

# Review of compliance

Runwood Homes plc Woodbury Court	
<b>Region:</b>	East
<b>Location address:</b>	Tavistock Road Laindon Essex SS15 5QQ
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	Woodbury Court provides services for up to 94 people who need assistance due to old age or dementia. It does not provide nursing care.

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

## Our current overall judgement

**Woodbury Court 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 with whom we spoke were positive about the care they receive at Woodbury Court and confirmed they received the care they needed. Comments included "I am happy with everything," "The staff are lovely," "You have all been wonderful," and "Thank you for everything you have done for me." Activities within the home were very good and people are provided with information on what activities are available each day.

Each person had an individual personalised care plan, which identified their care needs and choices. The home has a key worker system and those people spoken with stated that the carers provided any care they needed. During our visit staff were observed speaking to residents with dignity and respect and involving them in their care. Staff were well trained and had received regular training updates. They had the skills and knowledge to provide the care and treatment people need.

The home was clean and tidy and people were happy with the cleanliness and decoration. The lounges were appropriately decorated and the furniture was a good quality. Each bedroom had been nicely decorated and people had brought in personal possession, such as pictures and ornaments, to help make it feel homely.

The home has systems in place to consult with people who use the service, relatives and visitors on the quality of the service provided by the home. There are also systems in place for people to use if they have a concern or are not happy with the service being provided to them. Those people we spoke with knew who to speak to if they were unhappy or if they had any concerns.

## **What we found about the standards we reviewed and how well Woodbury Court 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 using the service are involved in decisions about their care. They are encouraged to make choices about the way they live and where possible make decisions about the care they receive and how it is to be provided.

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

People are involved in their assessments and care plans. These are reviewed regularly to ensure that people receive the care they need.

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

There are systems in place to help identify and respond to signs and allegations of abuse and to help keep people safe.

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

Woodbury Court generally provides people who use the service, its staff and visitors with a clean, safe and pleasant environment that protects them from the risks of infection.

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

People using the service can be assured that there are suitable systems in place and that staff have received training in order to support them in receiving their medication as prescribed.

### **Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare**

People live in a safe, clean and fairly well maintained environment.

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

Staff had the right skills, qualifications and experience to meet the assessed needs of the people living at Woodbury Court.

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

People receive care from well trained and supported staff.

**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 an effective monitoring system in place to assess the quality of their service delivery.

**Outcome 17: People should have their complaints listened to and acted on properly**

People are made aware of the complaints system and what to do if they are not happy with the response.

**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 with whom we spoke were positive about the care they receive at Woodbury Court. Comments included "I am happy with everything" and "The staff are lovely."

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

The service user guide and a document called Welcome to Woodbury Court contained essential information on the service provided within the home and what people who live there can expect. It also contains details on the admission process and states that all prospective people would undergo a needs assessment prior to their admission. This is to help identify the care they need and how they would like this provided. Files seen contained clear assessments of needs.

The service user guide and statement of purpose contained details of the homes aims and objectives and included guidance on dignity and respect. Privacy, dignity and independence are also part of the staff induction and all staff complete this when they are first employed by the home. Staff were observed speaking to residents with dignity and respect and involving them in their care.

**Our judgement**

People using the service are involved in decisions about their care. They are encouraged to make choices about the way they live and where possible make decisions about the care they receive and how it is to be provided.

## 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

People with whom we spoke were happy with the care they received.

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

Each person had an individual personalised care plan, which identified their care needs and choices. Care plans viewed were of a good standard and showed that the physical, mental, social and emotional needs of the people living at Woodbury Court were being met. They provided staff with the information they needed to provide suitable care and had been regularly reviewed. Each file had a risk assessment and steps to be taken to help reduce any risks identified.

The home has a key worker system and details of each person's key worker could be found in their bedroom. Those people spoken with stated that the carers provided any care they needed. One relative spoken with was happy with the care provided and had no concerns.

Files showed that people were supported and had access to a variety of healthcare resources (General Practitioner (GP), district nurse and hospital appointments). Referrals had also been made to other health care professionals when needed. The manager advised that the home has a number of health care professionals who support the home and provide advice around dementia and nursing care. They also have a

nurse who leads on nutrition and each month every person is weighed and advice given if needed.

Activities within the home are very good. An activities programme was on the wall and this provided details of what was available each day. On the day of the visit, staff were providing hand massage to those who wished to take part. Staff were seen talking with people and involving them in the process. People appeared relaxed and were smiling and enjoying the attention. It was noted that lots of people had chosen to sit in their bedrooms rather than using the lounges. When asked whether they preferred to sit in their rooms they all stated they did, but would sometimes join in with the activities if it was something that interested them.

Woodbury Court produces a regular newsletter that provides details of events and activities that have recently occurred and this included an event at Highlands Park and a day of the cockle sheds in Leigh on Sea.

**Our judgement**

People are involved in their assessments and care plans. These are reviewed regularly to ensure that people receive the care they need.

## 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

No comments were gained from people who use the service for this section.

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

There are systems and procedures in place to help identifying concerns and respond appropriately to the signs and allegations of abuse. Staff are provided with guidance on abuse and written information could also be found within the home. Other guidance available to staff included the grievance procedure, bullying and harassment and whistle blowing.

The manager was aware of the correct procedure for referring any concerns and all staff had received training. Staff with whom we spoke confirmed they had received training in safeguarding and had an understanding of safeguarding and whistle blowing and knew what signs to be aware of.

The home has no outstanding safeguarding referrals. Where concerns have been identified in the past in establishments owned by this provider we have always found them to be open, honest and investigate any issues brought to their attention thoroughly.

#### Our judgement

There are systems in place to help identify and respond to signs and allegations of abuse and to help keep people safe.

## 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

People with whom we spoke stated that the home was clean and tidy and they had no concerns.

##### Other evidence

The owner told us on their registration application in August 2010 that they were not meeting this outcome, but had an action plan to achieve compliance.

Runwood Homes now have systems in place to help monitor and manage the prevention of infections. They have introduced new infection control policy and procedures that are in line with new guidance. Managers are responsible for infection control within their homes and audits have been completed. Staff receive training in infection control during their orientation induction programme and also as part of the 12 week common induction standards. Training records showed that all but eight staff had received infection control training.

Staff with whom we spoke stated that disposable protective clothing was provided. Soap, alcohol gel, disposable towels and guidance on correct hand washing could be found in toilets and bathrooms around the home. There were clinical waste bins in use.

##### Our judgement

Woodbury Court generally provides people who use the service, its staff and visitors with a clean, safe and pleasant environment that protects them from the risks of infection.

## 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 with whom we spoke did not raise any concerns with regards to medication.

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

There is a policy for the administration of medicines and the medication at the home is mainly managed through a monitored dosage system. There were effective processes for the safe and secure handling of medicines and clear processes in place for the handing of controlled drugs. The manager advised that there are systems in place to assist with the ordering and booking in of medication. This is separate rota time from care, to help ensure the care team managers remain fully focused. Training is provided to staff for safe handling of medicines and this was confirmed by staff with whom we spoke. A competency check is also carried out on staff every three months.

Regular audits are completed on medication by team managers and these are checked by the manager and operations manager. Yearly audits are also completed by a Pharmacist.

##### Our judgement

People using the service can be assured that there are suitable systems in place and that staff have received training in order to support them in receiving their medication as

prescribed.

## Outcome 10: Safety and suitability of premises

### What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

\* Are in safe, accessible surroundings that promote their wellbeing.

### What we found

#### Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

#### Our findings

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

People with whom we spoke were happy with the cleanliness and decoration of the home.

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

The manager confirmed that there is a refurbishment programme in place and the home employs a full-time maintenance person who assists with the upkeep of the home. Maintenance schedules and weekly checks were seen and these were in order. On speaking with the maintenance person they were in the process of painting the doors throughout the home and replacing people's nameplates with new ones to assist with orientation of the home. It was confirmed that they were in the process of decorating three bedrooms so new people could be admitted.

The home had recently been painted and washable flooring had been laid in the hallways. New pictures had been hung around the corridors and the activities co-ordinator was personalising each of the units through collages and art work. The lounges were appropriately decorated and the furniture was a good quality. Each bedroom had been nicely decorated and had personal possession, such as pictures and ornaments, to make it feel homely. The manager advised that new curtains had been ordered for the communal lounges and new duvets and bed covers for the bedrooms.

Toilets and bathrooms around the building had been individually decorated and were bright, colourful and had items of interest for people to look at. During our visit a smell of drains was noted in one of the toilets downstairs and this was brought to the management's attention for action.

The manager stated that they have recently introduced a shop for people to buy small items. It has been a great success and it is open three mornings a week and people living at the home help with the sales.

The garden area has been developed so that the people who live at Woodbury Court are able to participate and enjoy it. Seating areas are available and on the day of the visit strawberry plants were growing in the raised flower beds.

Woodbury Court has a responsibility to ensure the safety of those living in the home and staff at all times. Emergency procedures were displayed around the home, and these gave details of what to do in the event of a fire and a fire evacuation plan, with details for the persons name, their mobility and any equipment that may be needed. The fire alarm is regularly tested and to comply with fire regulations, all visitors are asked to sign the visitors book on each visit. Schedules for fire alarms, security and lighting were viewed and these had been checked on a monthly basis. Water checks and environmental checks had been completed by the maintenance man on a regular basis.

**Our judgement**

People live in a safe, clean and fairly well maintained environment.

## 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 to whom we spoke were happy with the care they received at Woodbury Court and one person stated "the girls are lovely, they really are."

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

Recruitment files were not viewed during this visit but there is a recruitment process in place that requires certain checks are completed on all new staff. The manager confirmed that 86 staff are employed at Woodbury Court and this includes bank staff. Bank staff are used to cover annual leave and sickness and assists with continuity of care for the people who live there. Whilst touring the home there was a great atmosphere and people and staff were talking and it felt very homely. People were routinely being involved in choices about their care and staff involved them in what was going. Whilst walking down the corridors you could hear laughter and conversations between the people who live there and the staff and staff also worked well as a team.

Records containing details of training staff had completed were seen. This provided information on training completed and showed that staff were well trained and had received regular training updates. They had the skills and knowledge to provide the care and treatment people need. The provider has its own in house training so staff can receive regular updates when required. The manager and deputy manager had completed courses in leadership in dementia care and leadership and management

and care. Those staff spoken with confirmed that they had been provided with training and comments included "I have done all my training" and " I am up to date."

It was confirmed that twenty nine staff had completed their National Vocational Qualification (NVQ) two and eight their NVQ three. Other staff were presently working towards their NVQ qualifications.

**Our judgement**

Staff had the right skills, qualifications and experience to meet the assessed needs of the people living at Woodbury Court.

## 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

No issues were raised by people using the service around the care provided by staff.

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

The provider has a policy and procedure on the supervision of staff. A form had been produced to help show which staff had received supervision. Staff files were viewed and these showed that they had received an annual appraisal, attended one to one sessions and staff meetings. Staff told us they had received regular supervision and support was there when needed. They added that the management of the home was lovely and very supportive. Those spoken with stated that if they had any concerns they would be able to approach management. On the day of the visit there was a good team atmosphere and staff were seen working together and providing good care to the people who lived there.

##### Our judgement

People receive care from well trained and supported staff.

## 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

Compliments the home had received included "We're pleased how clean and bright everywhere is" and "The staff are all cheerful and most helpful and eager to make the atmosphere homely as possible."

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

The home has systems in place to consult with people who use the service, relatives and visitors on the quality of the service provided by the home. There are also processes in place for staff, people who use the services and their carers to raise any concerns. A suggestion box had recently been introduced and there were also surveys available in the foyer for people to complete and make comments about the quality of care provided.

The owner has a quality director, who is independent of the care homes and who conducts a thorough audit on each care home. The outcome of the annual audit is followed by an agreed action plan, which is to be completed within a set timeframe. People are also included in the quality audit and requested to complete a questionnaire. The questionnaires are reviewed and a summary of the comments received are included in the report. The quality audit had not yet been completed on Woodbury Court but the manager confirmed that one was due.

The operations manager conducts compliance visits each monthly to check the home is adhering to policies and procedures and are compliant. Evidence of some of the visits were made available and where action had been requested an action plan and timescales set. A catering survey had been completed and people feedback that they were generally happy with the food and the menus offered enough choice. Resident meetings are not routinely held at Woodbury Court, but the manager has an open door policy and is available outside of office hours.

**Our judgement**

The provider has an effective monitoring system in place to assess the quality of their service delivery.

## Outcome 17: Complaints

### What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- \* Are sure that their comments and complaints are listened to and acted on effectively.
- \* Know that they will not be discriminated against for making a complaint.

### What we found

#### Our judgement

The provider is compliant with Outcome 17: Complaints

#### Our findings

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

People with whom we spoke said they were happy with the care they received from the staff and knew how to raise any concerns they may have. Compliments the home had received included "You have all been wonderful", "Thank you for everything you have done for me" and "Thank you for everything."

##### Other evidence

The owner told us on their registration application in August 2010 that they were meeting this outcome.

There are systems in place for people to use if they have a concern or are not happy with the service being provided to them. In the service user guide it states concerns/complaints are investigated promptly and if necessary action taken. This document also provides details of alternative contacts such as the managing director, Essex County Council, the Care Quality Commission and the Local Government Ombudsman. The complaint procedure had also been produced in a pictorial state to assist those people who may need this in this format. The home has a box on the wall in the foyer, so people can raise issues.

We have not received any complaints about the home over the past 12 months. The home had received some complaints and concerns, but these had been well recorded, fully investigated and a satisfactory outcome reached.

#### Our judgement

People are made aware of the complaints system and what to do if they are not happy with the response.

# 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
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
<b>Further copies from</b>	03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Copyright</b>	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

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA