Review of compliance

Milkwood Care Limited Ganarew House Care Home	
Region:	West Midlands
Location address:	Ganarew Monmouth Herefordshire NP25 3SS
Type of service:	Care home service without nursing
Date of Publication:	September 2012
Overview of the service:	Ganarew House is a converted country house in a rural hamlet between the towns of Ross on Wye and Monmouth. The home provides care and support for up to 37 people, and specialises in caring for people with dementia.

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

Our current overall judgement

Ganarew House Care Home was meeting all the essential standards of quality and safety inspected.

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 14 August 2012, 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

Many of the people who were living at Ganarew House had a dementia type illness, and so were not always able to talk to us about the care and support provided. To help us to understand people's experiences, we used our SOFI (Short Observational Framework for Inspection) tool. The SOFI tool allows us to spend time watching what is going on in a service and helps us to record how people spend their time, the type of support they get and whether they have positive experiences. Some people using the service were able to tell us about their experiences and we also spoke with relatives and staff.

People were positive about the staff, describing them as "always very obliging" and "so lovely and kind". We saw that people appeared well cared for. People were dressed in clothing which was appropriate for the time of year. Their nails and hair were neat and clean. This showed that staff appreciated the importance of supporting people to look their best. Staff took care to check that people were comfortable and had drinks beside them.

We saw that staff were supporting people respectfully, and taking time for explanation and reassurance. We saw that people were offered choices throughout our visit, such as where they would like to sit, and what they would like to eat at lunchtime.

People told us that they felt safe at the home. Staff knew how to report any concerns about people's safety. Staff knew how to find information about each person's care needs in the well organised care plans.

Relatives told us that they appreciated the low turnover of staff, which meant that people living at the home were being cared for by staff who knew them well.

The home had improved its record keeping, so that care records included consistent and accurate information about each person's needs.

What we found about the standards we reviewed and how well Ganarew House 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

The provider was meeting this standard. People's privacy, dignity and independence were respected.

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

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

The provider was meeting this standard. There were enough qualified, skilled and experienced staff to meet people's needs.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

The provider was meeting this standard. People's personal records including medical records were accurate and fit for purpose.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 staff were caring and respectful to them. One person told us that staff respected their wishes about the time they liked to get up in the mornings. They told us that they often enjoyed a lie-in.

We saw that staff got down to people's level to talk with them, and spoke calmly and gently. At lunchtime, people were offered choices of food, and any special requests were provided promptly and cheerfully.

People told us "there's a lot of laughter here" and "it's a cheerful place". There was a relaxed and friendly atmosphere, and one person told us "I see this as my home now".

Other evidence
Care plans included information about the importance of dignity and respect. Staff told us about some of the ways in which they supported people to maintain their independence, such as encouraging them to choose how they would like to spend their time.

Some bedrooms in the home were shared by two people. Privacy was maintained by the use of mobile screens. The provider might wish to note that these screens provide

limited privacy for people.

Our judgement
The provider was meeting this standard. People's privacy, dignity and independence were 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
We spent time in one of the lounges and in the dining room, to see how people spent their time and how staff supported them. We saw that staff were attentive to people's needs, and that people responded positively to the staff.

One relative told us about a time when their family member had been unwell. They said that the home had contacted the emergency services promptly and that they had been kept informed throughout. They were very pleased with the standard of care that was provided at the home.

Other evidence
Care and treatment was planned and delivered in a way that ensured people's safety and welfare. Care records were detailed and included information for staff about how to meet each person's individual needs. There was evidence that the care plans were reviewed regularly, and were updated as people's needs changed.

The service had effective systems in place for assessing and managing risk. Records showed that some people living at the home were at risk of falling. There were care plans in place to tell staff how to manage the risk. Staff knew how the risk of falls could be reduced.

We spoke with a district nurse who was visiting the home. They told us that they were confident that the staff requested help from health professionals whenever it was needed.

Our judgement
The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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 they felt safe at the home. They said that they knew who to talk to if they had any concerns, and were confident that they would be listened to.

Other evidence
People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. Staff were able to tell us what they would do if they observed any signs of abuse or neglect. They told us that they had been provided with training in this area.

The provider might find it useful to note that staff were not aware of Local Authority guidance about the protection of vulnerable adults.

Our judgement
The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 13:
Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us
People spoke very highly of the staff at the home. They told us "they look after us really well" and "if I want anything, I only have to ask and they do it with a smile, any time, night or day". People told us that there were enough staff on duty so that they did not have to wait if they needed support. We saw that staff were busy but they did not rush people. During our visit we saw that staff responded swiftly when people needed help.

Staff were able to describe how to care for people with a dementia illness. They showed a good knowledge and understanding of each person's individual needs.

Other evidence
There were enough qualified, skilled and experienced staff to meet people's needs. The home had a low turnover of staff, with many staff having worked there for years. We saw that they knew people well and that people responded positively to them. This meant that there was continuity of staff, and relatives told us that this was a strength of the home.

Our judgement
The provider was meeting this standard. There were enough qualified, skilled and experienced staff to meet people's needs.

Outcome 21:
Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:
* Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
* Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with Outcome 21: Records

Our findings

What people who use the service experienced and told us
We spoke to people using the services but their feedback did not relate to this standard.

Other evidence
Our inspection of 8 September 2011 found that written records were not always accurate or up to date. The provider wrote to us and told us how they would ensure that improvements were made. At this inspection we found that record keeping was now accurate, consistent and up to date.

Care records included detailed information about each person's individual needs. There was evidence that these records were reviewed monthly and as people's needs changed.

Records were kept securely and could be located promptly when needed.

Our judgement
The provider was meeting this standard. People's personal records including medical records were accurate and fit for purpose.

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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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