Review of compliance

Chiltern Care Services Limited Cherry Tree Nursing Home	
Region:	South East
Location address:	Bledlow Road Saunderton Princes Risborough Buckinghamshire HP27 9NG
Type of service:	Care home service with nursing
Date of Publication:	August 2012
Overview of the service:	Cherry Tree Nursing Home is a purpose built care home which can accommodate up to 42 people. It is owned by Chiltern Care Services Limited. The provider is registered with the commission to provide the following regulated activities: Accommodation for persons who require nursing or personal

	care, diagnostic and screening procedures and treatment of desease, disorder or injury.

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

Our current overall judgement

Cherry Tree Nursing 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 to check whether Cherry Tree Nursing Home had taken action in relation to:

Outcome 04 - Care and welfare of people who use services

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 24 July 2012, checked the provider's records and talked to people who use services.

What people told us

A person who used the service was able to tell us about their experience. They said that their needs were being met at the service. They said "I am well cared for. The food is good." They told us that they were able to choose what time to rise and retire and what activities they wished to participate in. The person said "I have never had to make a complaint about the care."

We spoke to two relatives of people who used the service. They told us they were happy with the care that their family members were receiving. They said that staff made them aware if there were changes to their family members care.

What we found about the standards we reviewed and how well Cherry Tree Nursing Home was meeting them

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

The provider had appropriate arrangements in place to ensure that records relating to people's care and treatment were appropriately maintained to promote their safety and welfare.

The provider was meeting this 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.

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 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
A person who used the service was able to tell us about their experience. They said that their needs were being met at the service. They said "I am well cared for. The food is good." They told us that they were able to choose what time to rise and retire and what activities they wished to participate in. The person said "I have never had to make a complaint about the care."

We spoke to two relatives of people who used the service. They told us they were happy with the care that their family members were receiving. They said that staff made them aware if there were changes to their family members' care needs.

Other evidence
Care and treatment was planned and delivered in a way that ensured people's safety and welfare.

We looked at four care plan files and found them to be comprehensive. They contained all the required information to enable staff to provide people with the approriate support and treatment.

Records maintained by staff relating to health professional visits were appropriately maintained to promote people's welfare. We saw that risk assessments relating to people's welfare and safety detailed how identified risks would be managed. There was evidence of them being reviewed monthly in line with the provider's procedure/guidelines.

The staff we spoke with said that they had been provided with care plan training to enable them to report and evaluate appropriately on people's identified needs.

Our judgement
The provider had appropriate arrangements in place to ensure that records relating to people's care and treatment were appropriately maintained to promote their safety and welfare.

The provider was meeting this 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.

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

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