

Review of compliance

Rivington View Limited Rivington View Nursing Home	
Region:	North West
Location address:	Rivington View Albert Street, Horwich Bolton Lancashire BL6 7AW
Type of service:	Care home service with nursing
Date of Publication:	February 2012
Overview of the service:	Rivington View is a two storey purpose built home that provides nursing and personal care for up to 33 people. The home is situated in the centre of Horwich and is close to bus routes, shops and other local amenities. There are bedrooms, bathrooms and lounges on both floors and a dining room on the ground floor. The home is fitted with suitable adaptations and equipment

	such as a passenger lift, portable hoists, and grab rails.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Rivington View Nursing Home 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, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

One person spoke with said, "I am very happy here, the staff are great". Another said, "I have no complaints about the care I receive, it's very good".

We asked about the choice and quality of the food and were told by one person, "The food is very good, and there is plenty of choice".

We spoke with relatives who were visiting the home, one said, "You can't fault the care and commitment given by the staff; they are very good. They keep us informed about what's going on with our relative".

Some comments taken from a recent survey included:

The quality of the care provided and the cleanliness of the home was excellent.

I have never had any cause to complain, the meals are good and overall impression of the home was excellent.

A visiting GP stated the quality of care was good, the friendliness of the staff was excellent and the rate of response to our phone calls was excellent.

What we found about the standards we reviewed and how well Rivington View Nursing 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

People were able to express their views about things that were important to them and had a say about how their care was provided.

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

People who used the service experienced safe and appropriate care and support that met their identified needs.

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

People who use the service were protected from abuse or exploitation within the home.

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

People's health and care needs were being met by an experienced staff team.

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 living at the home benefited from a well managed service with some systems in place to monitor the quality of service provided.

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

We spoke with relatives who were visiting the home, one said, "You can't fault the care and commitment given by the staff; they are very good. They keep us informed about what's going on with our relative".

Other evidence

We visited Rivington View Care home on 23 January 2012. Whilst looking around the home we saw what assistance was being offered by staff and how they interacted with people who use the service. We were told that the home provides residential and nursing care and palliative care (care for people nearing the end of their life) and that a number of people were poorly and being nursed in bed. We found that interactions between staff and people to be friendly and respectful. Staff were seen knocking on bedroom doors and waiting for a response before entering to assist people.

There was a relaxed atmosphere within the home. People were not hurried or rushed and there appeared to be a satisfactory number of staff on duty for them to spend time with people living there.

We asked about the food and were told, "The meals were very good". We noted that drinks and snacks were readily available throughout the day.

We looked in a number of the bedrooms, these were found to be warm, clean and tidy and most of them had been personalised with the peoples' own personal belongings. Any specialist nursing equipment required was available.

The home has several bathrooms and toilets on both floors. These were seen to be well equipped with suitable adaptations and bath hoists.

As part of our visit we also looked at some care files. Information was up to date and records had been reviewed and updated. Information evidenced the individual care, treatment and support each person required and how this was to be provided. There was evidence to show that where possible people who use the service and/or their relatives were involved in the care planning and reviews. On the day of our visit some family members were having a discussion with one of the nurses about the ongoing care their relative required and were updating and signing the agreed plan of care.

We spent some time observing the lunch time meal watching how staff offered assistance and interacted with people. We saw that staff spoke to people in a kind and respectful way and were patient when offering assistance with care, drinks and meals.

Our judgement

People were able to express their views about things that were important to them and had a say about how their care was provided.

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

One person spoke with said, "I am very happy here, the staff are great". Another said, I have no complaints about the care I receive, it's very good".

We asked about the choice and quality of the food and were told by one person, "The food is very good, and there is plenty of choice".

Other evidence

During our visit we looked at three care records. We saw that a pre admission assessment had been completed to ensure the home could meet the individuals' care and support needs.

The care plans contained information to show how people were to be cared for. Care plans included: personal details, a medical history, risk assessments for moving and handling, falls, nutritional and pressure care. Other information included any special dietary needs, for example if a pureed or soft diet was required. A weekly or monthly record of people's weight, blood pressure and pulse was recorded. There were details of peoples' likes and dislikes and hobbies and interests. A daily progress sheet was completed so that staff have a running record of how people have spent their day and what sort a night they had.

Information was documented when other professional people had visited such as the dietician or a GP.

There was evidence to show that the care plans had been regularly reviewed and any changes made to the care plan had been documented and dated.

Our judgement

People who used the service experienced safe and appropriate care and support that met their identified needs.

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 ask people who use the service any questions concerning their views about this outcome.

Other evidence

We spoke with some staff who confirmed that they had undertaken training in the protection of vulnerable adults. This was covered on their induction course on commencement of work and on mandatory refresher training.

Local safeguarding policies and procedures were available should staff need to refer to them

The Care Quality Commission (CQC) had not been made aware of any safeguarding referrals within the last 12 months.

Our judgement

People who use the service were protected from abuse or exploitation within the home.

Outcome 14: Supporting staff

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 staff

Our findings

What people who use the service experienced and told us

Staff spoken with said they felt supported by the manager and were able to approach her if they needed to discuss anything.

Other evidence

Staff told us that they receive training relevant to their role and that mandatory and refresher training was updated as and when required. A record was kept of staff training and a training matrix was maintained to identify any shortfalls in training.

Staff also said that they spend time with senior staff in 1-1 meetings on a regular basis and that the manager would use these meetings to address any areas of concern and any further staff development.

Our judgement

People's health and care needs were being met by an experienced staff team.

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

We did not ask any person who used the service specific questions relating to this outcome.

Other evidence

We discussed with the manager about what systems were in place for monitoring the quality of the service.

Audits were carried out on care plans, medication, and the environment including the kitchen. The manager carried out hourly room checks to ensure that people nursed in their rooms were comfortable and that any turning charts or sleep pattern charts had been completed as required. The room checks cover every room to ensure the rooms are warm, clean and there are no odours. The audits were available for inspection. The manager also has regular meetings with the owner who carries out his own audit of the service and forwards a copy of his report to the CQC.

The manager operates an open door policy where people who live at the home and their families can approach her at any time.

Our judgement

People living at the home benefited from a well managed service with some systems in place to monitor the quality of service provided.

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

Document purpose	Review of compliance report
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