

# Review of compliance

<p>Holderness House Trust Holderness House</p>	
<p><b>Region:</b></p>	<p>Yorkshire &amp; Humberside</p>
<p><b>Location address:</b></p>	<p>373 Holderness Road Hull East Riding of Yorkshire HU8 8QX</p>
<p><b>Type of service:</b></p>	<p>Care home service without nursing</p>
<p><b>Date of Publication:</b></p>	<p>November 2011</p>
<p><b>Overview of the service:</b></p>	<p>Holderness house is registered to care for 33 older people who may have dementia. It has good access to all local amenities and has good access to public transport systems.</p>

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

## Our current overall judgement

**Holderness 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, carried out a visit on 24 October 2011, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

People we spoke with told us they were happy with the care they received and the staff were very kind and caring. One person told us "The staff are very kind and nothing is too much trouble," and another person told us "Staff are always on hand to help me when I need them."

People told us they knew who to raise concerns with and were confident that the manager would take any concerns seriously.

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

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

People experienced effective, safe and appropriate 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**

People were protected from abuse because staff were recruited safely. There was a safeguarding reporting procedure in place for staff to follow and staff understood that procedure. Staff had also received training about safeguarding vulnerable adults.

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

People were cared for by staff who had been recruited safely and sufficient numbers of staff were provided to meet their needs.

**Other information**

Please see previous reports for more information about previous reviews.

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

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

**Compliant** means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

## Outcome 04: Care and welfare of people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

### What we found

#### Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

#### Our findings

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

People we spoke with told us they were happy with the care they received and the staff were very kind and caring. One person told us "The staff are very kind and nothing is too much trouble" and another person told us "Staff are always on hand to help me when I need them."

##### Other evidence

We looked at four care files which belonged to the people who lived at the home. We saw that the care files contained documents for staff to complete which demonstrated how the person had been cared for and kept safe from harm. We saw that these documents had been completed by staff on a regular basis and were up to date.

The care files also contained a care plan which instructed the staff how to best care for the person. These had been updated and changed as the person's needs had changed. The care plans had been signed and agreed by the person or their representative.

Daily notes made by the staff demonstrated how the person's needs had been met on daily basis.

##### Our judgement

People experienced effective, safe and appropriate 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

People told us they knew who to raise concerns with and were confident that the manager would take any concerns seriously.

##### Other evidence

There have been no safeguarding referrals made to the Local Authority safeguarding team and there are no ongoing safeguarding investigations.

We saw that all staff had undergone a Criminal Records Bureau (CRB) check before they started working at the home as part of the recruitment process.

We saw that staff had received training about how to protect people from harm and how to report any safeguarding issue they might witness or become aware of. When we spoke with staff they were able to describe to us the procedure they should follow to report any safeguarding issues.

Staff told us they were confident the manager would take the right action and would deal with any concerns appropriately.

##### Our judgement

People were protected from abuse because staff were recruited safely. There was a safeguarding reporting procedure in place for staff to follow and staff understood that procedure. Staff had also received training about safeguarding vulnerable adults.

## 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

People were not consulted about this outcome area

##### Other evidence

We looked at staff files and saw that these contained CRB checks and references taken from previous employers where possible. Dates recorded in the files indicated that all necessary checks had been completed before the staff member had commenced working at the home.

We saw that rotas were in place to ensure there were enough staff on duty to meet people's needs at all times of the day and night.

##### Our judgement

People were cared for by staff who had been recruited safely and sufficient numbers of staff were provided to meet their needs.

# 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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