

Review of compliance

<p>J D A Care Limited Tudor Lodge</p>	
<p>Region:</p>	<p>South West</p>
<p>Location address:</p>	<p>8 Brightstowe Road Burnham-on-Sea Somerset TA8 2HW</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>September 2011</p>
<p>Overview of the service:</p>	<p>Tudor Lodge is registered for the activity 'Accommodation for persons who require nursing or personal care.'</p> <p>It is an older style property located in a quiet residential area of Burnham on Sea.</p> <p>The home is able to accommodate up to 27 older people.</p>

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Tudor Lodge 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, carried out a visit on 22 August 2011, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

People spoken with during our visit were very happy with the care that they received. One person said "You get all the help you need" another person said "I feel very well cared for." One person commented on the kindness of staff when they assisted with intimate personal care.

Everyone asked spoke very highly of all the staff in the home. One person described them as "Very competent" another person said "Staff are all very helpful and do whatever you ask them to do."

People living at the home said that they were able to make choices about all aspects of their daily lives. People said they were able to choose what time they got up, when they went to bed and how they spent their day. One person said "I do whatever I choose" another said "I can please myself what I do and what I join in with, there's no pressure."

Some people said that they were involved in their care plan and that they signed to say that they agreed with the contents. We saw copies of signed care plans during our visit. Two people said that they did not know what was in their care plan as they had no interest. Both people said that their family members "got involved in that."

Everyone felt that their care was tailored to their personal needs and wishes. All felt that they continued to be in control of the care that they received. One person said "I know I need to be looked after but I do as much as I can myself and the staff help out when I ask them to. Everything is on my terms."

Everyone said that their privacy was respected and staff always treated them in a

respectful manner. One person commented that staff were extremely "kind and considerate" when assisting them with personal care. During our visit we observed that staff always knocked on bedroom doors and waited to be invited in before entering.

People said that they felt safe at the home. One person said "I feel absolutely safe here." People also commented that staff were always "helpful and pleasant".

Everyone said that they would speak with a member of staff or the management if they had any worries or concerns. One person living at the home said "Chris (the manager) likes you to talk to him, he's always saying if you have any worries he wants to know about them so they can be sorted out."

People living and working at the home said that there was a very open culture which encouraged people to discuss issues. Staff said that if they had any concerns they would report it straight away. All were confident that concerns would be taken seriously and quickly investigated.

What we found about the standards we reviewed and how well Tudor Lodge 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

Overall, we found that Tudor Lodge was meeting this essential standard

People living at the home are able to make choices about their daily lives and their privacy is respected.

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

Overall, we found that Tudor Lodge was meeting this essential standard.

People receive care which is appropriate to their needs and personalised to their wishes and preferences.

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

Overall, we found that Tudor Lodge was meeting this essential standard.

Staff awareness and an open culture minimises the risks of abuse to people who live at the home.

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

Overall, we found that Tudor Lodge was meeting this essential standard.

People are supported by a well motivated and competent staff team

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

Overall, we found that Tudor Lodge was meeting this essential standard.

The home has a commitment to ongoing improvement and seeking the views of people using the service.

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

People living at the home said that they were able to make choices about all aspects of their daily lives. People said they were able to choose what time they got up, when they went to bed and how they spent their day. One person said "I do whatever I choose" another said "I can please myself what I do and what I join in with, there's no pressure."

Throughout our visit we observed that people were able to spend time in their personal rooms or in the communal areas. Some people said that they continued to enjoy going out and were free to do so.

One person told us that they liked to eat meals in their room and we saw a tray being taken to them at lunch time.

Some people said that they were involved in their care plan and that they signed to say that they agreed with the contents. We saw copies of signed care plans during our visit. Two people said that they did not know what was in their care plan as they had no interest. Both people said that their family members "got involved in that."

Recruitment files seen showed that people living at the home had opportunities to meet

prospective staff members and influence who was employed at the home.

Everyone said that their privacy was respected and staff always treated them in a respectful manner. One person commented that staff were extremely "kind and considerate" when assisting them with personal care. During our visit we observed that staff always knocked on bedroom doors and waited to be invited in before entering.

All interactions between people living and working at the home were polite and respectful. People were offered assistance in a discreet manner.

Other evidence

Written information provided by the home stated that people living at the home were involved in the creation of their care plan where appropriate. It also stated that there were residents meetings and questionnaires to enable people to be involved in the running of the home.

Minutes of residents meetings seen showed that people were consulted on many aspects of the home and their opinions were acted on where appropriate.

Minutes of staff meetings showed that staff are reminded to treat people with respect and to allow people to make choices.

Our judgement

Overall, we found that Tudor Lodge was meeting this essential standard

People living at the home are able to make choices about their daily lives and their privacy is respected.

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

Care plans seen showed that everyone had their needs assessed before they moved to Tudor Lodge. This ensured that the home had the facilities and staff skills to meet individual needs before a place was offered. From the initial assessment a full care plan was drawn up which was regularly reviewed and changed in line with people's changing needs and wishes. People spoken with during our visit were very happy with the care that they received. One person said "You get all the help you need" another person said "I feel very well cared for." One person commented on the kindness of staff when they assisted with intimate personal care.

People said that if they were unwell the home ensured that they received medical attention quickly. One person commented "They arrange for the doctor very quickly if you are feeling poorly." We noted that all medical appointments were recorded in care plans and these showed that people had access to a range of health and social care professionals according to their individual needs.

Care plans had risk assessments in place for skin care and possible pressure damage. These assessments noted any specialist equipment needed, such as pressure relieving cushions. We saw that where someone was assessed as needing equipment this was in place.

Everyone felt that their care was tailored to their personal needs and wishes. All felt that they continued to be in control of the care that they received. One person said "I know I need to be looked after but I do as much as I can myself and the staff help out when I

ask them to. Everything is on my terms."

Throughout the day we observed that staff assisted people in a relaxed unhurried manner and several people commented that they never felt rushed. We saw that where people required assistance this was provided in a discreet manner and staff constantly checked that people were comfortable.

There was a weekly activity programme in the home and people said that they were able to join in with whatever interested them. Two people told us what was happening in the current week and what activities they were going to take part in. They said that they arranged their week around what was going on in the home.

Everyone asked felt the home provided a good variety of entertainment and outings. Minutes of residents meetings showed that people were always asked to make suggestions about activities and give feedback about anything they had taken part in.

Other evidence

Written information provided by the home stated that care plans are person centred and risk assessments balance safety and effectiveness with the right of the person who uses the service to make choices.

Staff spoken with said they were encouraged to work in a person centred way and treat everyone as an individual. Staff meetings emphasised this point and the minutes stated 'Please ensure that you practice person centred care. Residents and not tasks must come first. Residents must not be subject to time constraints, for example with regards to toileting or bedtime. Residents must not be left in wheelchairs for the convenience of staff.'

Our judgement

Overall, we found that Tudor Lodge was meeting this essential standard.

People receive care which is appropriate to their needs and personalised to their wishes and preferences.

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

People said that they felt safe at the home. One person said "I feel absolutely safe here." People also commented that staff were always "helpful and pleasant".

Everyone said that they would speak with a member of staff or the management if they had any worries or concerns. One person living at the home said "Chris (the manager) likes you to talk to him, he's always saying if you have any worries he wants to know about them so they can be sorted out."

People living and working at the home said that there was a very open culture which encouraged people to discuss issues. Staff said that if they had any concerns they would report it straight away. All were confident that concerns would be taken seriously and quickly investigated.

During our visit we observed that people appeared very relaxed and comfortable with the staff who supported them. We saw that staff were kind and caring in their interactions, offered choices to people and ensured that people had everything they needed.

Other evidence

The home had policies and procedures in respect of recognising and reporting abuse and whistle blowing. All staff said that they had received training in the protection of vulnerable adults, all were aware of the whistle blowing policy and knew how to report concerns. Training records seen confirmed that staff had completed this training and

received ongoing guidance in this area.

During our visit we looked at the recruitment files of the three most recently employed members of staff. All showed evidence of a robust recruitment procedure which included seeking written references and an enhanced Criminal Records Bureau (CRB) check before the person began work in the home. We also noted that the recruitment procedure was explained to residents at a recent residents meeting to reassure people living at the home.

Our judgement

Overall, we found that Tudor Lodge was meeting this essential standard.

Staff awareness and an open culture minimises the risks of abuse to people who live at the home.

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

During the visit we observed that staff appeared competent in their roles and demonstrated a good knowledge of the needs and likes of individuals. Everyone asked spoke very highly of all the staff in the home. One person described them as "Very competent" another person said "Staff are all very helpful and do whatever you ask them to do."

Other evidence

There was a clear staffing structure to ensure that there were clear lines of responsibility and accountability. The management team were very visible and provided ongoing support and guidance. This also enabled them to constantly monitor the quality of the service provided and respond to any concerns raised.

One new member of staff said that the support they received from management and other staff was "Brilliant."

Staff said that they had received a good induction when they began work and there were opportunities for ongoing training. Staff said that there was a good team spirit in the home and they were never afraid to ask for advice if they were unsure about anything.

Our judgement

Overall, we found that Tudor Lodge was meeting this essential standard.

People are supported by a well motivated and competent staff team

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

There were formal meetings for people living at the home and all said that they could ask questions and make suggestions at any time. Minutes of meetings were seen and showed that a wide range of issues were discussed.

The home also carried out six monthly satisfaction surveys for people living there. This was another opportunity for people to influence the running of the service. All returned satisfaction surveys were analysed to ensure that results influenced changes and improvements to the service. Analysis of recent questionnaires showed a high level of satisfaction with the service provided. It also demonstrated that where any issues were raised these were addressed.

Other evidence

The home had quality management systems in place to ensure that quality was regularly audited and that risks were constantly reviewed. Written information provided by the home stated that these systems ensured that the service was continually evolving, improving and learning from events as they happened.

Our judgement

Overall, we found that Tudor Lodge was meeting this essential standard.

The home has a commitment to ongoing improvement and seeking the views of people using the service.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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