

Review of compliance

<p>Foxglove Care Limited Foxglove Care Limited - 32 Rivelin Park</p>	
Region:	Yorkshire & Humberside
Location address:	Kingswood Hull East Riding of Yorkshire HU7 3GP
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	Rivelin Park is situated in one of the Kingswood housing developments just to the north of Kingston Upon Hull. The house is a three-storey property with a utility room, a small cloak/toilet, a small office on the ground floor. There is a lounge and a dining room on the first floor, and two single bedrooms (one with en-suite shower and toilet) and a bathroom on the second floor. There is a garden to the rear of the house.

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

Our current overall judgement

Foxglove Care Limited - 32 Rivelin Park 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 and talked to people who use services.

What people told us

People told us that they were happy in the home and with the support they received from the staff. They felt included in decisions and were able to live their lives as they wished.

What we found about the standards we reviewed and how well Foxglove Care Limited - 32 Rivelin Park was meeting them

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

People were supported to have their care and welfare needs met.

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

People were supported to have their medication needs met

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

People were supported by a staff team that had been employed after following a formal recruitment procedure.

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

People told us that they were happy living in the home. They told us that staff supported them to live their lives as they chose to and that this had included undertaking activities of their choice and support to maintain their general health. They also told us that staff asked them how they were and consulted them about changes to their home.

Other evidence

We looked at some of the records for the people who lived in the home. The files included details of the support that each person needed throughout the day to live their lives. Each file was written in a person centred way and described information such as, 'What is important to ...' and 'How we can best support ...'

There were individual plans that covered for example, support to access the community or support to complete ironing. Risk assessments were also in place and these supported people with their activities, for example the risks associated with going swimming or for handling their own finances.

Additionally there were learning logs. These recorded each activity that had taken place, who was involved with this, what worked well and what didn't. This information could be used to change ways of working to ensure that people received the correct support in undertaking their daily activities.

We saw there were records of the support received from other professionals, including the persons GP and that people's files included a health action plan that described their

health history and current health needs. Staff training records recorded that all staff, except one had undertaken first aid training. That person had a place booked to complete this course.

Forms were in place that helped people monitor people's weight and records were kept of people's diet to help people maintain a healthy weight.

People had daily diary notes that recorded how people were each day, what their mood was and the type of things they had done that day. Examples included that someone went on a work placement once a week and that both people regularly visited their family.

We saw people's care plans were regularly reviewed and people were involved in this. This helped to ensure that staff were aware of the up to date needs of each person and how to support them in the meeting of these needs.

Our judgement

People were supported to have their care and welfare needs met.

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 told us that they were supported with their medication. One person was supported to administer their own medication and another was happy for staff to administer and manage their medication on their behalf.

Other evidence

When we looked at the medication systems we found that there were samples of staff signatures for those staff that were trained to administer medication. This helps with the auditing of these records, providing an audit trail.

We also looked at medication administration records and saw that records for the receipt, administration and disposal of medicines were held.

The records for the administration of medication included records for 'as necessary' medication, for example paracetamol. When these had been administered records were kept of the reason for this and the outcome for the individual.

Each person's individual file included information regarding each medication that was prescribed for each person. This assisted the staff to understand the person's medication needs more fully.

All medicines were kept in a locked medicine cupboard. The manager told us that should medication be required to be kept cool there was a lockable container available.

This container would be clearly marked and stored in the domestic fridge. However, at present there were no such medicines held within the home.

The manager provided us with additional information regarding staff training. This showed that all staff had undertaken medication training within the last year. Also that staff had undertaken specialist medication training with regard to the handling of one specific medication. This helped to ensure that people had the correct and up to date skills necessary to support people with their medication needs.

Our judgement

People were supported to have their medication needs met

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

People who lived in the home told us that they were happy with the staff team and the support that they had received. One person told us that they had been involved in the recruitment process and in the choosing of the staff to work in their home.

Other evidence

We looked at two of the staff recruitment files. Both included application forms and information about staff's previous employment and suitable skills for the role. The records included references from people's previous employer, including information about their skills and qualities.

Again both records included a Criminal Records Bureau (CRB) check that had been received prior to the person commencing employment in the home. This helped to ensure that the correct people were employed to work in the home, with vulnerable people.

People's files also included equal opportunities forms and health checks to help ensure that people were correctly employed and that health needs were taken into account.

Our judgement

People were supported by a staff team that had been employed after following a formal recruitment procedure.

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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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