

Review of compliance

Mr & Mrs J Greiner	
Burgh House Residential Care Home Limited	
Region:	East
Location address:	Burgh House Residential Care Home Limited High Rd Burgh Castle Gt Yarmouth Norfolk NR31 9QL
Type of service:	Care home without nursing
Date the review was completed:	5 January 2011
Overview of the service:	Burgh House is a care home providing personal care and accommodation for 33 older people and is owned by Mrs Church-Greiner and Mr Greiner. The home is situated within the village of Burgh Castle on the outskirts of Great Yarmouth. The home was opened in 1987 and consists of a two-storey building. The home can accommodate up to 33 older people including those who have a diagnosis of dementia. It has 29 single and two shared bedrooms with

	<p>en suite facilities, one of the single bedrooms is used for respite accommodation. Access to the first floor is via a shaft lift. The premises consist of a two-storey building situated in large attractive grounds with ample parking at the front of the building.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Burgh House was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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, surveyed people who use services, carried out a visit on 05 January 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

During this visit to the service eight people were spoken with. Five people who live at the service and three visitors.

All the comments confirmed that they were happy and satisfied that Burgh House was an 'open and positive' place to live.

They confirmed that the care they receive is 'second to none' and there are a variety of useful and meaningful activities offered, including learning new skills with the computer.

What we found about the standards we reviewed and how well Burgh House was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People are treated as individuals and are supported by the staff team to make their own decisions.

- Overall, we found that Burgh House was meeting this essential standard.

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Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

People are supported to make decisions about their care.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

People experience safe, effective care and support, which meets their needs.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

People are offered a choice for their meals, and have their views included when the menu is devised.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

People are supported with their care needs and follow up treatment with other providers.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

People are protected with recognised recruitment, training and supervision systems in place and are offered a safe environment to live.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

A clean and safe environment is offered to people to live in.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

People can have their medication when they wish. Safe systems are in place for the management of medicines.

- Overall, we found that Burgh House was meeting this essential standard.

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

People are offered a clean, safe and a variety of communal areas for people to live how they wish.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

People have access to specialist and basic equipment to maintain their lifestyle and independence within a community setting.

- Overall, we found that Burgh House was meeting this essential standard.

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

People can feel safe living at the service with all appropriate new staff being vetted before commencing work.

- Overall, we found that Burgh House was meeting this essential standard.

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

People living at the service can be confident that they are cared for by adequate numbers of experienced staff.

- Overall, we found that Burgh House was meeting this essential standard.

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

People are supported by sufficient numbers of well trained experience staff.

- Overall, we found that Burgh House was meeting this essential standard.

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

Peoples views and opinions are consistently sought and adopted to ensure there needs are met.

- Overall, we found that Burgh House was meeting this essential standard.

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

People have information on who to complain to and how these will be dealt with in an open and efficient manner.

- Overall, we found that Burgh House was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

Records and peoples personal information are protected and stored securely.

- Overall, we found that Burgh House was meeting this essential standard.

Action we have asked the service to take

None

Other information

Please see previous review reports for more information.

What we found
for each essential standard of quality
and safety we reviewed

The table below shows our judgement on each of the essential standard outcomes we reviewed.

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.

Outcome 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke to five people who use the service and three visitors during the site visit. Two people were spoken to at length, both were extremely happy with the service and how they are 'involved' in individual social activities. Both people confirmed they attended residents meetings, were involved when their care records were reviewed and put forward their opinions during the weekly informal chat with the provider. One person who visits on a daily basis said 'I help with some of the outings and events that are organised, and help with my relatives care, they never make me feel as though I am in the way'.

Other evidence

The manager provided the statement of purpose which contained details of how they respect and involve people with their privacy within a communal setting, 'by treating each person as a special and valued individual'. The quality assurance survey confirmed that regular contact with people living at the service and those

who visit can 'have their say' with an recent addition of a suggestions box for those who prefer to put their views forward.

Details of the written information regarding the service is presented to all new people moving into the home.

We know from our previous visits and contact with this service, that efforts are made to involve people or their representatives in decisions about their care from the moment they are assessed regarding their individual care needs to gaining their views for ongoing compliance.

Our judgement

The location is compliant with this outcome.

People are treated as individuals and are supported by the staff team to make their own decisions.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The Provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
We spoke to five people who use the service and three visitors during the visit. Two people spoken to confirmed they are involved with decisions about their own care needs. One visitor said 'I help where I can'.

Other evidence
Two care records were seen which confirmed the people are involved in the reviews of their care needs during a one to one meeting with their key worker, and that regular involvement of health professionals are obtained when required for individual needs.
The manager provided evidence that showed how people make their own decisions and how their wishes are acted upon.
Previous visits and peoples views confirm this service takes peoples views and wishes into account and have their interests at heart.

Our judgement

The location is compliant with this outcome. People are supported to make decisions about their care.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
We spoke to two people at length about their care needs, other health needs and medical assessments.
One person confirmed they visit the local hospital on a regular basis, and 'always has a member of staff with me'.
Another person said 'I need guidance rather than help with everything, and the staff are very patient with me'.
Three visitors spoken with confirmed that staff take there time when helping residents and that they can see they have equipment in place'.

Other evidence
Two care records were read.
One indicated that regular medical treatment was followed through with assistance provided by the district nursing team.
The second care record showed that equipment was used to maintain the independence of the person.
The manager said 'peoples views are obtained when their care records are written

and reviewed, because not everyone is the same'.

Documentation showed that staff request professional assistance with a persons health care needs change.

We know from previous visits to the service that risks to people are assessed in relation to activities they may take part in and the way staff provide their care.

Our judgement

The location is compliant with this outcome. People experience safe, effective care and support, which meets their needs.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The Provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
One person said 'I love the food here, there's always a choice, and if I ask for a small meal I get offered exactly that'.
A second person said they had put suggestions in the box and this had been implemented. 'The variety is excellent',
Three other people confirmed there had been major improvements in meals, choice and variety.

Other evidence
The manager provided details of the recent quality assurance survey containing the following statement 'There have been some suggestions that the food could be better, which I am now investigating.' during this visit the menu was seen, showing it to provide a selection of seasonal meals and suggestions from people living there,
There was also two four weekly menu options which were alternated so the menu choices didn't become boring for people. One of the residents had left a suggestion for sausage, mash and onion gravy in the suggestion box, this was followed through by observing how the manager includes this, first discussing this with the cook and adding it to a specific week, after obtaining the necessary stock. The menu was displayed for the days meals so people could see the options before letting the cook know their choice.
The cook confirmed that food supplies were sourced from local firms and seasonal vegetables were included throughout the year. She also enjoyed getting

suggestions from people in the home and had included their recipes where possible. The cook also confirmed that some special dietary needs were being catered for and people who wished to eat on their own were provided with the same facilities in their own rooms.

Two care plans showed that peoples weight and nutritional needs were regularly monitored especially those who were more vulnerable. Evidence of obtaining advice from the community dietician were also in place.

Our judgement

The location is compliant with this outcome. People are offered a choice for their meals, and have their views included when the menu is devised.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The Provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
During our visit, one person said 'I go to hospital regularly for check ups, and a member of staff joins me if my family can't come with me, they arrange transport and I don't wait long'.
'The nurse comes in twice a week to do my dressings, the staff let me know so I can get ready'.
One visitor said 'I go along with my relative when they have an appointment'.

Other evidence
Two care records showed that people are involved with their treatment and reviews of their care and medical assessments. Records showed when GP's are asked to visit and whether any action from these visits required further follow up. Each person appears to have a member of staff who is called their key worker who follows up their treatment, review and extra assessments giving some continuity with their care.

Our judgement
The location is compliant with this outcome. People are supported with their care needs and follow up treatment with other providers.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
A comment from the quality assurance survey said "I would like to say how much my mother's appearance has changed since she has been at Burgh House. She no longer looks neglected and is always clean. She is also much brighter in herself". 'Everyone is safe here, the staff look after you very well' said one person.

Other evidence
The manager provided records of staff training on safeguarding including the local policy guidelines, if an issue arose.
Two member of staff who have worked at the service for several years showed a good level of knowledge of various forms of abuse and how to deal and report these.
The statement of purpose states 'the service takes all possible efforts to protect residents from every sort of abuse and from the various possible abusers'. There was no evidence to suggest that this was not the case.
Past information about the service showed that they have a good indepth knowledge of the local safeguarding procedures and prevention of abuse.

Our judgement
The location is compliant with this outcome. People are protected with recognised

recruitment, training and supervision systems in place and are offered a safe environment to live.

Outcome 8: 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 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
During our tour of the home, we noted that it was clean, tidy and well maintained. Five people living at the service confirmed the home is kept clean. Three visitors confirmed the home was clean and there were rarely any uncomfortable smells.

Other evidence
During the tour of the building it was observed that two domestic staff were cleaning rooms. One of the domestic staff was spoken to and confirmed that 'I have not worked here very long, I shadowed a member of staff until I felt able to do the tasks safely'. 'I have had training about the homes procedures and extra training on the safety of cleaning products'.
The manager provided records of the cleaning tasks carried out by the domestic staff.
During the tour of the building it was observed that there were adequate hand washing facilities situated throughout. It was observed that staff wore protective clothing and clinical waste collection points were accessible to them.
The laundry contains two washing machines and driers, the service is currently having an extension built and it was discussed with the manager about the need to obtain industrial washing machines to provide extra facilities when the number of people increases. The manager confirmed that this had been considered within the business plan.

Our judgement

The location is compliant with this outcome. A clean and safe environment is offered to people to live in.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us
We did not speak to anybody about the management of medicines during the visit on 05 January 2011.

Other evidence
Past evidence and knowledge of the service has always shown they have good safe systems for the provision and management of medicines and they seek advice from the community pharmacist.
Staff training records confirmed that medicine training and supervision of medicines takes place and is up to date.

An audit of medicines is undertaken on a regular basis by an appropriately trained senior member of staff, and policies regarding self medicating, infrequent medication and when required medication has risk assessments that are followed.

Our judgement
The location is compliant with this outcome. People can have their medication when they wish. Safe systems are in place for the management of medicines.

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
One person commented 'I go and sit on the chairs at the front to wait for my visitors, its nice and quiet and private there'.

One person said 'I am helping other residents to learn how to use the computer and send emails to their relatives so they can keep in touch'.

'I help with some of the gardening, and plant up the pots at the front'.

Other evidence
Past information about the service has always shown they have good maintenance records in place. At the last inspection the water temperatures were discussed and the correct temperature was put in place immediately, although the manager said 'some residents found that to be too cold for them'. This was discussed during this visit and the manager will adjust the temperature to suit individual tastes.

Fire records were seen at this time showing that a new fire risk assessment had been replaced to include the current building work. The manager confirmed that equipment was checked and maintained, the bathrooms had been redecorated and were now more homely.

The décor throughout the building was clean, furniture was of a high standard, the communal rooms and two small quiet areas provided both privacy and access to

other residents for group conversation and activities.

The service has extended the front of the building increasing the size of both lounges and dining room, adding a small quiet seating area for those who want to wait for visitors, and also the size of some front bedrooms.

The home is situated within large gardens which is accessible by people in wheelchairs. Currently there is an extension being added to the rear of the building to increase numbers up to forty people. People who were spoken to knew about this extension, the subject had been discussed during residents meetings.

Our judgement

The location is compliant with this outcome. People are offered a clean, safe and a variety of communal areas for people to live how they wish.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

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

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The Provider is compliant with outcome 11: Safety, availability and suitability of equipment.

Our findings

What people who use the service experienced and told us
A tour of the building was undertaken to observe a variety of equipment in use.
Two of the five people spoken with confirmed that the new lift was much easier to use and that they could come and go when they wished.
Another person said 'the staff use the hoist to help me have a bath, if they didn't have that I could only have a shower'.

Other evidence
The manager said 'each person is assessed for the best method to maintain their independence, and if we can help, then we obtain the equipment for them'.
Records on maintenance of equipment was seen.
Staff training records showed they had regular moving and handling training, and the new member of staff spoken to confirmed that they had attended this after shadowing more senior staff first.
The manager explained how they had brought in a computer for people to use and that one of the 'residents' had taken over the teaching of other people on how to use

the equipment, showing how peer support is also adopted at this service.

Our judgement

The location is compliant with this outcome. People have access to specialist and basic equipment to maintain their lifestyle and independence within the home.

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
While speaking to five people during the visit one said "The manager is very good and very helpful, couldn't be better and always has time to help everybody". One staff member who had recently commenced at the home explained how she was employed.
During the tour comments received indicated that some people living there were introduced to potential new staff and could pass their opinions onto the manager before interview, showing that they seek other peoples views which is good practice.

Other evidence
Records of the latest staff member employed showed that the manager follows a recognised procedure before employing people.

Our judgement
The location is compliant with this outcome. People can feel safe living at the service with all appropriate new staff being vetted before commencing work.

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
Five people who were spoken to commented "My mother has been at Burgh House for over 10 years now. During this time the very high standard of care has never dropped. Her independence is always respected and when she was ill recently all the staff were wonderful and very attentive. She could not be happier"
"Occasionally a bit rushed when getting ready in the morning. But overall, the family are very happy with the care she gets at Burgh House. The management and staff are to be congratulated for the way the home is run and for their cheerfulness and patience. Well done to all involved"
The manager also helps with some 'hands on' tasks during busy periods.

Other evidence
The rota displayed in the staff room showed that adequate numbers of staff are on duty especially covering the busy periods during the day, with extra staff taken on during outings and to cover appointments. Records showed that a senior care worker was rotered to cover when the manager was not on duty.
The manager explained that senior care staff take charge if he or the deputy manager is off and they are given other training so they can make decisions or call the managers if needed.
It was observed that three care staff were on duty during the morning and no one

appeared to be rushed. Two domestic staff were seen cleaning around the home, one person who was in charge of the laundry was taking peoples own clothing back to their rooms. The cook was obtaining peoples choices for lunch and preparing lunch.

Our judgement

The location is compliant with this outcome. People living at the service can be confident that they are cared for by adequate numbers of experienced staff.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The Provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
Comments received from five people during this visit were "I am very happy with how I am treated and the entertainment that is put on. I feel we are all cared for well and am happy here. I am able to see my family when I want and the staff work very hard to keep us all happy" .
"Overall I am very happy here".

Other evidence
Past knowledge of the service has always indicated that staff are encouraged to complete the recognised vocational qualification in care. They have always had a higher than normal proportion of the staff who have this certificate.
The manager explained a new method for staff to learn which has been adapted to include the safeguarding training, with one member of staff trying this method first before it is cascaded to other staff. This consisted of watching a dvd, answering questions on scenarios, then being sent to the course directors to be graded. This was seen as a good method as long as the staff have received local knowledge training as well.
The manager showed records on how staff are supervised and how they are monitored through annual appraisals when training and personal issues can be discussed. An example of this was explained of how assistance was given to a member of staff whose circumstances had changed, showing how they are compassionate and supportive to keep experienced staff.

Our judgement

The location is compliant with this outcome. People are supported by sufficient numbers of well trained experience 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

All eight people knew there were a suggestion box that they could leave there views in, either anonomously or named.

Other evidence

The recent survey included meal suggestions and one person requested more outings. Discussing this with a visitor confirmed that an outing had been arranged for this month for lunch at a local hotel.

The manager confirmed that residents meetings are well attended every three months, with minutes displayed for other people to read.

One of the providers organises a weekly 'boozy bingo' and visits each person in the home to obtain their opinion and check they are comfortable or whether they want any changes. The manager also chats with people and is usually on duty during the working week.

During the visit people 'popped in' to chat to the manager showing an 'open and inclusive' accessible management style.

Our judgement

The location is compliant with this outcome. Peoples views and opinions are consistently sought and adopted to ensure there needs are met.

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
During the visit while speaking to people comments obtained were "Nana has settled in very well and is happy with the care she is receiving, as her family there are no complaints whatsoever. Although her care plan has been explained to her there is no recollection of this"
"I am very happy with how I am treated and the entertainment that is put on. I feel we are all cared for well and am happy here. I am able to see my family when I want and the staff work very hard to keep us all happy"
A comment received from the previous assurance survey obtained from a relative 'Burgh House as I see it is run very well, complaints are dealt with very quickly. Staff are friendly and efficient and when I leave the home after visiting mum, I have no worries as I know she is being well cared for'.

Other evidence
The complaints procedure was displayed and included in the information pack given to all new people moving into the home. This required updating to include the new local procedure of how to complain outside the home to regulatory bodies, which was immediately actioned by the manager.
The manager holds a complaints log to record any common themes otherwise explained how complaints are dealt with. Past knowledge and recent comments

from people confirmed they have an 'open' approach on how to deal with any issues efficiently.

Our judgement

The location is compliant with this outcome. People have information on who to complain to and how these will be dealt with.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The Provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us
People spoken to during this visit confirmed they knew that personal records were kept in the home, with two discussing that they were involved with their care plan review meetings.

Other evidence
Past knowledge of the home has always shown that they keep appropriate records which are stored securely.
The statement of purpose provided states 'they keep up to date and accurate records on all aspects of the home and its residents'.
The manager provided all records, policies and maintenance records which were asked for during this visit to show they are compliant.
Staff confirmed that they were aware of the confidentiality clause within the Code of Conduct booklet and how to safeguard the people who they cared for and worked alongside.

Our judgement
The location is compliant with this outcome. Records and peoples personal information are protected and stored securely.

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 Adult 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
Author	Care Quality Commission
Audience	The general public
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