

Review of compliance

Runwood Homes plc Woodbury Court	
Region:	East
Location address:	Tavistock Road Laindon Essex SS15 5QQ
Type of service:	Care home service without nursing
Date of Publication:	January 2012
Overview of the service:	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 because concerns were identified in relation to:

Outcome 10 - Safety and suitability of premises

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 16 January 2012, 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. People had individual personalised care plans, 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. At a previous visit it was established that staff are well trained and had received regular training updates. They had the skills and knowledge to provide the care and treatment people need.

What we found about the standards we reviewed and how well Woodbury Court was meeting them

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 well maintained environment. Systems are in place to ensure regular safety checks are completed on the premises and grounds to help keep people safe.

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 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

When arriving at the home a tour of the units was completed. We also spent time talking with a number of staff and people who use the service. There was a positive atmosphere and staff were talking with individual people. Those people spoken with raised no concerns about the home and were complimentary about the care they received.

Other evidence

The Care Quality Commission (CQC) visited Woodbury Court on the 16 January 2012 due to a serious incident concerning the health and welfare of a person on the 11 January 2012.

The manager had produced a chronological time frame of the incident and this had been submitted to the CQC and social services. On viewing the paperwork this had copies of risk assessments, care plans, a notification sent to CQC, body maps, observation notes, an assessment of need, copy of the safe guarding form sent to Essex County Council, copies of checks on windows completed by the maintenance person each month, statements from staff and a copy of the accident and reporting of injuries, diseases and dangerous occurrences form (RIDDOR) form. All these documents had been well completed and no concerns or anomalies were seen.

We reviewed the safety aspects of the home and found that appropriate measures were in place to maintain the safety of people using the service. On the day of the incident the manager and responsible individual had taken appropriate action and informed all the professional bodies required. Relevant paperwork had also been completed and

sent to the appropriate agencies for any action to be taken. Staff who had been first at the scene contacted and gained appropriate medical assistance. The manager arranged checks throughout the home by the maintenance team to ensure other areas of the home were safe and no concerns were raised.

The home has implemented additional checking systems to ensure further due diligence regarding safety aspects of the home.

Our judgement

People live in a safe, clean and well maintained environment. Systems are in place to ensure regular safety checks are completed on the premises and grounds to help keep people safe.

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

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