

Review of compliance

B & M Investments Limited (t/a B&M Care) White Plains Care Home

Region:	South East
Location address:	Tilehouse Lane Denham Buckinghamshire UB9 5DE
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	<p>White Plains is a care home which is owned and managed by B&M Investments Limited.</p> <p>It provides care for up to 38 people who are elderly, physically, and mentally frail.</p> <p>All bedrooms have en suite facilities. The home is situated outside the village of Denham and a short distance from Uxbridge town centre. There are adequate parking facilities. Public</p>

	transport is not easily accessible.
--	-------------------------------------

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

Our current overall judgement

White Plains Care Home 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, checked the provider's records, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People said that the home provided them with choices and staff respected their privacy and dignity. They said that staff enabled them to maintain their independence and to be part of the local community. For example, staff arranged outings to places of interest such as the museum and a dog's trust.

People could not remember if they had an assessment prior to admission into the home. People told us when their relatives visited the home staff made them to feel welcome. They said that staff provided them with refreshments.

People said that they felt safe living in the home. They said that the home had provided them with information on how to make a complaint. However, they have never had to make a complaint.

People said that they were registered with a GP. They said if they became unwell staff sought medical attention promptly. People told us that their medication was reviewed regularly by the GP and that they received their medication at the right time.

People said that staff were trained appropriately to meet their needs and staff spoke to them appropriately. People told us that their views were sought about the care provision.

What we found about the standards we reviewed and how well White Plains Care Home 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

Staff involved people in planning their care and treatment. People's privacy and dignity were respected and their preferences relating to aspects of their care were taken into account.

Overall, we found that White Plains was meeting this essential standard.

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

People were admitted to the home after an assessment of their care needs had been carried out. There were systems in place to ensure that people's care needs were met and their welfare was promoted.

Overall, we found that White Plains was meeting this essential standard.

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

People felt safe living in the home. Staff had been provided with training to make them aware of people's rights and to respond appropriately to allegations or suspicions of abuse.

Overall, we found that White Plains was meeting this essential standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

The home had systems in place to make sure people received their medicines as prescribed. Medication was administered by staff who had been suitably trained.

Overall, we found that White Plains was meeting this essential standard.

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

Staff received training to assist them in understanding and meeting the needs of the people living in the home.

Overall, we found that White Plains 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 home had systems in place to monitor the quality of the care people were receiving.

Overall, we found that White Plains 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

People told us that they were able to choose when to rise and retire, when to have a bath and where to have their meals. People said staff ensured that their privacy and dignity were respected when providing personal care.

People told us that staff enabled them to be part of the local community. For example, staff arranged outings to places of interest such as the museum and a dog's trust. People said that staff enabled them to maintain their independence and they were encouraged to do as much as possible for themselves.

Other evidence

Staff spoken with said that people were consulted about the home's activity programme. People were able to participate in activities of their choice.

Staff said that a church service was held in the home on a regular basis. People who wished to were enabled to attend church service regularly in the community escorted by volunteers from the church.

We noted that the home had a chapel. Staff said people and their relatives used it regularly. They were able to spend quiet moments together in private.

The manager said that residents' meetings were held regularly. People were enabled to

give their views and make suggestions on how the home should be run. We saw the minutes of the most recent meeting that was held in November 2011.

The chef told us that he regularly spoke with people about the food choices and tried to ensure that the menu reflected their choices. One person we spoke with confirmed this.

During our visit we observed staff speaking to people in an appropriate manner.

When carrying out an activity we saw staff explaining to people what they were about to do and seeking their permission before carrying out the activity.

Our judgement

Staff involved people in planning their care and treatment. People's privacy and dignity were respected and their preferences relating to aspects of their care were taken into account.

Overall, we found that White Plains 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

Some people could not remember if they had an assessment prior to admission into the home. One person told us that the home was recommended by a friend. A second person said that family members had chosen the home for them.

People said that the GP visited the home weekly or as and when required. They said if they became unwell staff ensured that medical attention was sought promptly.

People said that staff made their family and friends to feel welcome when they visited. They said that staff provided them with refreshments.

People told us that staff enabled them to participate in activities of their choice. The majority of the people spoken with said that they enjoyed the crosswords, floor games, quizzes and outside entertainers best.

Other evidence

A relative of a person living in the home said that the home's staff made them aware if there were changes to their family member's care and treatment. They were confident that the home provided a high standard of care.

A health care professional said that the home had systems in place to ensure people received a high standard of care.

The manager said that people's needs were assessed before coming to live in the home. This was to enable the home to decide if they could meet the person's assessed needs. Information obtained from the needs assessment was used to inform the care

plan.

The manager said that people were provided with information about the home in the form of a booklet and they were encouraged to ask questions about the home.

We noted that the care plan had been developed with the help of the person needing care and or a family member. The plans we looked at were signed by the person using the service or a relative to confirm their involvement and agreement.

A sample of care plans which we looked at were comprehensive in the amount of information they contained. The care plans covered areas such as personal care and physical well being, communication, mental health, mobility and dexterity and daily living and social activities.

We noted the care outcomes were evaluated regularly and if required the care plan was amended to reflect any identified changes.

Risk assessments relating to moving and handling, falls, tissue viability and nutrition were in place.

Each person had a record medical sheet detailing any treatment that had been provided by health care professionals such as the GP, chiropodist and district nurse.

During our visit we saw people were engaged in various group activities such as completing crosswords and board games.

Staff were observed joking and talking to people with respect and valuing and recognising them as individuals.

Our judgement

People were admitted to the home after an assessment of their care needs had been carried out. There were systems in place to ensure that people's care needs were met and their welfare was promoted.

Overall, we found that White Plains 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

People told us that the home had provided them with information on how to make a complaint.

They said that they knew whom to speak to if they were not happy with a situation. They told us they would speak with the manager. They said that they had never had to make a complaint.

People said that they felt safe living in the home. They told us that staff spoke to them in a calm and respectful manner.

Other evidence

Staff told us that they had been provided with safeguarding of vulnerable adult training at induction. They said that safeguarding training was updated regularly. In discussion with staff they were aware about safeguarding procedures and explained how they would identify, report and respond to actual or suspected abuse.

A review of the staff training record demonstrated that staff have had training in safeguarding of vulnerable adults.

Newly appointed staff members confirmed that they were not allowed to work unsupervised until a full criminal record bureau (CRB) clearance had been obtained.

Our judgement

People felt safe living in the home. Staff had been provided with training to make them aware of people's rights and to respond appropriately to allegations or suspicions of

abuse.

Overall, we found that White Plains was meeting this essential standard.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People told us that they received their medication at the right time. They said that the GP regularly reviewed their medication.

Other evidence

We saw that medication was stored in locked trolleys conforming to Royal Pharmaceutical Society of Great Britain Guidelines. There were no gaps observed on the medication sheets. In the medication folder there was a photograph of each person.

A record was maintained of the medicines refrigerator temperature. A list of staff names who administered medication along with their specimen signature was kept in the medication folder. Staff said that daily and monthly medication audits were carried out.

We saw that a record was maintained for medication entering and leaving the home. A sample of controlled drug stock was checked and the balance in stock matched the recorded balance.

Staff said that they had been provided with up to date training in the safe handling and administration of medication

Our judgement

The home had systems in place to make sure people received their medicines as prescribed. Medication was administered by staff who had been suitably trained.

Overall, we found that White Plains 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

People said that staff were trained appropriately to meet their needs. They said that there were always enough staff on duty to provide them with the support they required.

Other evidence

A relative of a person using the service said that staff were approachable and knowledgeable about their family member's care needs.

Staff told us that mandatory training was regularly updated. They said that they were provided with supervision every other month and yearly appraisals. The staff records we looked at confirmed this.

Staff said that regular staff meetings took place. We saw the minutes of the most recent staff meeting that had taken place in November 2011.

Staff said that they enjoyed working at the home and felt supported by the team and management.

They said that they were supported to acquire further skills and qualifications that were relevant to their work.

We noted that some staff had acquired national vocation qualification (NVQ) at level 2, 3 and 4.

Our judgement

Staff received training to assist them in understanding and meeting the needs of the people living in the home.

Overall, we found that White Plains 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

People told us their views were sought about the care they received. They were confident that suggestions made were acted on.

Other evidence

We were shown examples of medication and care plan audits which were carried out monthly. We looked at minutes of staff, residents and senior staff meetings. These showed that the quality of the care provision was monitored and identified concerns were addressed appropriately.

We saw records of provider visits that had been taking place monthly. The manager confirmed that issues arising from these visits had been addressed.

The manager said that complaints received were logged in the complaints folder and investigated. Any lessons arising from the investigation would be used to improve on the care provision. We looked at the complaints record and noted that the home had not recorded any complaints since 2010. However, previous complaints had been investigated.

The manager said that annual satisfaction surveys were sent out to people and their relatives but these had not yet been analysed. Staff said that they were confident in using the home's reporting system and knew they would be supported in raising any concerns of poor practice.

Our judgement

The home had systems in place to monitor the quality of the care people were receiving.

Overall, we found that White Plains 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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA