

Review of compliance

Rylands Care Limited.	
The Rylands	
Region:	West Midlands
Location address:	74 Forton Road Newport Shropshire TF10 8BT
Type of service:	Care home with Nursing
Publication date:	14 April 2011
Overview of the service:	The Rylands is a large, converted country house set in its own peaceful grounds. It is situated on the outskirts of Newport. It offers both personal and nursing care to 44 people in a variety of accommodation on all three floors of the home. The upper floors are accessed via a lift or stairs. Communal lounges and dining rooms are on the ground floor. The Rylands offers a useful information pack to enquirers with details of the services they provide. It also has its own user friendly website where you can browse about this service online.

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

What we found overall

We found that The Rylands Nursing and Residential Home 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 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. We began by reviewing the evidence the Care Quality Commission (CQC) holds on this location including the Commission for Social Care Inspection (CSCI) inspection report of 30 October 2007 and the CSCI Annual Service Review report of 24 October 2008 which rated this service as excellent. We also looked at the CQC assessment record of June 2010 for transition registration of this home under the Health and Social Care Act 2008. In addition, as part of our first visit on 14 February 2011 we also asked the manager to send us additional information for four essential standards of quality and safety. We also asked her to contact visitors on our behalf and make arrangements for us so we could carry out a telephone survey with them. Our second visit was then carried out on 14 April 2011.

During our visits, we observed how people were being cared for, and talked to people who live at, visit and work at The Rylands. We also looked at the records of five people who live at the home. We checked the provider's records including management paperwork they keep to account for staffing, accidents and complaints. We contacted professionals from health, three local authorities and the fire service for their views on the service provided.

What people told us

We spent six hours at the home. While we were there we spoke to people who use the service and two visitors about the care the person they visit receives, and their view about the quality of care given.

It was clear several people were not able to share their views of what it was like to live at The Rylands due to their medical conditions. As a result we made sure we spoke to people close to some of these individuals as part of our telephone survey as we were not able to meet them during our visit.

People we spoke to told us they were happy with the care they receive and that the staff are,

"Lovely, very helpful, they are very, very good."

Everyone we spoke to stated they would recommend The Rylands if they had similar family circumstances. One visitor said,

"As far as my family are concerned we are very happy with the care provided."

One person who lives at the home told us.

"This is where I need to be. This place is first class."

People told us that the meals are generally very good and that they are always given a choice.

People told us they were happy with the laundry service.

People told us they were happy with their bedrooms and that the home is always kept spotlessly clean and tidy.

We were told there always seem to be enough staff on duty and that staff are thoughtful and always help where needed.

A relative told us that the communication from the home is good and that they are kept up to date with any changes in their relative's condition.

Staff told us that they enjoy working at the home and that they are well supported. They said that they have good training opportunities. They were able to tell us about the individual needs of the people they care for.

What we found about the standards we reviewed and how well The Rylands Nursing and Residential Home 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

Staff make sure that people living in the home can make decisions and understand the options available to them. People living in the home are respected, listened to, and have their views taken into account about their own needs and as a member of The Rylands community.

- Overall, we found that The Rylands Nursing and Residential Home 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

The Rylands has arrangements in place for ensuring people can make informed decisions about their care and understand how they can change decisions that they do make.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

Staff have the information they need and a clear understanding of how to offer care to each person, ensuring people's health and personal care needs are met in a way that they prefer.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

People are provided with healthy well presented meals in accordance with their dietary requirements and choice, ensuring their nutritional needs are met.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

Where other health care professionals are involved in someone's care treatment or support people are aware of the arrangements in place.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

Staff receive training so that they have an understanding in adult protection to ensure people they support are protected from abuse.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

The environment is clean with systems in place to minimise the risk of infection.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

There is a safe system in place for the receipt, storage, administration and disposal of medication at the home.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

People living at the home are provided with a clean and homely place to live, which is equipped to meet their individual needs and makes them feel safe and secure.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

Equipment is available in the home in sufficient quantities for those individuals that need it. It is regularly maintained and tested to keep it safe and in good working order.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

People have confidence in the staff at the home because management systems make sure that they are suitable to care for them and that they are treated with respect.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

The Rylands employ sufficient numbers of staff to care for the people living in the home. The staff have the right competencies, knowledge, qualifications, skills and experience to meet people's needs and ensure consistency of care.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

The arrangements for staffing, their support and development ensure people living at The Rylands are cared for by a competent workforce.

- Overall, we found that The Rylands Nursing and Residential Home 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

The quality of the service is monitored in different ways to ensure that people receive good quality care. Prompt action is taken to investigate any concerns and rectify problems at the earliest opportunity.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

People who use the service and those acting on their behalf have access to a complaints procedure. The Rylands take all complaints seriously by undertaking a thorough investigation. This is so that people can be confident their comments and complaints are listened to and dealt with effectively

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

The Rylands keep up to date and accurate records in accordance with data protection law. They are stored securely and disposed of correctly in line with legislation.

- Overall, we found that The Rylands Nursing and Residential Home was meeting this essential standard.

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

People told us that before they moved into The Rylands they were provided with enough information from the home to help them make their decision to move there. They all said they met up with the manager so they could talk about their needs and what they expected from the care home. Relatives spoken to told us that they were also involved in these meetings and were asked for their input. People also commented that this has continued both formally and informally with the staff team since moving in.

Everyone we spoke to said they were satisfied the way the home involved them and valued what they had to say. One person commented, "They always encourage you to talk to them. I have been very happy with my decision to opt for living at The Rylands."

People we spoke to told us they enjoy living at the home. Three people said it was their wish to live at the home because of its good local reputation. They told us they have not been disappointed with their choice.

People told us that they have been asked about their views of the service. They told us they appreciate the meetings the home holds for them so they can be involved in improving the service if they want to.

Staff we spoke to were very enthusiastic to share their views about the importance of involving people with their day to day decisions. Two staff members commented, "Involving people is the only way to make sure people are happy."

Other evidence

We began by looking at the information we hold for the provider. Our findings confirmed the home is committed to continually improve the care, treatment and support people need, and has systems in place to enable all people be involved. For instance, if people are not able to attend meetings in the home as they are not able to leave their room, staff go specifically to see them. People also have the opportunity to make comments anonymously if they prefer.

We found that the management works with staff and people who use the service to develop the home in line with their needs and wishes. When the home was upgraded recently, the bathrooms were refurbished with specialist baths people asked for.

During our visit we saw that staff treated people with courtesy and respect. They knew the people living in the home well. We saw that they assisted people to be independent in a dignified way. They spoke to them and worked at the person's pace respecting people's preferred choices.

Our judgement

The staff team make sure that people living in the home can make decisions and understand the options available to them. People living in the home are respected, listened to, and have their views taken into account about their own needs and as a member of The Rylands community.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People told us that staff talk to them about their needs to make sure they are happy with the way they receive their care, treatment and support. Relatives told us they are consulted by staff and feel included in their family member’s care if this is their wish. Recent improvements in the home make sure people are more formally involved in their care planning, with members from the person’s family of choice involved as necessary. One relative said they had been invited to sign the care records of their family member recently. They told us they understood the care plans covered many aspects of consent the home needs to obtain to care for people. They said they were pleased to see what the home had arranged, to help them understand and agree in order to keep their family member as safe and as independent as possible. Another relative who has a family member not able to make some decisions for themselves commented, “They have genuine care and respect for people with mental health needs.” Staff also told us they appreciated the training they have received to make sure they understand people’s rights, and the diverse needs of the people they care for at The Rylands. One staff member said,

“Although the training was really deep, I thoroughly enjoyed it. I learned a lot about how vital it is to consider people’s rights as part of caring for them.”

Staff members also confirmed they have signed to say they have read the home’s policies concerning consent.

Other evidence

We began by looking at the information we hold for the provider. This included additional information the home sent us about how it manages consent to care and treatment. What they told us confirmed they have an excellent knowledge and understanding of their obligations for this aspect of the service. They told us about their ways of communicating with people without speech which makes sure individuals fully understand and consent to their care. The information also confirmed the home management are up to date with all necessary legislation to make sure the best interests of people are considered at all times. Staff have appreciated the training the home has provided for them to gain increased understanding of peoples rights and responsibilities.

The Rylands management also informed us of their use of specific care paperwork when someone is at the end stage of their life. This is to ensure everyone involved in the person’s care knows what the client’s wishes are and they can be respected. Completion of this paperwork can help to open up discussions and can include family members if this is what the person wishes. As it has been discussed and agreed to in advance it ensures the best plans for the person concerned as well as being what they have consented to.

As part of their commitment to continuous improvement the home told us about their plans to improve their paperwork and policies concerning consent to care and treatment by May of this year. This includes making sure anyone who chooses to live in a bedroom with another person understands exactly what impact this could have on their day to day lifestyle.

Our judgement

The service has systems in place to gain and review consent from people so that where able they can give valid consent to care and understand how they can change decisions that they do make.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

When we spoke to people during our visit they told us,
"I love it here."
"I like the food and I am well looked after."
People we spoke with were very complimentary about the care they receive. They spoke highly about the staff and the management and described their care as, "Excellent." and that they are looked after, "Very well." One person told us, "The staff are all wonderful they do a really good job."
People told us that staff always maintained their privacy and dignity. All visitors we spoke to confirmed that staff keep them informed of any changes in health conditions of the people they visited at The Rylands. Relatives who visit the home on a regular basis commented, "They keep you up to date."
"The nursing care is very good."
Several visitors commented that the people they came to see were always well groomed and looked nicely cared for.
No one expressed any concerns about the laundry service and agreed that people's

clothing was well looked after.

People were very complimentary about the social activities The Rylands offer for people to join in if they wish. They told us about the activity coordinator who has worked at the home for six years and has a good working knowledge of people's interests and abilities. People told us they are involved in deciding what entertainment and visitors the home invites so they have a variety of interests and pastimes to be involved in. Three people said they enjoyed 'the exercise lady' who visited the home regularly. Relatives told us they were welcomed and encouraged to join in with any of the activities that were planned. One visitor was most appreciative of the home making sure they knew when their relative's favourite entertainer was booked, so they could enjoy it together.

People who remain in their bedrooms also have opportunities for one to one pastimes. One visitor told us how pleased they were that staff took the time to read to their family member and give them some "Special pampering time." Staff also told us they felt that activities have improved at the home recently and there was a greater variety of peoples interests catered for.

Contact we have had from three social workers has also been favourable. They confirmed everyone who they have been involved with at The Rylands have been appreciative of the way they are cared for and respected.

Discussions with staff members confirmed the home have good communication systems in place. This makes sure they know about the needs of the people they care and support when they start their working day. Everyone we spoke to agreed they were provided with enough information at the team handover so they knew their duties and what was expected of them.

Staff we spoke to felt that the home excelled when they,
"Had the honour of caring for someone at the end of their life."
They said the training and support they had received to make sure people got the all of the care they needed at their sensitive time was,
"Second to none."

Discussions with the home management team and nursing staff confirmed the home are committed to excel in the standards of care they offer. Several nursing staff members have chosen to 'specialise' in certain aspects of care, and attend external professional meetings and training to keep up to date with current practice. During our visit to the home the manager was attending an infection control meeting, and the deputy manager told us of her own interests in ensuring the home has regular links with local wound care experts.

Other evidence

We began looking at the information we hold for the provider. The additional information we requested as part of this review established the home has maintained its high standards. The depth of detail in the information the home sent to us about the care and welfare of people living at The Rylands confirmed the positive comments people shared with us about the care they received and what we saw for ourselves during our visit to the home.

The provider told us that people are only admitted after an assessment of need is carried out. All care plans reflect individuals and how their needs should be met. We looked at five examples of these records and were able to talk to staff who provide care, treatment and support to these people. Staff were knowledgeable about individual's specific needs, and were able to tell us in detail how people liked their needs to be met. We saw that any risks identified were managed and carefully monitored to reduce the risk of the person receiving unsafe care, treatment and support. The care records we saw clearly evidenced that these are reviewed and updated on a regular basis and any changes are now being discussed with the individual or their representative recorded and signed by both parties.

People's social interests are accounted for and acted upon to make sure everyone living at the home has the opportunity to be involved in joining in pastimes that have some pleasurable meaning for them. One visitor said their relative was thrilled songs a visiting pianist played had been requested especially for them.

At the end of 2009 the home were awarded a commendation for the services they provide for people at the end of their life. We saw how the home is prepared to support people during this time to ensure all of their needs and wishes are met.

Staff were seen to be respectful when speaking to people and ensured privacy when delivering care. Staff were seen to explain tasks they were about to undertake, for example when moving people in hoists in the lounge before they did so. Whilst walking round the home we saw people who were obviously very frail being cared for in bed being offered all the help and care they needed to keep them comfortable, safe and happy.

Our judgement

Staff have the information they need and a clear understanding of how to offer care to each person, ensuring people's health, personal and social care needs are met in a way that they prefer.

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

Everyone we spoke to during our visits and telephone conversations were unanimous to confirm that the meals were good and people had plenty of choice to make sure their preferences as well as dietary needs were catered for. Several visitors told us they regularly dined at The Rylands with the people they visited as the food was so nice. People said they enjoyed the home cooking and especially enjoyed the freshly baked cakes they were offered with their afternoon tea. One person told us, "I am quite satisfied with the meals." Another stated, "They serve you good breakfasts." Relatives and visitors of people who need to have their meals easy to swallow and digest felt they were nicely presented and looked appetising. One relative commented their family member always had the special cutlery they needed to feed themselves independently. Some people also said they felt the main meal of the day could be made even better if they could help themselves to what was on offer so they could be in charge of the size of the portions they fancied.

Other evidence

We began by looking at the information we hold for the provider. The information told us the home has maintained their good history of meeting the nutritional needs of the people who live there.

We saw the menu displayed in the home offered a range of choices. We observed lunchtime and saw that the meals provided corresponded with the menu on display. The meals looked appetising and were nicely presented.

Tables in the dining room were nicely laid and mealtimes were seen to be relaxed and unhurried. Separate meal trays were also dressed nicely with cloths and condiments that staff knew people preferred. People were given support discreetly where it was required.

We looked at the care records of two frail people who we saw needed help and support with their meals and drinks. We saw the care team had excellent up to date written information and guidance about both peoples' dietary needs to refer to. The records also confirmed the nursing team had been liaising regularly with community professionals to make sure people were getting the right type of diet they needed to keep them healthy and well.

It is positive that meals are discussed regularly as part of the meetings the home has with its residents and visitors, and any suggestions for improvement are acted upon. The cook also attends these meetings. At the last meeting people suggested trying more rhubarb on their menu.

Our judgement

People are provided with healthy well presented meals in accordance with their dietary requirements and choice ensuring their nutritional needs are met.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us

People told us they are kept well informed about their professional care. People told us they are always informed if there are any changes to their medication or treatment they may require to keep them well. One person reflected they were appreciative of the support the home team had offered when they were not sure of their relative's medical condition.

Discussions with people told us the home try to maintain the links people already have with care professionals when they move into The Rylands. One relative told us the home help them organise visits to a local dentist their family member has used for some time. Several people continue to use their chiropodist of choice with the support of the home team. One person commented, "They are good like that."

Another person told us that the home are in the process of improving the physiotherapy provided at The Rylands for their relative to try and improve their mobility.

Other evidence

We began by reviewing the information we hold for the provider. This background information established the home has a good history of involving other professionals where there is a need to do so.

Staff told us they work closely with other health care professionals such as doctors, specialist nurses and speech therapists. Information in the five care files we looked at demonstrated visits had taken place by a variety of health care professionals, and the team were following their specialist advice.

As recorded earlier, the nursing team at the home network with community professionals in order to improve care practices in the home. As a result, a management team member informed us that they have improved their assessment techniques and recordkeeping for nursing observations.

Our judgement

Where other health care professionals are involved in someone's care treatment or support people are aware of the arrangements in place.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People who contributed to our discussions told us they feel safe in the care of the home, and the staff look after them well. One visitor told us they had no qualms about the way the home cared for its people and when the time came they would be moving into The Rylands.

People told us about the Strawberry Tea event the home held in recognition of World Elder Abuse day last year. They were in agreement it was an enjoyable way of raising the awareness of this sensitive matter with people living and visiting the home.

Other evidence

We began by looking at the information we hold about The Rylands. The additional information we requested as part of this review established the home has maintained its high standards to protect the people who live at The Rylands. Efforts made by the home confirm the safety of people living there is paramount.

The management and staff are aware of the local adult protection procedures and have all received training in this topic. All staff irrespective of their role undertake

abuse training so that they are aware of the signs of abuse and what to do if they suspect it has occurred or taking place. Staff confirmed their attendance during our discussions with them. It was evident through staff discussion that they are aware of procedures to follow. Staff have also attended additional training to make sure they understand how to ensure the best interests of people are promoted at all times.

The home also have robust procedures staff follow to manage the monies and valuables of people who live at the home.

In order to continue to improve this aspect of the service they provide, the home plans to involve the staff team in a project to raise more awareness about abuse. It is their intention to put a user friendly information file together in the coming summer months. The aim is that people living and visiting The Rylands can look at it and refresh themselves of standards they should continue to expect to safeguard their wellbeing.

Our judgement

Staff receive training so that they have an understanding in adult protection to ensure people they support are protected from abuse.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People were unanimous to respond that one of the best aspects of the home was its cleanliness.

One person commented,
“The place is always spotless – I’m very happy with the cleanliness of my relative’s room. There are never any unpleasant smells.”

Another commented,
“I see them cleaning every day – the home is pristine.”

Visiting professionals also expressed their satisfaction in the cleanliness of the home.

Other evidence

We began by looking at the information we hold for the provider. Our findings reflected The Rylands good standards of cleanliness people told us about have continued to be consistent.

On the days of our visit we saw sufficient house keeping staff on duty. We walked around the building and looked at a number of bedrooms, bathrooms and toilets. We also visited the laundry, dining room and lounges. The home was very clean and free from unpleasant smells. We saw information in staff areas to offer them advice about specific cleaning schedules for items such as hoist slings.

People who could contribute to discussions with us told us they were happy with cleanliness in the home.

We saw evidence of a report from our colleagues in the Primary Care Trust infection control team. They visited the home on 6 January 2011. Their findings were very positive although some recommendations were made to improve some aspects of chemical management within the home. An action plan submitted by The Rylands within a week of the visit confirmed the majority of remedial actions had been carried out. However, we did notice during our first visit that a bleach container was not labelled properly and this was an issue that had been identified by the infection control professionals. Immediate remedial action was taken to put this right during our visit.

One of the management team members told us the home had recently responded to the suggestion of one of the people living at the home to maintain its cleanliness throughout the day. As a result the home now employs an evening domestic assistant to make sure the communal toilets are kept clean at all times.

Our judgement

The environment is clean with systems in place to minimise the risk of infection.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us

People who were able to speak to us told us they were happy with the way their medication was managed. People told us if the doctor made any changes to their medication that the staff were very good at explaining the reasoning for it, and what impact the changes in medication may have. One person said, "They always let me know the changes to my relative's drugs."

Other evidence

We began by looking at the information we hold for the provider. Our findings confirm the home continues to meet the necessary relevant legislation for the safekeeping of medication.

The Rylands trained staff have good in-house monitoring systems which includes carrying out monthly medication audits. They have also been audited twice by external pharmacists in the past nine months. We also saw evidence of a report following a visit by the Primary Care Trust pharmacy team in December 2010 which reflected the home have consistent standards to safely manage the medications people need to keep them well.

Safe working systems for oxygen use were being followed in one of the bedrooms

we visited. Random checks of medication administration records confirmed accurate recordkeeping for this matter.

Staff we spoke to informed us they felt they had enough support and training to be involved in the home medication administration processes. One newly employed nurse told us the support she received "Was fantastic" until she felt competent with this responsibility. A group of care staff also explained how they had received training and followed the home policies to apply creams properly when this was required as part of peoples' care.

Our judgement

There is a safe system in place for the receipt, storage, administration and disposal of medication at the home.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People we spoke to said they were happy with the standards of the environment at the home. One person said, "It certainly lives up to its local reputation. Everyone in Newport knows it's a lovely place."

They also told us they were happy with their bedrooms and the furniture. They told us its layout kept them independent where possible. Visitors of people who rely on staff to use hoisting equipment in their bedrooms told us there was enough room for the procedures to be carried out satisfactorily.

Several people commented that if one issue that could be improved at The Rylands, it was the way they had to wait to be allowed in the home after they rang the door bell to gain entry. People also told us the loud noise of the door bell startled people resting in the adjacent lounge. They also made constructive suggestions to improve this issue. We shared their comments with the management team during our second visit to the home.

Other evidence

We began by reviewing the current information we hold for the provider. This information told us the home continue to perform well to make sure people live in accommodation that continues to meet their needs.

The Rylands management make sure they involve the people who live there when making decisions about improving the home. During the last five years their suggestions have been valued to improve access to the gardens as well as inside the home. During our visit we were told people were involved in the decision making about a bathroom we saw being made into a 'wet room.'

Risk assessments relating to fire safety are carried out by the management and equipment is serviced and checked by competent contractors. Every person living in the home has an individual personal evacuation plan for emergencies such as fire.

There is a maintenance person employed at the home who deals with ongoing repairs and maintenance.

Any external contractors used by the home are well known to The Rylands and are sourced from recognised organisations. For instance, the new passenger lift is checked and serviced by its manufacturer.

The home was visited by Environmental Health officers on 18 May 2010, when excellent standards were reported for all aspects of the food hygiene regulations they inspected.

Our judgement

People living at the home are provided with a clean and homely place to live, which is equipped to meet their individual needs and makes them feel safe and secure.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

Everyone we spoke to felt the home had enough equipment to look after them safely. Several people told us they are reliant on staff to use hoisting equipment to help them out of bed and move them around the home. Everyone we spoke to was happy to confirm they felt safe and trusted the staff when they used this equipment.

Relatives and visitors also told us that they were fully aware of the equipment the staff use to keep people comfortable and safe, and this had been discussed as part of their care planning.

Staff told us they felt competent to use equipment as they had received appropriate training to make sure they could do so. All carers we spoke to were aware of what equipment they were expected to use, and which equipment seen in use was a nurse's responsibility. Staff also said they knew how to make sure pressure relieving mattresses were to be used safely and understood what settings to check as part of caring for people with this equipment.

Other evidence

After reviewing the information we hold for the provider, we established the home has continued to maintain their good standards to ensure any equipment people need to keep them safe, independent and well is provided, used and maintained by well trained staff.

People living at the home were seen using individual pieces of equipment to support their daily living. Staff spoken to told us these are only used by the person they are intended for. Equipment including wheelchairs and specialist beds and mattresses were clean and appeared in good working order.

The management also informed us they had recently obtained special pain relieving equipment for people, and that all staff who were expected to use it had been fully trained to do so.

Our judgement

Equipment is available in the home in sufficient quantities for those individual's that need it. It is regularly maintained and tested to keep it safe and in good working order.

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 that 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 said that staff were good and kind and they had no concerns. People told us, "The staff are lovely."
"It's the staff that makes this such a brilliant place."
One person who has been a regular visitor to the home for some time commented, " if there is a new carer, they always work in twos."

Other evidence

After looking at the information we hold for the provider we confirmed the service has a good history of following robust recruitment procedures. This was also reinforced when we reviewed the file contents of two newly employed staff members.

In addition, we spoke to a new member of staff who explained what pre – employment checks the management had carried out before they commenced working at the home. Checks included two references and a criminal records bureau check. The member of staff explained to us that they had completed a comprehensive application form and were interviewed by two people before being offered a job at the home. The person explained that they had been supported very

well since they had started working at the home.

Discussion with a management team member confirmed staff have a thorough introduction into working in the care home environment. Records of new starters confirmed they have training according to their role and responsibility.

Our judgement

People have confidence in the staff at the home because management systems make sure that they are suitable to care for them and that they are treated with respect.

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

People thought there were enough staff in place to meet their needs. People that were able to speak to us told us that they liked the staff group, that they worked hard to look after them, and were kind and caring. Everyone we spoke with told us that the staff were welcoming and friendly. People stated,
“They excel at the care they offer with a lovely air of friendliness.”
”The staff make me very, very happy.”
“The care from the staff is excellent - every single one of them.”

Other evidence

The information we currently hold about The Rylands told us the service has continued to have a good history of retaining their staff. This provides a stable environment for the people who live there and helps provide continuity in care.

Discussion with a management team member explained that during recent times temporary staff have occasionally been engaged to cover vacancies. We were informed they use a reputable agency and staff are always allocated to work with experienced team members. Temporary staff have a specific induction form which is completed to make sure they are aware of their duties and responsibilities whilst

working at The Rylands.

We were told that staffing levels were always dictated by the needs of the people living at the home. Care workers we spoke to were in agreement with this. They told us there was a good team spirit and the team would rally and volunteer to help if peoples needs suddenly changed.

We observed there to be sufficient numbers in staff, including house keeping and kitchen staff on the day of our visit. There were no concerns raised from, staff, residents or visitors about staffing levels. The manager is supernumery to the staffing levels, and works closely with the Director of Care who is also a qualified nurse to monitor staffing of the home.

Our judgement

The Rylands employ sufficient numbers of staff to care for the people living in the home. The staff have the right competences, knowledge, qualifications, skills and experience to meet people's needs and ensure consistency of care.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

People spoken to thought staff had a good understanding of their needs and looked after them well.

Other evidence

The service has a good history of providing necessary support and training for their staff team.

All staff are up to date with the required mandatory training. Specialist training is also available to staff. Staff told us that training opportunities are good and that they are supported to develop their individual knowledge and skills. Recent training undertaken has included falls prevention and Alzheimer’s awareness. They all agreed they felt supported to care for the people who live at the home with complex care needs, and if they identified any training they felt they needed it was not a problem.

Several team members we spoke to said they enjoyed working towards attaining a higher care qualification. They told us they are rewarded with an increase in salary once they were successful.

The Rylands have recently started to value their staff team by having an annual

celebration event. Team members are nominated for four main awards covering people involvement, achievement, development, and leadership. People living at the home are involved in this process. Staff we spoke to commented that this year people were reluctant to single any staff member out as the team were all very good.

Staff spoken to explained that they are supervised by senior staff on a regular basis. A group of staff members with over twenty seven years experience working at The Rylands between them all agreed they were fortunate to work in a home which was well run by a caring management team.

Our judgement

The arrangements for staffing, their support and development ensure people living at The Rylands are cared for by a competent workforce.

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 they are asked about their views on the service both formally and informally.

People told us the home management team made them feel included. Some people said they attended the meetings the home held for them, whereas others preferred to discuss any issues informally at the regular social events the home held.

One person told us of the nice “Community Spirit” in the home and that visitors opinions and suggestions were valued as much as those who also lived at the home.

Other evidence

We began looking at the information we hold for the provider. Our information gave us a good history of past and present efforts the home has made to ensure they monitor and improve the quality of life for people living, visiting and working at The Rylands.

The additional details we requested from The Rylands management about their quality processes gave us an in depth overview of the activities they are involved in to monitor standards at the home. The information accounted for efforts they make

to manage risks, seek up to date professional advice and to learn from both positive and negative events.

Comments and suggestions are invited from people and supporters, and visiting professionals via questionnaires, the home suggestion box, and face to face at focus group meetings. Further developments within the home are made in response to these.

Feedback on comments and surveys is given verbally at meetings and were also seen on the notice board at the entrance to the home. Recently people agreed subtitles on the communal televisions would be useful, and this has been put into practice.

Actions carried out in response recent internal and external audits show the home is improving its infection control, medication, health and safety, and employment law systems. All accidents and incidents occurring within the home are subject to a review process and recommendations for future practice implemented as a result of this procedure. Staff are fully involved in the outcomes of all audits and are fully involved in making changes to improve The Rylands. People are involved to make sure they are satisfied with any changes to practice made.

As part of its commitment to improve the service they provide, The Rylands have informed us of plans in the pipeline to formalise its quality improvement systems. They feel people would benefit clear information about what action they will take should an issue or concern be identified.

Our judgement

The quality of the service is monitored in different ways to ensure that people receive good quality care. Prompt action is taken to investigate any concerns and rectify problems at the earliest opportunity.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us

The majority of people we spoke to informed us that they have never had a cause for complaint about the home.

People told us they can speak to the manager and staff quite easily and feel able to take that approach if they feel they need to. One person who told us they had approached the management about an issue with their relative recently and was more than satisfied by the way the matter had been handled.

Other evidence

We began by looking at the information we hold for the provider Our findings confirmed that the home has maintained its good standards for managing complaints.

There is a clear complaints procedure in place and people are provided with this as part of the information pack they receive when they move into the home. It is also displayed on the notice board at the entrance of the home.

People we spoke to did not have any complaints they wished to raise with us. Staff

spoken to knew what to do if a complaint was made to them by a person living at the home or a visitor.

The home have a thorough system for managing any comments concerns or complaints they may receive. Systems confirm that any issue however minor is explored. Record keeping confirms people are satisfied with the actions the home has taken as a result of their investigations.

Our judgement

People who use the service and those acting on their behalf have access to a complaints procedure. The Rylands take all complaints seriously by undertaking a thorough investigation. This is so that people can be confident their comments and complaints are listened to and dealt with effectively.

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

People we spoke to understood that the home keeps records about them and said they trusted the home looks after them in a safe way to ensure that confidentiality is maintained.

Several people commented that the home had improved systems so that they knew more about the records the home held about them.

One person told us,
" I know all about my red folder and what has been written about me."

Other evidence

We began by reviewing the information we hold for the provider. In addition, records that we saw were detailed and reviewed regularly. We observed secure storage of information. Personal records are managed according to the policies and procedures and staff were seen to handle personal information confidentially.

Staff were very knowledgeable about their responsibilities for recordkeeping. New starters told us they had been made aware of this as soon as they had started work at The Rylands. Staff who have worked at the home for some time said the

importance of confidentiality and recordkeeping is, "Very much respected "as part of their daily working practices.

Our judgement

The Rylands keep up to date and accurate records in accordance with data protection law. They are stored securely and disposed of correctly in line with legislation.

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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