

# Review of compliance

<p>Ryecroft Care Limited Ryecroft Private Residential Care Home</p>	
<p><b>Region:</b></p>	<p>North West</p>
<p><b>Location address:</b></p>	<p>1 Kings Avenue Meols Wirral Merseyside CH47 0NH</p>
<p><b>Type of service:</b></p>	<p>Care home service without nursing</p>
<p><b>Date of Publication:</b></p>	<p>August 2012</p>
<p><b>Overview of the service:</b></p>	<p>Ryecroft Care Home is registered to provide care for 14 people in total. The service is situated in Meols Wirral and is close to local amenities such as shops, cafes, restaurants and bars. It is close to local transport links to all parts of the Wirral, Liverpool and Chester.</p>

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

## Our current overall judgement

**Ryecroft Private Residential Care 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 Ryecroft Private Residential Care 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, 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

People told us they felt well cared for and the manager and care workers listened to them. Some comments made were;

"When I've been ill the manager and staff have looked after me so well."

"Sometimes when I'm ill I don't want to see my doctor but the manager is very good with me and explains I really need to see him."

I can't fault the care and attention I receive I am very happy here."

### What we found about the standards we reviewed and how well Ryecroft Private Residential Care Home was meeting them

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

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

## **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

We observed care workers engaging with people in a positive way supporting them in their daily activities and when healthcare professionals were in attendance.

People told us they felt well cared for and the manager and care workers listened to them. Some comments made were;

"When I've been ill the manager and staff have looked after me so well."

"Sometimes when I'm ill I don't want to see my doctor but the manager is very good with me and explains I really need to see him."

I can't fault the care and attention I receive I am very happy here."

We spoke with a visiting healthcare professional who told us they had no concerns about the care and support offered to people who lived at Ryecroft Care Home. They also told us they found the staff team helpful and followed guidance shared with them.

##### Other evidence

At a previous visit to Ryecroft Care Home on 20 April 2012 we found people were not experiencing appropriate care, treatment and support that met their needs. This visit was to check on the progress of the service to meet a compliance action made at that visit.

Care workers had a caring and patient approach with people who used the service. From our observations we could see they knew the needs of the people and explained the support they were offering in a supportive and sensitive manner.

We looked at four care records that showed care and treatment was planned and delivered in a way that ensured people's safety and welfare. Records showed that health and social care needs assessments, care plans and risk assessments were in place. The provider may find it useful to note the information held about some health related conditions was limited. Care plans were person centred and reflected the wishes and individual needs of the people who used the service. This meant the service proactively worked to promote person centred care to the people who lived at Ryecroft Care Home.

The manager told us care plans were reviewed informally with the person who used the service and their family members. She reported that she intended to formally review and record this information at regular intervals.

Care workers spoken with demonstrated a clear understanding of people's needs and were aware of what was important to them as individuals. They told us as key workers they were involved in the production of the care plans and felt their views were sought and acted upon.

Records showed people who used the service had access to health professionals as they were needed. Care workers spoken with demonstrated a clear understanding of the actions they would take if a person required emergency healthcare.

Risk assessments were in place with regard to the environment, nutritional needs, healthcare related conditions, manual handling and mobility. The provider may find it useful to note there was limited information in some risk assessments with regard to how health related conditions impacted on individual's daily lives.

### **Our judgement**

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

# 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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