

Review of compliance

Grange Cottage Residential Home
6, Grange Road
Sutton

Region:	London (South West)
Location address:	6, Grange Road Sutton Surrey, SM2 6RT
Type of service:	Care home without nursing, that provides the regulated activity: Accommodation for persons who require nursing or personal care
Date the review was completed:	November 2010
Overview of the service:	<p>Grange Cottage is a limited company, Grange Cottage Ltd, owned and run by Mrs and Mr Halkoree. Mrs Halkoree is the registered manager and Mr Halkoree is the deputy.</p> <p>Grange Cottage is a residential home registered for nineteen older people some of whom have dementia. In recent times the home has been extended and improved so that it better meets the needs of the people who live there; this includes the installation of a stair lift,</p>

	<p>ramps, handrails and wider doorways for easier access by those with mobility problems.</p> <p>The homes previous registration was for people with long term mental health problems, two of whom still there. The home continues to meet the needs of everyone who uses the service.</p> <p>The home is situated in a residential part of Sutton, within easy reach of the town centre and transport links. There is very limited parking to the front of the property, and a small garden to the rear.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Grange Cottage 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 we received an anonymous referral regarding the care provided in this home.

We carried out this review because concerns were identified in relation to:

- Respecting and involving people who use services
- Meeting nutritional needs
- Staffing

How we carried out this review

We reviewed all the information we hold about this provider, which included information from other agencies. We carried out an unannounced visit of the care home on Wednesday 24th November 2010 between 1800 and 19.30 hours.

During this visit we talked to a number of people who live at Grange Cottage, the deputy manager and the care staff who were on duty that day. We also observed how people were being cared for, and checked records kept by the provider and staff.

We would like to thank all the people who live and work at Grange Cottage who helped us during this inspection.

What people told us

People we met told us that staff always treated them well and listened to what they had to say. Comments included, 'they look after us well here', 'the staff are good and kind' and 'I like it here'.

With regard to the food and drink that people are given, comments included the 'foods very good', 'sometimes in the evening we get sandwiches, but not often and not when it's cold' and the 'food is alright'.

People told us that usually there are enough members of staff on duty. People also told us about the new activities co-ordinator, who they were positive about. One person who lives in the home was able to tell us how they are able to go out whenever they want to, usually to the shops.

Finally, we were reassured by the comments made by the deputy manager that acknowledged the improvements that had been made to the service. In addition, there remained a commitment to the home and to its continued development as a service.

What we found about the standards we reviewed and how well Grange Cottage 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

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- Overall, we found that Grange Cottage 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

We did not review this outcome group, as we did not have any information that concerned us

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

We did not review this outcome group, as we did not have any information that concerned us

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

- Overall, we found that Grange Cottage was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

We did not review this outcome group, as we did not have any information that concerned us

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

We did not review this outcome group, as we did not have any information that concerned us

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

We did not review this outcome group, as we did not have any information that concerned us

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

We did not review this outcome group, as we did not have any information that concerned us

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

We did not review this outcome group, as we did not have any information that concerned us

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

We did not review this outcome group, as we did not have any information that concerned us

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

We did not review this outcome group, as we did not have any information that concerned us

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

- Overall, we found that Grange Cottage was meeting this essential standard.

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

We did not review this outcome group, as we did not have any information that concerned us

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

We did not review this outcome group, as we did not have any information that concerned us

Outcome 17: People should have their complaints listened to and acted on properly

We did not review this outcome group, as we did not have any information that concerned us

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

We did not review this outcome group, as we did not have any information that concerned us

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

We spoke to a number of people about the home; they told us that staff always treated them well and listened to what they had to say. Comments included, 'they look after us well here', 'the staff are good and kind' and 'I like it here'.

We also observed staff interaction with people who use the service and found that it was respectful, caring and professional.

We spoke to the deputy manager about the employment of a part time activities co-ordinator who has been in post since September. The co-ordinator is currently working Tuesday, Wednesday and Thursday mornings. Since starting her work she has spoken to each person in the home and has found out what they like and don't like. From there she has put together a timetable of activities, a copy of which was available to view. The timetable included music, skittles, scrabble, bingo and once a week, an organisation called 'Elder dance' coming into the home. A copy of this

timetable was available in each person's bedroom.

In a separate book, information is gathered from the activities co-ordinator of who attended each of the activities undertaken, this was available to view.

When we arrived at the home there were three members of staff on duty, including the duty manager. This was evidently enough staff to meet the needs of the people who use the service. During our visit, a member of the night staff also arrived early for her shift, this was not unusual, we were told.

Staff were observed undertaking practical tasks with people who use the service, this included taking them to the toilet or getting them ready for bed. Staff were also observed sitting and talking to people who use the service in a relaxed, friendly manner.

We viewed the staffing rota, which confirmed information that we had received from the home, regarding the levels of staffing. Each morning there are four members of staff on duty, in the afternoon there are three; at night there are two waking night staff on duty.

Other evidence

None

Our judgement

Overall, we found that Grange Cottage was meeting the needs of the people who live in the home. This is because the home was able to provide evidence that there are enough staff on duty, and that there is the opportunity for them to engage with people in a respectful and meaningful way.

People are offered personal support in a way that allows them to live ordinary and meaningful lives.

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

We spoke to a number of people who use the service and asked them what they thought of the food. Comments included the 'foods very good', 'sometimes in the evening we get sandwiches, but not often and not when it's cold' and the 'food is alright'.

On our arrival, the evening meal was just being cleared away, we were told by people who use the service that it had been sausages, mash potatoes and beans. Most people said that they enjoyed their meal.

Details of the lunch menu were still written on a whiteboard in the dining area and had consisted on roast chicken. There is a four menu rota which we were able to view.

A number of people we spoke to, told us that if they did not like what was on offer during mealtimes then they could always ask for something else. The deputy manager informed us that the home could cater for people's differing dietary needs.

The atmosphere in the dining room was relaxed and congenial. We spoke to the deputy manager about the provision of specialist equipment that is to say, a plate-guard, that had not been available to someone who required it, at he last inspection.

The deputy manager stated that the plate-guard had accidentally been thrown away, since then the home has purchased two new plate guards to ensure that there is always a spare.

Other evidence

None

Our judgement

Overall, we found that Grange Cottage was meeting the needs of people who live in the home. This is because the service was able to provide us with clear evidence to show that people's dietary needs and preferences are well catered for. People are provided with a varied daily choice of nutritionally well-balanced, well presented and appetising meals.

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

As already stated in the report previously, we spoke to a number of people about the home, they told us that staff always treated them well and listened to what they had to say. Comments included, 'they look after us well here', 'the staff are good and kind' and 'I like it here'.

We also observed staff interaction with people who use the service and found that it was respectful, caring and professional.

When we arrived at the home there were three members of staff on duty, including the duty manager. This was evidently enough staff to meet the needs of the people who use the service. During our visit, a member of the night staff also arrived early for her shift, this was not unusual, we were told.

Staff were observed undertaking practical tasks with people who use the service, this included taking them to the toilet or getting them ready for bed. Staff were also observed sitting and talking to people who use the service in a relaxed, friendly manner.

We viewed the staffing rota, which confirmed information that we had received from

the home, regarding the levels of staffing. Each morning there are four members of staff on duty, in the afternoon there are three; at night there are two waking night staff on duty.

There have previously been concerns regarding the ability of care staff to meet the social needs of people who live in the home, given that they are often engaged in practical tasks. However, the engagement of an activities co-ordinator has reduced these concerns greatly. Even on a part time basis, the co-ordinator has arranged a range of activities according to people's needs and wishes; in addition she has been able to engage an outside resource to regularly come into the home to provide an activity. This is to be commended and it is hoped that this can be extended.

Other evidence

None

Our judgement

Overall, we found that Grange Cottage was meeting the needs of the people who live in the home. This is because the service was able to provide us with clear evidence to show that there are enough competent staff on duty at all times to meet the welfare needs and wishes of people who use the service.

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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