

# Review of compliance

## Greenhold Care Homes Limited Woodlands Court Care Home

<b>Region:</b>	East Midlands
<b>Location address:</b>	Boston Road Kirtton Boston Lincolnshire PE20 1DS
<b>Type of service:</b>	Care home service without nursing Care home service with nursing
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	Woodlands Court is registered to provide; accommodation for persons who require nursing or personal care, treatment of disease, disorder or injury and diagnostic and screening procedures for a maximum of 54 people.

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

## Our current overall judgement

**Woodlands Court Care 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, checked the provider's records, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

We spoke with three people who told us they were very happy at Woodlands Court. One person who used the service for day care told us "I look forward to coming here. The food is very good and I join in activities and enjoy the company." Another person said "I am always busy. I like playing bingo, reading and knitting. In the good weather we go out a lot."

All the people we spoke with told us the food was very good. One person said "I have whatever I want to eat. I enjoy a cooked breakfast and it's never too much trouble." Another person told us "there is always plenty to eat and lots of fresh fruit we can help ourselves to."

We observed people to be very relaxed and content and this was confirmed by those we spoke with. "I have lived here for many years and am very happy."

A relative told us "I have been visiting my relative for four years and have never had any worries. When they came here, they couldn't walk but can now take themselves off to the toilet. The staff have always been dedicated to making people's lives better." Another relative told us "The standard of care here is second to none. All the staff are attentive and patient. I respect and admire them all."

### What we found about the standards we reviewed and how well Woodlands Court 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**

People had their views and experiences taken into account in the way the service was provided and delivered.

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

People received safe and appropriate care that met their needs and protected their rights.

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

Systems were in place to ensure people were protected from abuse, or the risk of abuse.

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

People were safe and their health and welfare needs were met by competent and supported staff.

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

There were opportunities for people to make their views known about the service and their satisfaction with it.

## **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

One person told us they had chosen Woodlands Court after looking at a few homes. "I knew as soon as I got here, this was the right place. I immediately felt welcome and at home."

"Staff talk to me about the care and support I need. I think they listen because they do the things I want them to do."

A relative said "I still feel that I am involved with my relatives care. That's important to me because I have done everything for them for years."

##### Other evidence

On the day we visited the service we observed people being supported respectfully by staff. Staff knocked on doors before entering and explained to people what they were doing.

We looked at care files for four people who live at the service. All four files contained thorough pre-admission assessments which clearly recorded the persons' needs, likes and dislikes prior to them moving into the home.

Care plans had been developed to cover all aspects of daily living where there was an identified need. There was a form in each persons plan that prompted staff to consider each persons mental capacity when reviewing the plans.

Where possible, these had been completed with input from the person and family

members and had been signed.

A relative we spoke with confirmed this and told us, "The communication is very good."

**Our judgement**

People had their views and experiences taken into account in the way the service was provided and delivered.

## 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 saw people looked comfortable and well presented. We spoke with a relative who told us "I visit regularly and am always made welcome. Whatever time it is my relative looks clean, comfortable and well cared for." One person living at the service said "I am very happy here. I love to wear my jewellery and nice clothes. I get my hair done and the girls will manicure my nails."

##### Other evidence

We looked at four care files and these had plans in place to cover all aspects of daily living such as washing and dressing. These had all been reviewed monthly and any changes recorded. We saw where people may face some type of risk an assessment to reduce this was completed. Examples included mobility, falls prevention and the use of bed rails.

We spent time watching how people were supported by staff. We saw staff showing respect to people, and making sure support was given in a dignified way. For example a member of staff helping a person to eat sat next to the person, gave them their full attention, and went at the person's pace.

We observed support provided to someone as described in their care plan. Staff we spoke with were knowledgeable about the needs of the people living at the service and told us "The pre-admission information is usually very thorough and we start to write the care plans as soon as a person moves in." I think our care plans are very thorough but they are written in a way which makes them usable by all the staff."

**Our judgement**

People received safe and appropriate care 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 we spoke with told us they felt safe living at the service. Staff told us they thought people were safe and protected from harm and abuse.

A relative said "I can sleep at night, knowing my relative is safe and well cared for."

##### Other evidence

A member of staff told us in a clear way, they knew how to recognise if someone was at risk of or being abused, and what to do if they saw or suspected this. They added they believed the manager would take any necessary action to report and prevent abuse. They said "The people living here are safe."

Training records seen showed us the staff had received safeguarding training and the manager confirmed that further training was planned and all staff were expected to attend.

Staff we spoke with were aware of the whistle blowing policy. (This is a policy designed to enable staff to make any concerns known without fear of repercussions.)

One staff member said "Even though we are a good team and all get on really well I wouldn't hesitate to report anyone if they did something wrong." The care we provide is delivered from the heart and that includes making sure that everyone is safe and protected."

#### Our judgement

Systems were in place to ensure people were protected from abuse, or the risk of abuse.

## 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

People we spoke with told us "The staff are lovely. Nothing is too much trouble." A relative said "All the staff are attentive and patient. I think there are enough staff on duty as I have always been able to find them when I visit. They are usually in or around the lounge during the day and always attend quickly to people."

A relative told us "The staff handover must be good because whatever time I visit, they can always tell me how my relative had been in the night."

##### Other evidence

We looked at three staff files and saw they had regular supervision with the manager and an annual appraisal. Staff told us they found supervision useful and would use the time to discuss their learning and development.

Formal staff meetings took place twice a year to include all staff but more informal meetings occurred on a frequent basis. Team meetings were also held more frequently. We saw that these meetings were minuted.

Staff spoken with confirmed this and added that the communication is good.

One member of staff told us "I feel supported by the manager and would go to her if anything worried me." Another staff member said, "the door is always open if we need any advice or support. The manager is very approachable and always gives good advice."

The staff members spoken with had both worked at Woodland Court for a number of years. They told us they felt supported to do a good job and they believed it to be a very good place to work.

We saw records showing staff had received a variety of training. This included health and safety, moving and handling and food hygiene, as well as other relevant topics such as dementia care. One staff said "I believe the quality of the training is very good and enables me to work effectively, keeping the person at the centre of what I do."

**Our judgement**

People were safe and their health and welfare needs were met by competent and supported staff.

## 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

One person living at the service told us they were often asked if everything was alright and they said they felt they would be listened to if they had a complaint. "The manager comes round every day and asks us if everything is alright. If I have had any problems I have told her and she has sorted it out for me."

A relative told us "I come every day and can always make comments about things knowing they will be listened to."

Another relative told us "I come every three weeks and have done for four years. I have never had any reason to complain but staff still ask me if everything is ok."

##### Other evidence

We saw questionnaires had been given to people living at the service and their relatives. The manager told us the information gathered in the surveys is collated at head office and is used to improve the quality of care provided. "The directors come here to meet with us and bring the report. We discuss any issues and develop a plan to address things."

She also told us "The provider reacts well to any requests we have that would improve things. They are easy to contact and visit at least every two weeks making themselves available to speak to people living here and their relatives."

We saw evidence that a number of quality audits took place on a regular basis; for example, the medication was audited by the pharmacist from a local chemist and internal audits included maintenance and equipment checks.

**Our judgement**

There were opportunities for people to make their views known about the service and their satisfaction with it.

# 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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