

Review of compliance

Homestead Residential Care Ltd.
Hanwell House

Region:	London
Location address:	191 Boston Road Hanwell London W7 2HW
Type of service:	Care home services without nursing.
Date the review was completed:	12/2010
Overview of the service:	Hanwell House is a well-established residential care home with 52 places for older people with a primary diagnosis of dementia. The home is set in a residential part of Hanwell, within walking distance of local shops and on a bus route. There is a mainline railway station and an underground station a short distance away. The home was built about 40 years ago but has recently undergone a major refurbishment. There is parking at the front of the building and a secure garden to one side.

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

What we found overall

We found that Hanwell House 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, carried out a visit on 22nd December 2010, observed how people were being cared for, talked to people who use services and relatives, talked to staff, and checked the provider's records.

What people told us

People who use the service told us how satisfied they were with the accommodation offered, the food supplied, the staff employed and the care provided. Relatives of people who use the service told us they were very happy with how their loved one was being looked after, and told us the home compared very favourably with other homes they knew

We observed users of the service receiving good quality food and drink, and being stimulated by the playing of games, but being given the choice to opt out if they wished. People told us that they were well looked after. They praised the staff, the good food, the physical standards of the home including cleanliness, and the extent of stimulation offered. They said they were 'well looked after by lovely people'. They confirmed that there were always enough staff on duty and 'they can't do enough to help you.'

They said they felt safe living in the home. They like their bedrooms and the way they are furnished and decorated and that they are able to add personal touches to their rooms. They told us that there was never any problems with cleanliness in the home

People using the service told us that they could see their doctor whenever he needed to and this was arranged by the home.

It was a very cold day when we visited but several people who use the service told us the home was warm enough.

We observed users of the service being treated with dignity and respect, and having their privacy, independence and human rights promoted.

What we found about the standards we reviewed and how well Hanwell House 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

People who use the service are enabled to express their views, make choices and have their privacy, dignity and independence respected.

- Overall, we found that Hanwell House 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

People who use the service give consent to the care they receive where they are able to do so, and can be confident that their human rights will be respected.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service experience effective, safe and appropriate care, treatment and support that meets their needs.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service are supported to receive a choice of home cooked and nutritious food.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service receive safe and co-ordinated care when they initially move into the home, or when they need health care once they have become residents.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service are protected from abuse or the risk of abuse.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service live in a home that is clean and hygienic and where they are protected from the spread of infection.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service are protected by the policies and procedures for the administration of medicines within the home.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service live in premises that are safe, accessible and that promote their well being.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service are not at risk from unsafe equipment, and benefit from furniture that is comfortable and equipment that meets their needs.

- Overall, we found that Hanwell House 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 who use the service are safe and their welfare needs are met by staff who have been found to be fit to do the work, and who are appropriately qualified.

- Overall, we found that Hanwell House 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

People who use the service are safe and their welfare needs are met by sufficient numbers of appropriate staff.

- Overall, we found that Hanwell House 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 who use the service are well served by appropriately trained and supervised support staff.

- Overall, we found that Hanwell House 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 who use the service benefit from a safe quality care service in part due to the detailed quality assurance system put in place by the management of the home.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service and their relatives can be assured that any complaint will be properly investigated and acted upon.

- Overall, we found that Hanwell House was meeting this essential standard.

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

People who use the service can be confident that their personal records, and other records required to be kept to protect their safety and wellbeing are held securely.

- Overall, we found that Hanwell House 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
A person who uses the service told us that he was allowed to get up and go to bed when he wanted. He said "I am my own boss".

Other evidence
We observed a person who uses the service whose trousers were too loose, being treated with dignity and respect, and being provided with a belt to hold his trousers up and maintain his privacy.
We observed members of the care staff talking to users of the service as they gave them care.
We noted that walking aids and wheelchairs were made available for residents to use as necessary. The Manager informed us that none of the people who use the service have Mental Capacity and this assessment is made by the referring local authorities at the time of referral. Each user of the service has an a comprehensive assessment of needs, and an individualised care plan.
Cultural and religious needs are assessed and met as part of this process.
We observed the Manager going around the home talking to residents as he went

and confirming that they felt alright.

Our judgement

People who use the service are enabled to express their views, make choices and have their privacy, dignity and independence respected.

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
We did not speak to people who use the service about this outcome.

Other evidence
We observed people who use the service being allowed to opt out of playing the group game of snakes and ladders that was going on. We noted that one person chose to remain in her bedroom. The manager informed us that the issue of consent in a formal sense is dealt with at the annual reviews at which relatives, the social worker, and staff from the home meet with the user of the service, and because of the person's lack of mental capacity, hold a 'best interest meeting' that gives consent to the contents of the care plan.
The home's Statement of Purpose refers to service users' Human Rights being upheld.
The London Borough of Hounslow undertook a contract monitoring visit on 23/07/10. No adverse issues were reported on and the report concludes, 'A home we have no hesitation in using'.
The registered provider has informed us that none of the people who use the service have mental capacity. The referring local authority always provides an assessment to this effect when making the referral. The issue of consent is dealt

with thereafter at the annual reviews which are recorded as best interest meetings. The Statement of Purpose refers to service users' Human Rights being upheld.

Our judgement

People who use the service give consent to the care they receive where they are able to do so, and can be confident that their human rights will be respected.

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
One of the people who use the service told us, "I am well looked after". Another said, " They look after me alright."
We talked to two relatives who were visiting the home. One said, "I am happy how my Dad is being looked after." The other said, "This is a top home, absolutely marvellous."

Other evidence
We observed two groups of people being looked after in the two lounges of the home. The larger group downstairs were engaged by care staff in playing a collective game of snakes and ladders. The group in the upstairs lounge had been playing quoits and were now being served morning tea and biscuits.
We talked with various members of staff and they demonstrated a good knowledge of individual care needs.
The London Borough of Hounslow conducted a contract monitoring visit on 23/07/2010. It states that all residents seemed happy and well cared for.

Our judgement
People who use the service experience effective, safe and appropriate care,

treatment and support that meets their needs.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
We spoke to several people who use the service about the food and drink that is served. Comments received included, " Good food", "I get enough" and " The tea is sometimes cold" although this last comment was not supported by other people. One of the relatives we spoke to said, "The food is always good."

Other evidence
We saw the mid-day lunch being prepared. It was home made soup with cream added, belly pork with boiled potatoes and root vegetables, followed by trifle. The chef said that a vegetarian option was offered as an alternative, or he would make a sandwich for any resident who asked.
We examined the menu for other days and noted sufficient variety and choice.

Our judgement
People who use the service are supported to receive a choice of home cooked and nutritious food.

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 who use the service told us that they saw their doctor whenever they needed to, and that this was arranged by the home.

Other evidence
We received positive feedback about the service from a local G.P.
We also received positive feedback in the form of a contract monitoring report dated July 2010 from a local authority that frequently places people in the service. This report confirms that comprehensive needs assessments and risk assessments are prepared by the referring local authority before a new person moves to the service.

Our judgement
People who use the service receive safe and co-ordinated care when they initially move into the home, or when they need health care once they have become residents.

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
When asked about it, one of the people using the service told us he felt very safe living in the home. One of the relatives we spoke to told us the people who use this service were much better looked after than in some other services she knew

Other evidence
The contract monitoring report prepared in July 2010 by a local authority who places people in the home confirmed our own observation that no Safeguarding Adults referrals have been made in recent times concerning care standards in the service.

Our judgement
People who use the service are protected from abuse or the risk of 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
When asked about the cleanliness of the service, the reply from one person using the service was, "Never any problems". One relative of a person using the service told us that it is always very clean and hygienic.

Other evidence
We toured the building and did not come across any bad smelling or dirty looking areas. This finding is confirmed by the contract monitoring report dated July 2010 from a local authority who places people in the service.
We examined cleaning rotas sent to us by the registered provider, together with a revised policy that accords with new Department of Health Infection Control guidance.

Our judgement
People who use the service live in a place that is clean and hygienic and where they are protected from the spread 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
We did not talk to people who use the service about this outcome.

Other evidence
The contract monitoring report we have seen includes a training matrix supplied by the provider that demonstrates that during 2010 nine staff from the home received training in the administration of medication. The report approved the service's staff training in this area.

Our judgement
People who use the service are protected by the policies and procedures for the administration of medicines within 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
One of the people using the service told us he felt very safe living there. Several people confirmed to us that they found the service warm enough.

Other evidence
We toured the premises and noted that they were secure, accessible through-out, well built, well decorated and well maintained. The grounds were likewise accessible and tidy. There is an entry-phone system at the front door of the service. We visited a toilet and a bathroom and were invited to see into a bedroom and found it to be warm, well furnished, decorated and personalised. We examined records prepared by the service's handyman that demonstrated that maintenance checks including hot water temperature checks were regularly undertaken.

Our judgement
People who use the service live in premises that are safe, accessible and that promote their well being.

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
A person using the service told us that he felt safe in the home. Another person told us her bedroom contained all the furniture and equipment that she needed.

Other evidence
A domestic worker and a catering worker told us that they had all the equipment they needed, and none was currently broken down.
The maintenance records we examined demonstrated that equipment such as hoists, elevator and fire detection and fire fighting technology were all in good working order.
We observed that furniture throughout the service was of a good standard, comfortable and kept clean. We made use of the elevator, and noted the presence of hoists, wheelchairs and walking frames.

Our judgement
People who use the service are not at risk from unsafe equipment, and benefit from furniture that is comfortable and equipment that meets their needs.

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
A person who uses the service confirmed that, "The staff are looking after me alright."

Other evidence
We looked at the service's staffing list. The manager told us that there were no vacancies at the present time.
The contract monitoring report from a local authority that places people in the service demonstrated that all employees working in the service have had Criminal Records Checks. This report includes details of all training undertaken in 2010 which includes, moving and handling, fire safety, elder protection, food hygiene, medication, continence care, infection control, activities provision, and dementia awareness. The report also states that 40% of the care staff have NVQ awards. The nationally agreed target is 50%. The manager said he is working towards this. We spoke to a member of the care staff who confirmed that she was currently undertaking the NVQ level 2 in care award.

Our judgement
People who use the service are safe and their welfare needs are met by staff who have been found to be fit to do the work, and who are appropriately qualified.

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
A person who uses the service told us that he is "well looked after by lovely people". Another person confirmed that there are enough staff on duty and added, "They can't do enough to help you."
A relative told us that the staff are very caring.

Other evidence
The contract monitoring report carried out by the local authority in July 2010 detailed the staffing arrangements. We examined the service's staffing rota. The manager added that the activity organiser post is difficult to fill but he has used the money to recruit two additional part-time care workers, and all care workers are expected to lead activities. We observed this happening in both lounges.

Our judgement
People who use the service are safe and their welfare needs are met by sufficient numbers of appropriate staff.

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
We did not speak to people who use the service about this outcome.

Other evidence
During our visit, in addition to care staff, we spoke to the service's manager, care manager, the home's hairdresser, a domestic assistant and two catering workers. The workers all confirmed that they were supported in their roles, and received appropriate training. This is further evidenced by the training schedule supplied to us. The contract monitoring report from a local authority that places people in the service includes details of all training undertaken in 2010 which includes, moving and handling, fire safety, elder protection, food hygiene, medication, continence care, infection control, activities provision, and dementia awareness. The report also states that 40% of the care staff have NVQ awards. The nationally agreed target is 50%. The manager said he is working towards this. We spoke to a member of the care staff who confirmed that she was currently undertaking the NVQ level 2 in care award.

Our judgement
People who use the service are well served by appropriately trained and supervised support staff.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

- Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
The manager provided us with completed pages from the service's quality assurance assessment procedure. The procedure has been amended so that it matches the outcomes the Care Quality Commission uses. The quality assurance records we have seen demonstrate a good degree of compliance.
The manager also provided us with sample surveys completed by staff following the instruction of people who use the service, and with sample surveys completed by relatives of people who use the service. Both selections of surveys indicate a high degree of satisfaction with the service provided.
The local authority that places people in the service undertook their own monitoring in July 2010 and were very satisfied saying Hanwell House is a service they have no hesitation in using.

Our judgement
People who use the service benefit from a safe quality care service in part due to the detailed quality assurance system put in place by the management of the home.



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
We spoke to many of the people who use the service but none reported any problems, concerns or complaints to us, other than the reference to 'cold tea.' This complaint was not supported by the two people sitting either side of the complainant. Two other people we spoke to said they did not know how to make a complaint if they did want to.

Other evidence
We spoke to the manager about people not knowing how to complain and he responded that he frequently walked around the building asking the residents individually how they were, and hence any complaints would be raised as issues with him directly in this way. We observed this happening.
The complaints book does not record any formal complaints , and that was the case when the nearby local authority undertook their monitoring visit.
The home's Statement of Purpose and Service Users' Guide that is given to people who use the service, and their relatives, contains a detailed complaints procedure.

Our judgement
People who use the service and their relatives can be assured that any complaint will be properly investigated and acted upon.



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 did not speak to people who use the service about this outcome.

Other evidence
We looked at the service's recent maintenance records and those collected as part of the local authority's 2010 contract monitoring report which included staff training records. The records we saw were held securely within the service's suite of offices.

Our judgement
People who use the service can be confident that their personal records, and other records required to be kept to protect their safety and wellbeing are held securely.



What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Adult Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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