

# Review of compliance

Dorking Residential Care Homes Limited Nower House	
<b>Region:</b>	South East
<b>Location address:</b>	Nower House Coldharbour Lane Dorking Surrey RH4 3BL
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	Nower Care is a large care home located on the outskirts on Dorking Town providing care and support for up to fifty people. The home has been extensively refurbished and extended over recent years offering accommodation with en suite facilities over two floors and over two units. Ample communal facilities are provided including a selection of dining areas and

	<p>six lounges. A passenger lift provided access to the first floor. The gardens have been recently landscaped and are easily accessible.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Nower House 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.

### What people told us

People told us that they were happy living at Nower Care. They told us that they were given the choice about living in the home and that their wishes and expectations were taken into account when making a choice about living there.

They told us that the care provided was good and that they were well looked after.

Relatives told us that the home had exceeded their expectations regarding the admission process and that the support and reassurance offered to them and people who use the service was exceptional.

There were very good comments about the food and the standard of catering. People told us that the chef meets with them frequently to discuss menus.

People felt that there was sufficient staff employed in the home to meet their needs.

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

#### **Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People who use the service have their views and expectations taken into account in the way care is provided and delivered.

On the basis of the evidence provided and the views of people using the service we found Nower Care to be compliant with this outcome.

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

We found the home has good procedures in place for planning and the delivery of care. Procedures in place ensure that people receive appropriate care and support safely. On the basis of the evidence provided and the views of people using the service, we found Nower Care to be compliant with this outcome.

#### **Outcome 05: Food and drink should meet people's individual dietary needs**

We found that the nutritional needs of the people using the service are being met. On the basis of the evidence provided and the views of people using the service, we found Nower Care to be compliant with this outcome.

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

People using the service are protected from abuse or the risk of abuse because the service has systems in place to prevent this from happening. On the basis of the evidence provided and the views of the people using the service, we found Nower Care to be compliant with this outcome.

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

People are protected by the safe medication administration practice carried out in the home. The medication policies and procedures ensure that people receive their medication in a safe way. On the basis of the evidence provided and the views of the people using the service, we found Nower Care to be compliant with this outcome.

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

People who use the service can be assured that staff are employed in sufficient numbers and with the relevant safety checks to promote their safety and welfare. On the basis of the evidence provided and the views of the people using the service, we found Nower Care to be compliant with this outcome.

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

People who use this service benefit from regular quality assurance monitoring systems that are in place to evaluate information gathered. Based on the evidence provided and the views of people who use the service we found Nower Care to be compliant with outcome.

#### **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 01: 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 01: Respecting and involving people who use services

#### Our findings

##### What people who use the service experienced and told us

People who use this service told us that they are involved and consulted about their daily routine. They felt that they are treated with dignity and respect. They said that they were able to make a choice about moving into the home, and were able to bring personal possessions with them.

Some people told us that they had the support of family and friends to help them with their choice. They told us that they are treated with dignity and respect and that everyone was very polite.

##### Other evidence

People were able to tell us that they had a visit from the home manager before they choose to live in the home. The manager told us that a full needs assessment was undertaken by her to decide the suitability of the home for the prospective service user. This ensures that individual needs assessed can be met. Three assessments were seen for people with a diverse range of needs. The service has a detailed assessment document that is used to give a good overview of individual needs. When required family members are consulted to provide information to gain an understanding of people's needs. Individual views and aspirations are taken into account in the way service is provided and delivered. For example how personal care is undertaken, where people eat their meals, what clothes they wish to wear, the activities they take



part in and their choice of food.

Privacy and dignity was observed to be promoted. Staff were seen to knock on peoples bedroom doors prior to entering. Staff were also polite and professional in their manner and addressed people in an appropriate way.

**Our judgement**

People who use the service have their views and expectations taken into account in the way care is provided and delivered.

On the basis of the evidence provided and the views of people using the service we found Nower Care to be compliant with this outcome.

## 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 are well cared for and that their care is discussed with them. They told us that staff understand their needs and that they do their best. One person told us that their call bell is always answered promptly. We were also told that the doctor will visit them when necessary and that a chiroprapist had visited the previous week.

##### Other evidence

There were forty nine people living in the home on the day of our visit. On our arrival they were engaged in a wide range of activities throughout the home. Staff were supporting people to and from the hairdressing salon, and were helping people to and from their bedrooms. We also observed staff later discretely helping people to and from the toilet and encouraging them to various dining rooms in preparation for lunch. People who live at Nower Care told us that they receive care according to their expressed wishes and expectations. Care plans are maintained electronically and all staff have a password to access these. Three care plans were seen for people with diverse needs. These were well maintained and reviewed regularly. Daily records are also kept. Risk assessments are generated from care plans and include nutritional screening, manual handling, falls risk assessmnets, tissue viability, and a risk assessmnet for insuline administration. Records evidenced health needs were met through routine health checks. A range of professionals were involved in maintaining the health of people. Examples included GP's, physiotherapists, chiroprapists, optician and dental services. District nurses also have an input in peoples care and visit the home to carry out clinical procedures including dressings, administer flu vaccines take blood samples, and give

advice and training to staff.

Care plans also include a good account of social history. An activities coordinator support people to pursue their interests and hobbies. One person told us that they enjoy knitting and music. The home is currently preparing for the Christmas festivities and making cards and decorations in the art and craft class. Trips to the local pantomime and carol service are also being planned. People told us that they are supported to maintain their spiritual needs and that visits from various clergy are arranged on request.

### **Our judgement**

We found the home has good procedures in place for planning and the delivery of care. Procedures in place ensure that people receive appropriate care and support safely. On the basis of the evidence provided and the views of people using the service, we found Nower Care to be compliant with this outcome.

## Outcome 05: 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 05: Meeting nutritional needs

#### Our findings

##### What people who use the service experienced and told us

Service users told us that they were very satisfied with the meals provided. They told us that they could choose between the main meal and an alternative if they did not like the choice offered. A relative told us that the standard of catering was very good.

##### Other evidence

It was possible to sit with the service users in the dining room while they were having their lunch, and to engage in discussion with them about the catering arrangements. They told us that the meals were home cooked and tasty. There was good interaction between people and they were enjoying their lunch in a relaxed and friendly atmosphere. The menu was displayed in the dining room. It was good to note that the catering staff meet with people regularly to discuss people's likes, dislikes and individual dietary requirements. We drew the staff's attention to one person who was having difficulty feeding them self and appeared confused using a knife and fork. On following this up with the manager and the assessment update in the care plan it was evident that the home had identified the changing needs of this person and was awaiting a nursing care placement. Drinks and snacks are available throughout the day. Cold drinks dispensers have been provided in the two main dining rooms offering a selection of fruit juices to promote hydration. Staff have undertaken their food hygiene training.

##### Our judgement

We found that the nutritional needs of the people using the service are being met. On the basis of the evidence provided and the views of people using the service, we found Nower Care to be compliant with this outcome.

## 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 did not on this occasion talk to people regarding this outcome.

##### Other evidence

The service has clear policies and procedures in place on abuse awareness, and the protection of vulnerable adults. All staff have had training in safeguarding adults and have this training updated regularly. The training covers all aspects of abuse and how to report this.

Staff spoken with confirmed that they had attended this training and would know what action to take if they suspected that an incident of abuse had taken place. The staff training records also confirmed that this training had taken place.

There is also a copy of Surrey County Council's policies and procedures on safeguarding in place.

The manager stated that she had attended local authority training provided and had cascaded this to the staff team.

The home also has a whistleblowing policy available to staff.

Currently there are no safeguarding issues being investigated under the local authorities procedures.

##### Our judgement

People using the service are protected from abuse or the risk of abuse because the service has systems in place to prevent this from happening.

On the basis of the evidence provided and the views of the people using the service, we found Nower Care to be compliant with this outcome.

## 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 who use the service felt that they get their medication as prescribed and are encouraged to participate in medication reviews. It was also felt that they can discuss their medication management with their GP who was always willing to listen.

##### Other evidence

The home has a medication administration policy in place. Only staff who have undertaken the appropriate training administer medication according to this policy. Authorisation has been obtained from the General Practitioner in respect of homely remedy medications.

Medication is obtained from a local pharmacy and dispensed in monitored dosage systems. The supplying pharmacy visits the home regularly to undertake audits of medication and give good practice advice.

Medication records inspected were well maintained and no unexplained gaps seen. Medication is stored safely. Staff have recently been trained in the administration of insulin and a risk assessment has been included in the relevant care plan regarding this.

Currently there are no service users who can self-medicate but this would be supported if someone had capacity to undertake this procedure.

##### Our judgement

People are protected by the safe medication administration practice carried out in the home. The medication policies and procedures ensure that people receive their

medication in a safe way.

On the basis of the evidence provided and the views of the people using the service, we found Nower Care to be compliant with this outcome.

## 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 use the service told us that they felt the care and support provided by the staff was good. They said that generally there was sufficient staff available to help them with their daily needs.

##### Other evidence

The manager has the overall responsibility for the staffing arrangements in the home. We were told that staff are allocated according to the individual assessed needs and staff confirmed this.

The staffing duty rotas in place were seen during the visit. The number and skill mix of staff employed by the home appeared satisfactory to meet people's needs. There was good interaction between staff and service users. The home also employs bank staff that can cover at short notice in the event of sickness and holidays. Staff told us that they enjoyed working in the home and felt they received the training necessary to undertake their duties. Training files were randomly sampled and confirmed some of the training that had been undertaken.

A recruitment policy is in place to protect the welfare and safety of people using the service. Staff employment files were seen and include all the required documentation including two written references and a Criminal Records Bureau (CRB) disclosure.

##### Our judgement

People who use the service can be assured that staff are employed in sufficient numbers and with the relevant safety checks to promote their safety and welfare. On the basis of the evidence provided and the views of the people using the service, we



found Nower Care to be compliant with this outcome.

## 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

People who use the service told us that they are asked their views on how they feel the home is meeting their needs by the providers regularly. We were also told that customer satisfaction questionnaires are distributed for their comments, or their relative's comments.

##### Other evidence

The home has systems in place to monitor the quality of service provision. We observed a suggestion box in the hallway that people are encouraged to use. The manager told us that she engages in daily conversations with people using the service to highlight any issues and to resolve any problems immediately. Ongoing reviews of care plans, risk assessments and care manager reviews are also used to assess the quality of the service being offered. Frequent audits of health and safety contribute to the monitoring of service provision. Relative and service user meetings take place and the catering team also meet with people to review quality assurance. People who use the service and their relatives are asked to complete a customer feedback questionnaire regarding the service provided. A number of completed surveys were seen during our visit and included a wide range of compliments and positive comments.

Feedback is discussed at meetings and any issues addressed.

##### Our judgement

People who use this service benefit from regular quality assurance monitoring systems that are in place to evaluate information gathered. Based on the evidence provided and

the views of people who use the service we found Nower Care to be compliant with outcome.

# 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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