

# Review of compliance

<p>Long Meadows (Ripon) Limited Long Meadow Care Home</p>	
<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	60 Harrogate Road Ripon North Yorkshire HG4 1SZ
<b>Type of service:</b>	Care home service with nursing
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	<p>Long Meadow is registered to provide residential and nursing care for up to 47 older people. The home is located in the southern suburbs of Ripon. The building has been suitably adapted for its current purpose, providing modern facilities in a traditional, homely setting. The registered provider is Long Meadow (Ripon) Limited.</p>

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

## Our current overall judgement

**Long Meadow 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, carried out a visit on 15 November 2011, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

### What people told us

People told us that they were well looked after and that they were happy with the care they received. People made comments such as "It's very good here" and "I feel safe and comfortable here, knowing that I am looked after"

People were also positive about the staff who looked after them. People made comments such as "The staff are very pleasant and helpful" and "The staff are pretty good and they do respect my wishes"

Most people we spoke with also made positive comments about the quality of the food at the home and the choices available. For example, one person told us "The food is quite good you get plenty of it" People said they would either speak to a member of staff or the manager if they did have a concern or a complaint.

We also talked with several relatives who were visiting the home. They all spoke highly about Long Meadows. Some relatives told us that they visit the home on a daily basis. One relative said "It is exceptional care here. I wished that my relative had moved here sooner. There is always plenty of staff who give individual care. I do think they choose the right staff" Other relatives made comments such as "Everyone is so sociable. The staff here are tactful with people who have dementia. I know where I will be coming when I need care" and another relative told us "Long Meadows is absolutely fantastic. The staff are nursing my relative that well, which gives me confidence that the care is as it should be"

We also spoke with two health care professionals who both spoke highly about the home. One health care professional said "Brilliant home very friendly and helpful staff. They make

you feel part of the team" another said "The care here is good. Nursing staff are helpful and considerate of patients and relatives needs"

We spoke with the Local Authority Contracts Officer who informed us that they did not have any concerns about this service.

## **What we found about the standards we reviewed and how well Long Meadow 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 are provided with information about the service, involved in decisions about their care and have their views taken into account in the way that the service is provided. Overall, we found that Long Meadows was meeting this essential standard.

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

People living at the home receive safe and good quality care that meets their needs and protects their rights. Overall, we found that Long Meadows was meeting this essential standard.

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

People are protected from abuse and their human rights are protected and upheld. Overall, we found that Long Meadows was meeting this essential standard.

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

People living at the home are supported by a competent and dedicated staff team. Overall, we found that Long Meadows 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**

People benefit from a safe and good quality service, because good, effective quality monitoring takes place which ensures they are always consulted. Overall, we found that Long Meadows was meeting this essential standard.

## **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

People told us they were offered choices about the care they receive and how this is done. They also said that staff were very good. People living at the home made comments such as "The staff are very pleasant and helpful" and "The staff are pretty good and they do respect my wishes"

#### Other evidence

During our visit we observed staff asking people about their care and assisting them in an appropriate manner. Staff were seen to knock on bedroom doors before entering.

The manager told us that before people consider moving in to the home they or their relatives are sent the organisations information pack. We looked at a recent admission into the home and how this was handled. A pre-admission assessment was carried out by the manager before the person was admitted into the home. The pre-admission care plan showed that the person and their relatives were involved in the assessment process. Records also showed that people were involved with making decisions about their day to day living and how they wanted to be supported with help from staff. Care plans that we looked at detailed how staff were to meet someone's personal care needs.

People's views are sought about the home wherever possible, as they confirmed they are asked at residents meetings and in questionnaires about their views. One relative told us "We get the opportunity to express our views as we speak to the manager" People also told us they would inform the staff if they had any concerns.

**Our judgement**

People are provided with information about the service, involved in decisions about their care and have their views taken into account in the way that the service is provided. Overall, we found that Long Meadows was meeting this essential standard.

## 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 told us that they were happy with the care they received at Long Meadows. Everyone we spoke with during our visit to the home spoke highly about the care at the home. People made comments such as "Very happy here" and "It is very good here"

##### Other evidence

During our visit we looked at a number of people's assessments and care plans. We looked at people's care plans to make sure that people's care needs were being met by the home. Records seen were detailed and they reflected the care that people were receiving. Care plans seen were written in the first person as to how that person wanted their care needs met. All the necessary care assessments and monitoring of people's care was being done. Records such as risk assessments and nutritional assessment had been completed. Care plans also showed that other health care professionals were involved in meeting the health care needs of people living at the home. Care plans we saw had been reviewed regularly.

People we spoke with told us that the care at the home was "Very good" People were able to give us examples of how their care needs were being met.

Where people were less able to talk to us, we carried out periods of structured observation to see how well staff were interacting with these people and see what their experience was like.

Throughout the day we observed good interaction between people living at the home,

relatives that were visiting and the staff. People told us that there are activities daily at the home which they enjoy. There were activities going on in the home the day we visited. An activities programme for the following month was seen, which confirmed that there are regular activities available for people to attend and a residents meeting had been arranged.

Health professionals told us that it was a "Brilliant home" and that "The care here is good"

Relatives spoke positively about the home. They told us that "The staff are very friendly, everyone speaks to you. Everyone is very kind and caring. The care is very good they have such patience with my relative" another said "It is exceptional care here" One relative said "The nurses here are brilliant they will get the GP out when needed" Whilst another said "Everyone is quite sociable I can visit at any time. The activities organiser here is brilliant"

We spoke with the Local Authority Contracts Officer who told us that they had no concerns about the home.

### **Our judgement**

People living at the home receive safe and good quality care that meets their needs and protects their rights. Overall, we found that Long Meadows was meeting this essential standard.

## 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 living at the home told us that they always felt safe. One person said "I feel safe and comfortable here knowing that I am looked after. I am quite happy with everything"

##### Other evidence

Staff spoken with told us they had received training in abuse awareness and the records we saw confirmed this. Staff told us that they understood what they needed to do if someone made an allegation of abuse. Safeguarding procedures were in place and available to staff at the home.

Records we looked at showed us that mental capacity and deprivation of liberty issues were always considered and appropriately addressed where necessary during assessments. Staff were observed treating people with consideration and in a manner which preserved their safety and comfort.

##### Our judgement

People are protected from abuse and their human rights are protected and upheld. Overall, we found that Long Meadows was meeting this essential standard.

## 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 told us that the staff were kind and helpful. One person said staff were "Very pleasant and helpful"

##### Other evidence

We looked at the training records of two staff and a training matrix that the manager gave us during our visit. This included core training such as fire safety, medication, first aid, food hygiene, safeguarding and infection control. Training was also provided for specific skills such as dementia care. This ensures that staff are competent to do the work that they are employed to do. We looked at care workers supervision records and saw that staff had regularly received individual support from their manager.

We spoke with staff at the home who confirmed they received good support from the management team. Staff told us "Management are always approachable". They also said that the home was "Very good" and one member of staff said "The staff here do care"

##### Our judgement

People living at the home are supported by a competent and dedicated staff team. Overall, we found that Long Meadows 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 told us that they were happy with the home and would speak to either the registered manager or the general manager if they had any concerns. One person told us "If I had any complaints I would speak to either managers in the office. You can speak to any of the staff"

##### Other evidence

We saw the quality monitoring systems that the home has in place during our visit. These were comprehensive and monitored the quality of service that people received. Every aspect of the running of the home had been audited and actions to be taken were recorded. We saw that surveys had been sent out in April 2011 to people living at the home and to relatives/advocates. A catering survey had also been completed in March 2011. The manager said that surveys would be analysed and if there was any action that was needed to improve any areas of the service, then the home would carry this out. Residents meetings are held to discuss people's views and any issues they have. Staff were also consulted. A staff satisfaction survey had been sent out in April 2011. Regular staff meetings are also held.

Relatives also told us that they thought that Long Meadows was run well. One relative said "The home always seems to be well run when I visit. My relatives seem to be well looked after. We are overall very satisfied"

##### Our judgement

People benefit from a safe and good quality service, because good, effective quality

monitoring takes place which ensures they are always consulted. Overall, we found that Long Meadows was meeting this essential standard.

# 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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## Care Quality Commission

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