Review of compliance

Dr S Kaushal Lincoln House Care Home	
Region:	East
Location address:	Woodgate Lane Dereham Norfolk NR20 3SA
Type of service:	Rehabilitation services Diagnostic and/or screening service Care home service without nursing Care home service with nursing
Date of Publication:	November 2011
Overview of the service:	Lincoln House is a care home with nursing providing three regulated activities for up to 62 adults within three units. There is a registered manager in post. The regulated activities are:-

	Accommodation for persons who require nursing or personal care. Treatment of disease, disorder or injury. Diagnostic or screening procedures. The care home is situated on the outskirts of the village of Swanton Morley approximately four miles from East Dereham.

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

Our current overall judgement

Lincoln House 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, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

During our visit to Lincoln House on 01 November 2011 we spoke with seven people in private and a further five within various lounges, including their visitors.

The majority of people expressed positive comments regarding the care and support they receive at Lincoln House such as, "We get a good varied menu, and they ask me every day what I would like, I now have to watch my weight".
"It's like living in a hotel, the girls are very helpful, even when they are busy, they come and tell me that they won't be long and they never are."
"Lovely place, staff are wonderful."

However, not everyone was happy all of the time with comments such as, "The porridge is sometimes cold" and "I would like some smoked fish occasionally".
One visitor told us, "the biscuits are the cheap variety and sometimes it would be nice to have the luxury ones".

One person told us, "I see the nurse each day and we speak about my care I've seen my care plan and read what is written, they are very supportive towards me".
Another person commented about the activities that are now offered to people, "I have a copy of the month's arranged activities in my room and can choose which ones to go to. I enjoy the gardening, and reading times, because that's what I enjoyed at home."

Overall, there was a high proportion of positive comments and these, plus the negative comments, were fed back to the owner to act upon.

After speaking with people and staff, we spoke with the owner and lead nurse and

checked five outcomes that support the care and welfare of people, their safety and looked round the premises, and checked how the service monitors the views of people living in the home.

What we found about the standards we reviewed and how well Lincoln House Care Home was meeting them

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

People living at Lincoln House receive the support and care to live independent lives.

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

People can be confident that the manager and staff will report any concerns appropriately.

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

Lincoln House is a warm, comfortable environment for people to live in.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People can be confident that they are protected with staff being vetted before they start work at Lincoln House.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Lincoln House has a quality assurance system that takes into account people's views and opinions.

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 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 spoke with seven people in private regarding their care records and the support they receive at Lincoln House.

One person told us, "The nurse went over things when I came in here, and now she sits with me to talk about what changes I need. My records are there on the wall, I've had a look at them, but prefer the nurse to keep an eye on them".

A second person told us, "The head person comes to chat to me about my care and I'm quite happy with everything that I get, the staff are very caring here".

The majority of people were quite content with their care although there were a couple of negative comments regarding the food and that sometimes there weren't enough staff during busy periods. However, the majority of people told us that staff would let them know if they were going to be a few minutes if they were busy with someone else.

Other evidence
We spoke with four people and looked at their plans of care. The plans of care comtained comprehensive information including up to date risk assessments and peoples' likes and dislkes. We noted that care plans and risk assessments were reviewed at least monthly. The head nurse told us how they followed the Gold Standards framework for those who were at the end of life and how their opinions were followed to ensure they were kept comfortable and ended their days where they preferred.

During our walk around the three units, various methods of transferring people were seen. Staff used hoists with a blanket to ensure people's dignity and generally supported them with their own walking frame. Staff were also seen to knock on people's doors before entering; even though the bedroom door was open showing people's rights were respected.

We spoke with the activities coordinator who showed us how social records were kept and how people's interests were developed into the organised activities, which were arranged twice a day. During the visit several people were making up their own winter hanging baskets during the morning and during the afternoon a musical entertainer, who visited each month, was encouraging people to sing-along.

An example of how the home included very frail people was to involve the family to obtain what interests the person had in the past. For one person, who had liked to listen to a well known politician, the coordinator had obtained some audio tapes to play for short periods in the person's room. They told us the positive responses they had had from the family.

We observed how staff treated people with respect by asking them their opinion first and to check with them whether they wished for assistance to go to the dining room for their lunch.

Our judgement
People living at Lincoln House receive the support and care to live independent lives.

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
We spoke with seven people asking them if they felt safe living at Lincoln House.

One person told us, "I feel very safe here, the staff are very attentive and I get the impression they see me as a person rather than an 'old person'."

A second person told us, "The staff are very pleasant to me, that's what makes staying here a more pleasant experience

Other evidence
We spoke with staff about the safeguarding training they had received while working at the home.Staff knew what safeguarding meant, and how any form of abuse would not be tolerated. Some told us they felt confident in reporting any bad practice and knew the whistle blowing procedure. The staff training records were seen and 73 of the 88 staff had received a safeguarding update this year.

There had been one safeguarding concern which we had been told about and had been investigated by the safeguarding team of an allegation of abuse resulting in the staff member returning for an enhanced safeguarding training with supervision on return to work.

We had no further concerns regarding this service from the notifications sent to us by the manager or from comments collected from other professionals.

Our judgement
People can be confident that the manager and staff will report any concerns appropriately.

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
We spoke with three people about what they thought about the premises.
One person told us, "I did not like my old room, it was too dark for me, so when this room became available they let me move into it, because I can sit and look into the garden from here".

"We have a selection of places to go and sit, I prefer the sun room as it overlooks the courtyard and it's bright and cheery."

Another person told us, "As you can see I have a lot of my furniture and pictures in my room, it makes it feel mine". "My family helped choose what to bring in, and the staff helped when it all arrived."

"I prefer to stay in my room, I like my own company, although I generally go and join in with some of the sociable activities so go to whichever room they are being held."

A visitor told us, "The wall behind my friends chair has been chipped for ages and needs repainting to tidy it up; on the whole the place is kept clean and tidy".

Other evidence
The home is divided into three units for people requiring residential care only, nursing care and intermediate care or rehabilitation.

Several lounges were occupied and we saw seven people's own rooms. The bathrooms and toilets were clean and kept tidy with equipment stored in areas away from access

and fire exits. The owner told us they had completely refurbished a bathroom by converting it into a large shower room for people to access using large equipment, with plans to add a hydrotherapy pool and new entrance from the car park, which had been discussed at one of the regular multidisciplinary staff meetings.

We spoke with the maintenance staff who told us they kept a communications book so staff could tell them when equipment required checking. They also monitored the fire procedures and held regular fire training sessions.

The nurse told us when a room was unoccupied and they had a potential person coming into the room, they tended to ask them what colour scheme they would like for their bedroom. We asked one person if they had been consulted about the colour of their room and they told us they had been.

We spoke to domestic staff about how often they cleaned people's rooms. They showed us the check list of various cleaning tasks and explained the infection control procedure they followed to reduce the risk of cross infection when going into people's rooms, showing they followed good practices.

The laundry was run by dedicated staff who explained how people's laundry was managed. They told us that the main problem they had was losing name tags on clothes and how this could lead to clothes being put into the incorrect place, although nobody told us this had been a problem for them.

Overall, the home was clean and tidy with general high use thoroughfares needing repainting due to equipment marking the walls, although the maintenance staff told us how they managed this ongoing problem.

Our judgement
Lincoln House is a warm, comfortable environment for people to live in.

Outcome 12:
Requirements relating to workers

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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us
We did not talk to people about how staff are recruited.

Other evidence
We checked the recruitment procedure for two care staff looking at their individual files. The manager followed a robust recruitment procedure obtaining a completed application form and health screening in case they needed extra support. In both files there were two written references from past employers and a current CRB check (Criminal Records Bureau) to check whether people were safe to work with vulnerable people.

Within the staff files were also records of supervision and the induction programme they followed when they commenced employment.

Our judgement
People can be confident that they are protected with staff being vetted before they start work at Lincoln House.

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
Several people told us they had attended a recent residents meeting with some of their ideas adapted by the activities coordinator.

Other evidence
Several people told us they had attended a residents meeting during September to discuss parties, menu choices and general discussions about future plans of the home. Eighteen people and five of their visitors attended the meeting, with several members of staff assisting. The minutes were read with the manager taking action on some of the views brought forward.

The provider told us they sent out questionnaires to professionals who had an interest in the service, people living there and their visitors, which was coordinated during October of each year. The results were published and displayed on various notice boards around the building as well as the front entrance.

Staff were supervised and attended mandatory training throughout the year and, with further meetings for people, staff, nurses and ancillary staff, we were confident that the service continued to collate people's views and opinions regarding the service.

Our judgement
Lincoln House has a quality assurance system that takes into account people's views and opinions.

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
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