being carried out by staff.

A medication audit completed by a pharmacist on 16/5/11 indicated that good arrangements are in place for the administration of medicines.

The service received a five star food hygiene rating in May 2011 from the local authority.

At the National Care Awards in 2010 the home was awarded 'Care team of the year' for the south east, and the staff team were finalists for this award in 2011.

A new format for care plans has been developed and introduced, as Ms Bates had identified that this was needed.

Care plans are now more easily electronically accessible, and nursing staff requested a 'tablet' portable laptop which has been provided. This allows them to access and input information on the system while 'on the go'.

The views of residents and relatives on the service are being regularly obtained, and improvements to the service which have been accordingly carried out have included the laundry being better organised, and staff wearing name badges.

Overall, we found that the provider had continued to closely monitor and improve the quality of the service provided.

### **Our judgement**

The provider has ensured that people who use the service were safe. The quality of care provision was monitored and improvements were made when concerns were raised.

Overall, we found that Valerie Manor was meeting this essential standard.

# What is a review of compliance?

By law, providers of certain adult social care and health 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 Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

**Enforcement action:** These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

## Information for the reader

<b>Document purpose</b>	Review of compliance report
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