

Review of compliance

Whickham Villa LLP Millfield House Care Home	
Region:	North East
Location address:	8 Millfield Road Whickham Newcastle-upon-Tyne Tyne and Wear NE16 4QA
Type of service:	Care home service with nursing Rehabilitation services
Date of Publication:	October 2012
Overview of the service:	Millfield House is registered to provide care to 36 people aged over 55 years of age, some of whom have dementia. Nursing care is provided. All bedrooms are for single occupancy. The home shares some facilities with another service situated on the same site run by the proprietor. Facilities include a health club and cafe for the use of people who

	use the services.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Millfield House 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 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, carried out a visit on 28 August 2012, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We used a number of different methods which included observation to help us understand the experiences of people using the service, because some of the people living in the home had complex needs which meant they were not able to tell us their experiences. We saw that staff involved people in making decisions with regard to every day living such as choice of food and activities.

We spoke with five people who lived in the home who were able to tell us their experiences, they told us they were involved in decision making about every day living in the home. They said the staff were excellent. They said there was plenty to do if people wanted to become involved in the activities. Comments included:

"Staff are around when you need them."

"Staff are very helpful."

"I can get up and go to bed when I want."

What we found about the standards we reviewed and how well Millfield House Care Home 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

The provider was meeting this standard. People's privacy, dignity and independence were

respected.

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.

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

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider was meeting this standard. There were enough qualified, skilled and experienced staff to meet people's needs.

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

The provider was meeting this standard. people were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

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 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

We used a number of different methods which included observation to help us understand the experiences of people using the service, because most of the people using the service had complex needs which meant they were not able to tell us their experiences. We saw that staff involved people in making decisions with regard to every day activities such as choice of food and activities.

We spoke with five people who lived at the home who were able to tell us their experiences. They said the staff were kind and caring and they were involved in daily decisions about their care.

Other evidence

We visited the service and looked at the service user guide. This provided information about the home and the service a person could expect to receive. It clearly stated the staff would help people to maintain their independence and individuality. It stated people would have freedom of choice and their privacy and dignity would be respected at all times. We observed staff were courteous and polite with people as they supported them.

We looked at the written records for four people who lived at the home. We saw

assessments had been carried out before people were admitted and these assessments involved other interested parties, for example health care professionals, care managers and relatives. This meant people who used the service and their relatives expressed their views and were involved in making decisions about their care.

We spoke with five staff who told us when they started work in the service they were made aware of the rights of older people. This information included the basic care principles of respect and involvement when they provided care and support to the person.

Our judgement

The provider was meeting this standard. People's privacy, dignity and independence were respected.

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 used a number of different methods such as observation to help us understand the experiences of people using the service, because some of the people using the service had complex needs which meant they were not able to tell us their experiences. We also spoke with four people who lived at the home who were able to tell us their experiences, they told us they were well looked after by staff.

Other evidence

We looked at four people's care records and these included pre-admission assessments for people. These assessments showed the information collected before a person moved into the home had been used to help make sure staff could meet their needs. The areas assessed included questions about mental health; the level of care and support required by the person to meet their personal care needs; spirituality; personal interests and history; moving and handling; mental capacity; and nutritional information.

We saw evidence that people's personal and health care needs were recorded in care plans made up from these assessments. We were told by the manager the care plans of all the people living in the home were reviewed at least monthly and updated to make sure the changing needs of people were met.

We saw documentation that contained information when staff made every day decisions on behalf of people. This meant there were some records to show when staff made decisions in the best interests of people who lacked mental capacity.

We saw care plans were in place for people with challenging behaviours and risks were well recorded with evidence available to show that these were regularly reviewed and updated as necessary. This meant staff had the information to make sure consistent care and support was provided to the person.

We saw a programme of activities was available that advertised: musical bingo, baking, card games, dominos, beauty sessions, film club, hairdressing, dog therapy and sing-a long. At the time of our visit we saw some people playing balloon tennis. We were told people had the opportunity to go out supported by staff and relatives. Some people also told us they enjoyed seasonal parties within the home. They said entertainers also visited the home. This meant that people had the opportunity to take part in activities if they wanted and to be involved within the local community.

Our judgement

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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 to people living at the home but their feedback did not relate to this standard.

Other evidence

We were told by the person in charge that staff involved relevant people such as the mental health team and psychiatrists for advice and support in dealing with behaviour that may be difficult to work with. This meant staff were given advice to help ensure they could meet the needs of some people who required extra support.

The person in charge told us six safeguarding alerts had been reported since December to the local authority, two were still under investigation at the time of inspection. She could describe the procedure to be followed if an allegation of abuse was made. This meant the people who lived in the service were protected because the manager knew how to respond to any allegation of abuse.

A whistle blowing policy was also available which informed staff what to do if they suspected any bad practice was being carried out within the service.

Our judgement

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

We used a number of different methods such as observation to help us understand the experiences of people living at the home, because some of the people had complex needs which meant they were not able to tell us their experiences.

We also spoke to four people who told us they were well looked after by the staff. They said staff were kind and caring and nothing was too much trouble. Staff were also observed to be polite and respectful to people they were working with and there was a good rapport between them.

A relative we spoke with also said there was good communication and she was kept informed of any changes in her relative's condition.

Other evidence

We looked at staffing rosters; spoke to the person in charge, four people living in the home and a relative.

We were told, and the rosters confirmed, that the minimum staffing figures for the home were:

8:00am- 8:00pm two nurses and five support workers.

8:00pm- 8:00am one nurse and three support workers.

These numbers did not include the manager who was also available during the day. At the time of inspection we were told there were 24 people living at the home. The people we spoke with told us that staff were available when needed and they didn't have to wait long for any help. This meant that there were enough qualified, skilled and experienced staff to meet the needs of people staying at the service.

The person in charge told us ancillary staff were also employed for duties such as: cooking, cleaning, maintenance, administrative work and carrying out social activities with people.

Our judgement

The provider was meeting this standard. There were enough qualified, skilled and experienced staff to meet people's needs.

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

We spoke to people living at the home but their feedback did not relate to this standard.

Other evidence

During this inspection we looked at the staff training database and spoke to five staff members to see if the required training had taken place to ensure staff were trained to keep people safe and protect them from harm. We saw that staff had received the training required by legislation and this included: the safe handling of medication, moving and assisting, emergency first aid, fire training, food safety and infection control.

We were told by the manager and the staff training database also showed us that staff had completed other training such as equality and diversity, protection of vulnerable adults, p.e.g feeding, this is required for people who are unable to swallow food orally, mental health, dementia care, stroke awareness, tissue viability, end of life care, catheter care and hydration and nutrition. This meant that staff received appropriate professional development.

We also saw records to show staff had received training about Deprivation of Liberty and the Mental Capacity Act to help them understand when they may have to make a decision when a person lacked mental capacity.

Our judgement

The provider was meeting this standard. people were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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