

Review of compliance

Beulah Lodge rest Home Limited Beulah Lodge

Region:	South East
Location address:	1 Beulah road Tunbridge Wells Kent TN1 2NP
Type of service:	Care home without nursing
Date the review was completed:	4 th May 2011
Overview of the service:	<p>Beulah Lodge provides care and accommodation for up to 21 older people. There is a lift providing access to all floors. The home is a listed building in a residential area close to central Tunbridge Wells. There are local shops nearby and it is on a bus route.</p> <p>The home has gardens at the front and rear and there is a small car park.</p>

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

What we found overall

We found that Beulah Lodge 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 because concerns were identified in relation to:

- Respecting and involving people who use services
- Consent to care and treatment
- Care and welfare of people who use services
- Meeting nutritional needs
- Management of medicines
- Safety, availability and suitability of equipment
- Supporting workers
- Records

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 4th May 2011, observed how people were being cared for, talked with people who use services, talked with staff, checked the provider's records, and looked at records of people who use services.

What people told us

People told us that they were well cared for; staff were caring and friendly and understood their needs. People had good relationships with staff. People said their needs were well met, they received the care they expected to have and the home accommodated any changes in care or routine that were needed. They said they were happy with the standard of accommodation and cleanliness, a relative commented that there was never an unpleasant odour in the home. People complimented the standard of the food; they said it was of very good quality with plenty of choice available. People told us they were pleased about changes made to the home over recent months and felt it was improving.

What we found about the standards we reviewed and how well Beulah Lodge 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 receive care and support in the way they choose and their privacy and dignity is respected.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

People receive the care and support they are happy with and agree to.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

People receive safe and appropriate care that is person centred.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

Meals are of a good standard, nutritious and healthy and staff identify if there are any concerns about diet or nutrition.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

People are safeguarded by the actions taken by the home to prevent and minimise the risk of abuse.

- Overall, we found that Beulah Lodge 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 who use the service are given their medicines safely and when they are needed.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

People have access to equipment that meets personal needs and that is safe and suitable for use.

- Overall, we found that Beulah Lodge 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 are supported by a team of staff who are well trained and competent.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

Systems are in place to make sure staff are well trained and supported and are competent to carry out their roles.

- Overall, we found that Beulah Lodge 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

Systems are in place to make sure that people's views are sought and the quality of the service is monitored.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

Personal records are accurate and kept confidentially

- Overall, we found that Beulah Lodge was meeting this essential standard.

Action we have asked the service to take

For the eleven essential standards we reviewed we found that the service was fully compliant with all the essential standards.

We have not asked the service to take any action. We found that it is compliant with all the outcomes we looked at on this visit.

Other information

Please see previous review reports for more information.

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 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
People we spoke with told us they were able to decide how their care and support was provided and their views were respected. They said that daily routines were flexible and their privacy, dignity and independence was maintained. Comments from residents included, "I can lie in to midday if I want to or get up at six A.M "and" I go to bed and get up when I want to".

Other evidence
We saw that staff understood individual preferences and there was good interaction between staff and the people they cared for. People understood the care and support they could expect to receive and were informed of any changes. We saw that staff knocked on bedroom doors before entering and respected people's privacy.

We looked at some care plans, they included clear information for staff to follow about people's care needs and daily routines, as well as about their likes and

dislikes, personal backgrounds and interests. Pre admission assessments take place and information gathered is used in compiling care plans. However we found that full information about an aspect of one person's skin care had not been transferred to the care plan from the assessment, although other records showed the skin care needed was being given appropriately.

Independence is encouraged, one person told us they tidy their room and make their own bed. Some people have small fridges in their rooms so they can prepare their own drinks and snacks. A risk assessment was in place for one person to make sure food in their fridge was not out of date.

If people are able to they access the local community independently, and the home arranges some trips out.

Our judgement

People receive care and support in the way they choose and their privacy and dignity is respected.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

People told us that they received the care and support they needed, care was given in the way they preferred and they were consulted about any changes. One person had just had a new cream prescribed for a rash, the staff member applying it explained clearly to them what it was for and how often it needed applying.

Other evidence

We looked at three care plans; only one person had signed their care plan, although some documents in the other two had been signed by relatives. The manager said they intended to start work soon on redesigning care plans and the need for people or their representatives to sign them had been recognised.

No 'Best Interest' meetings under the Mental Capacity Act had been needed so far for anyone at the home; the manager had completed a mental capacity assessment for each person to make sure that they were currently able to make their own decisions and choices, and told us a meeting would be arranged if anyone needed it.

Should they be unable to make decisions and have no representatives, an advocate would be made available. People told us that the decision to move to the home had been made as an informed choice with information from relatives, and in one case personal knowledge of it. A relative we spoke to told us they chose the home as it was homely and their relative chose to stay after a period of respite there.

Our judgement

People receive the care and support they are happy with and agree to.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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
People told us that they were happy with the support they received, one told us their general well being had improved since being at the home. A relative said communication was good; staff always rang them when necessary.

Other evidence
The care plans we looked at were person centred and included information on all aspects of care, preferences and routines. Details on personal care needed were recorded and individual risk assessments were in place for activities such as bathing, mobilising and risk of dehydration. One person who needs support with getting in and out of the bath liked to be able to spend some time alone bathing, a risk assessment was in place for this with clear directions for staff.

Care plans are reviewed and any changes recorded, we saw this was the case with someone who had been in hospital. Overall the standard of care plans was good although not all had been signed by people or their representatives, and some of the information was repeated. We saw that as well as individual risk assessments, a general risk assessment form had been used with headings such as “risk of financial abuse” which was inappropriate unless specifically identified as a risk for a person.

During our visit a resident became unwell at lunchtime; staff responded professionally, quickly and calmly, recognised that there could be a serious problem and called for an ambulance. The person in charge of the shift quickly re-delegated responsibilities so one staff member could stay with the person, who could not be moved from the dining room. Other residents were reassured and the atmosphere remained calm.

In case of hospital admission information on needs and medication is in place for all residents to go with them.

We saw that staff were attentive and respectful towards people and knew how they liked to be supported.

Health appointments were recorded and people are supported to keep appointments and to see health professionals at home. A District Nurse visited while we were at the home and a relative took a resident to an appointment.

A programme of activities is on offer, after lunch on the day we visited a “Music and movement for active life” gentle exercise session took place.

Six people took part and appeared to enjoy the session, staff said usually more are involved but some were expecting visitors or had other commitments

The hairdresser was at the home and a beautician also visits.

Our judgement

People receive safe and appropriate care that is person centred.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

People told us that the standard of the food was excellent. People we spoke with said "We get hotel quality food, there is a marvellous chef", "the food is so good I have put on weight" and "The puddings are very good". A relative said "The food is excellent".

Other evidence

We spent some time watching the lunchtime meal and spoke with the chef. Meals are freshly prepared from locally sourced ingredients and there is plenty of variety. The daily menu is displayed on the wall in the dining room and in a restaurant style covered menu. Residents, staff and a relative we spoke with were very complimentary about the food.

The lunch was well balanced, served attractively and the chef knew likes and dislikes and what people may be unable to eat for health reasons.

There were bowls of fresh fruit on tables as an alternative to puddings, drinks were topped up by staff and people clearly enjoyed the food.

There was a relaxed atmosphere, the meal was unhurried and people were chatting. Staff made sure that there was minimal disruption when someone was taken ill. People told us they always had a choice of meal and plenty to eat. A special four

course meal had been prepared for the occasion of the recent Royal Wedding which it was reported people had enjoyed.

People can choose where to eat, one person who was feeling unwell stayed in their room. People were able to eat independently, care plans record where assistance with eating is needed, such as if some foods may need cutting up. Specialist support is requested if there are concerns about diet, a District Nurse visited to monitor a person who was diabetic during our visit.

Snacks and drinks are provided in between main mealtimes and care plans include information on what people like to eat and when, one person was recorded as having tea, toast and cereal in their room before getting up and a hot drink at bedtime. Food and drink intake and weight was monitored, we saw that some people were weighed during the visit.

Our judgement

Meals are of a good standard, nutritious and healthy and people's food and drink intake is monitored.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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

We did not speak directly to people about this outcome. We observed that staff used safe working practices whilst supporting people, such as safely giving medicines.

Other evidence

Staff receive safeguarding training, discussions with them showed us that they were aware of their responsibility to keep people safe. The home has a safeguarding procedure and takes action to make sure any safeguarding concerns are reported to us and other agencies who need to know. Early this year it informed us of an incident between residents, the home took appropriate action.

All potential new employees are subject to Criminal Records Bureau and other checks and are only employed if the checks are satisfactory.

Our judgement

People are safeguarded by the actions taken by the home to prevent and minimise the risk of abuse.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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 directly to people about this outcome.
We watched the lunchtime medicine round and saw that the member of staff administering medicine followed safe and correct administration procedures, and that people received their medicines at the right time.

Other evidence
We looked at some records about medicines, we saw that staff had filled them in properly and if any dosages or medicines had been changed a written explanation was given about why, this could be because a doctor had made changes or ended a medicine. Medicines are only given by staff that have been trained to give it. The person giving medicines wears a red tabard so other staff and residents know not to interrupt them unless they have to. Staff confirmed they had received medicine administration training; one had taken an advanced medicines course recently.

We saw evidence that some staff who have not been on the training are booked onto a course starting soon, the manager is attending the course as well.
Senior staff conduct a daily medicine audit and record if any errors are found.
Medicines are stored safely.

Our judgement

People who use the service are given their medicines safely and when they are needed.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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
People told us that staff always provided care safely. People had access to equipment for personal use if they needed it to keep them safe and help them to be independent.

Other evidence
Some people needed equipment to help them keep mobile and as independent as possible. We saw that people had walking frames and wheelchairs if they needed them, there were hand rails in the parts of the home they used. There are en suite toilets and wash hand basins in each bedroom and there is a shared shower and two bathrooms. The bathrooms have bath hoists that are serviced when they should be.

Staff used plastic gloves and aprons when attending to people’s personal care; these were available throughout the building, as were red plastic laundry bags for soiled laundry.

Our judgement

People have access to equipment that meets personal needs and that is safe and suitable for use.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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 complementary about staff, some of the comments they made were “Marvellous staff”, “Carers are wonderful” and “They do a good job here”.
The people we spoke with and watched appeared content and were comfortable with staff.

Other evidence
On the day we visited the number of staff on duty appeared appropriate to meet the needs of people. Three care staff including the two Heads of Care were on duty, as well as the office manager, chef and housekeeper. The maintenance man was present undertaking some repair work.
There are three care staff on during the day and two waking staff on duty at night.

Staff we spoke with told us that generally there are enough staff on duty except for occasional gaps due to illness when bank staff are unavailable, then they can be stretched and gaps are covered by staff doing extra shifts. They felt they had enough time to interact with people, as well as to deliver personal care and said the staff team worked well together and supported each other.
Staff were knowledgeable about individual needs and had good relationships with the people they supported.

There have been changes in the management of the home over the past two years; we interviewed four members of the home's full staff compliment, comments some staff made were that they had felt unsettled and not entirely happy about some of the changes, but stressed this had not affected the standard of care that they provided to people. They told us they took pride in their work and were committed to giving a good service.

We saw that staff reacted quickly if people needed help or support and were competent.

Our judgement

People are supported by a team of staff who are well trained and competent.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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 did not speak directly to people about this outcome.

Other evidence

New staff receive induction and mandatory training which includes safeguarding, moving and handling, first aid and food hygiene. Care staff we spoke to confirmed they received training and had either completed or were completing their National Vocational Qualification in care at level 3. Staff felt they had enough training to equip them to do their work.

The manager was in the process of booking some refresher training for the summer for staff.

The manager has been in post since January 2011 and has started a programme of staff supervision, staff also have appraisals annually. We saw evidence of supervisions and past appraisals on staff files. Staff meetings are held. Some of the four members of staff we spoke with were mixed in their views of the level of support they received, overall they felt that they had had some difficulty getting used to some new ways of working and a new management style, although were becoming more used to the changes.

The manager was in the process of applying for registration with CQC.

Our judgement

Systems are in place to make sure staff are well trained and supported and are competent to carry out their roles.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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 have opportunities to offer their views on the service, they receive surveys focussed on specific topics such as meals and activities and there are residents meetings.

People told us they are satisfied with the service and there had been improvements made this year. Their comments included “My daughter and I agree it is the best you can get”, “It has improved greatly and if you have to come in care Beulah Lodge is worth it” and “I came here to be safe and have settled well”.

Other evidence
The manager showed us records of regular internal quality audits that take place; they have taken place at various times including very early mornings so the quality of the home can be assessed as fully as possible.
A care quality consultant has been employed as an independent advisor to the service.

Improvements had been made to the décor of the home over recent months, and

redcoration of the lounge and dining room was due to start, people were being consulted about the colour scheme on the day we visited. There was a new cleaning schedule and the complaints procedure had been rewritten to make it clearer. Other policies and procedures had also been reviewed.

Residents, and relatives and staff are surveyed annually; the full survey for this year had not yet been distributed although we saw the forms that had been prepared. The manager is intending to survey health and social care professionals as well.

Our judgement

Systems are in place to make sure that people's views are sought and the quality of the service is monitored.

- Overall, we found that Beulah Lodge was meeting this essential standard.

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
We did not speak directly to people about this outcome.

Other evidence
All the records we requested were made available to us; they were stored safely and securely and well maintained. Records were up to date and documents such as care plans were reviewed when they needed to be. Work has been done recently to review and update some documents and this is continuing with the planned review of the care plan format.

Our judgement
Peoples personal records are accurate and kept confidentially

- Overall, we found that Beulah Lodge was meeting this essential standard.

The provider must send CQC a report that says what action they are going to take to achieve compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of this report being received.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance actions are complete.

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

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