

Review of compliance

<p>Long Meadows (Ripon) Limited Long Meadow Care Home</p>	
<p>Region:</p>	<p>Yorkshire & Humberside</p>
<p>Location address:</p>	<p>60 Harrogate Road Ripon North Yorkshire HG4 1SZ</p>
<p>Type of service:</p>	<p>Care home service with nursing</p>
<p>Date of Publication:</p>	<p>May 2012</p>
<p>Overview of the service:</p>	<p>Long Meadow is registered to provide residential and nursing care for up to 46 people. The home is in Ripon. The building has been adapted for its current purpose, providing modern facilities in a traditional, homely setting. The registered provider is Long Meadows (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 inspected.

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 May 2012, 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

A number of the people we met during our inspection were able to tell us what they thought about the service. We engaged in conversation with 10 people, four visitors and four health care professionals, including a doctor. Everyone said they were satisfied and happy at Long Meadow Care Home. One person said; "We get excellent care here, we are very well looked after." Other comments included; "I am not embarrassed when I am helped to take a bath, staff do it in a way to minimise that." One person summed up how they felt when the told us: "It's home from home here, it's lovely."

People who were able to comment told us that they were happy with the care and treatment they received. One person said; "I use my buzzer if I need the staff for anything, they come more or less straight away. "Another person said; "I am quite happy here. The care is of a good standard." One person said; "I want for nothing." One visitor told us; "They are absolutely brilliant with my mum. We, the family, feel lucky to have found this place for her." One visitor said; "The decor is looking worn, but the care is very good and that is more important." Health care professionals made positive comments about the way the home was managed and the staff.

One of the people using the service told us; "The nurses give me my tablets and I get them when I need them." Another person said; "I get my painkillers when I need them, the staff ask me throughout the day and night."

People told us that they found staff to be 'kind, appropriately trained and competent.' One health care professional said; "Staff are helpful and professional."

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's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered.

The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

The provider was meeting this standard.

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

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

The provider was meeting this standard.

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

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 used a number of different methods to help us understand the experiences of people using the service, because some of the people using the service had complex needs, which meant they were not able to give us their views. We talked with people and observed the care being delivered. Throughout the visit we saw staff treating people with respect and dignity. We observed staff being kind and accepting of people.

A number of the people we met during our inspection were able to tell us what they thought about the service. We engaged in conversation with 10 people, four visitors and four health care professionals, including a doctor. Everyone said they were satisfied and happy at Long Meadow Care Home. One person said; "We get excellent care here, we are very well looked after." Other comments included; "I am not embarrassed when I am helped to take a bath, staff do it in a way to minimise that." One person summed up how they felt when they told us: "It's home from home here, it's lovely."

Other evidence

Four people said they were involved in their care, with their preferences being sought and taken into consideration. This included being enabled and supported to live their lives as independently as they wished.

Questionnaires are sent out regularly to seek relatives views about the service. Appropriate action is taken where necessary.

People who used the service were given appropriate information and support regarding their care or treatment. We looked at the care records for six people. We found evidence that people were involved in planning their care, treatment and support where possible. If a person did not have the capacity to make a decision about their care then staff obtained the views of the person who 'knows them best' in order to gain an insight into what the person may have chosen given the opportunity.

People's diversity, values and human rights were respected. People who used the service understood the care and treatment choices available to them.

During our visit we observed an activity session and saw staff behaving in a respectful, inclusive and professional manner.

Our judgement

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered.

The provider was meeting this 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 who were able to comment told us that they were happy with the care and treatment they received. One person said; "I use my buzzer if I need the staff for anything, they come more or less straight away. "Another person said; "I am quite happy here. The care is of a good standard." One person said; "I want for nothing." One visitor told us; "They are absolutely brilliant with my mum. We, the family, feel lucky to have found this place for her." One visitor said; "The decor is looking worn, but the care is very good and that is more important." Health care professionals made positive comments about the way the home was managed and the staff.

Other evidence

We saw staff engage with people in a calm and patient way, which allowed them time to explain what they wanted. Staff were then able to respond appropriately. Staff were responsive to subtle changes in peoples demeanour or mood, which showed a good understanding of each person's needs.

We saw staff frequently offering reassurance to people who were anxious and when addressing people staff spoke clearly and at a pace which was appropriate. Care and treatment was delivered in a way that ensured people's safety and welfare.

We spoke with seven members of staff, the manager and care manager. Staff told us they thought the level of care at the service was 'very high.' One member of staff told us; "I love coming to work, I enjoy what I do." There was a 'busy' atmosphere around the home and people were seen to respond positively to staff throughout our visit.

People were helped to move around the home as they wished, with as little or as much assistance as they required.

There were arrangements in place to deal with foreseeable emergencies.

We saw evidence that people's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. Care plans contained appropriate risk assessments and information about how people's individual needs were to be met.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

Outcome 09: 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 09: Management of medicines

Our findings

What people who use the service experienced and told us

One of the people using the service told us; "The nurses give me my tablets and I get them when I need them." Another person said; "I get my painkillers when I need them, the staff ask me throughout the day and night."

Other evidence

We found evidence to show that appropriate arrangements were in place for medication, including administration and audits. We observed medicines being given out, people were given time to take their medication and the nurse explained what it was for, if the person asked. People were asked whether they wanted medicines that were prescribed when required, such as pain killers and inhalers.

We looked at a sample of medicine charts. There were no gaps and staff used appropriate codes to show when medicines were omitted. Staff recorded the times they gave 'when required' medicines to ensure there was sufficient time lapse between doses.

Our judgement

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

The provider was meeting this standard.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People told us that they found staff to be 'kind, appropriately trained and competent.'

One health care professional said; "Staff are helpful and professional." People using the service are asked to meet potential staff and give their view on suitability, as part of the recruitment process.

Other evidence

The home has a recruitment policy which ensured staff were suitable for employment.

We spoke to seven members of staff who told us they had been recruited by completing an application form, attending an interview and having checks made. There were effective recruitment and selection processes in place.

During the inspection we looked at four staff recruitment files and saw that the required checks were made prior to commencement of employment, including written references and criminal record bureau checks. We also saw that induction was carried out and competence tested. Staff receive regular supervision and annual appraisals. All staff had attended regular training and updates as required; this ensured people's needs were met by appropriately trained staff.

We spoke to staff about the training they receive and they told us that training was good and there were opportunities for personal and professional development.

Our judgement

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

The provider was meeting this 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 spoke to people who used the service but their feedback did not relate to this outcome.

Other evidence

The provider had an effective system in place to identify, assess and manage risks in relation to health, safety and welfare. Records showed that the service had a range of quality assurance systems in place to help determine the quality of service the home offered. A wide range of audit checks were carried out on the services provided. Records showed that accidents/incidents/complaints were recorded and appropriate action had been taken.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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
Author	Care Quality Commission
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