

Review of compliance

Eungella Care Limited Alder Grange	
Region:	West Midlands
Location address:	51 Adamthwaite Drive Stoke on Trent Staffordshire ST11 9HS
Type of service:	Care home services without nursing
Date the review was completed:	07/04/2011
Overview of the service:	<p>Alder Grange is an extended Victorian Villa, which offers residential care accommodation for fifteen older people. Access to the upper floor is by a stair lift.</p> <p>The home is situated in Staffordshire. Within a half mile radius of the home there are shops, a bank, a public house and bus stops. The railway station is approx two thirds of a mile away.</p> <p>The philosophy of the home is 'a home for life'. Alder Grange is a 'no smoking home'</p>

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

What we found overall

We found that Alder Grange 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 7 April 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

We spoke to five people who use the service, three relatives and four staff. The people using the service and relatives were very complimentary about the care provided at the home.

One person said, "I feel safe here, the meals are excellent, I can get up and go to bed when I want. I am very happy and have no complaints".

Another person told us they chose to stay after coming in for respite care. They said, "I feel very settled here; I have made lots of friends. Staff are very good and kind and the food is very good".

A third person showed us the knitting she had completed. She said that staff had sourced the wool for her and assisted her with sewing so that she could finish her

garment. A fourth person told us she enjoyed the games on the Wii console brought into the home by a member of staff.

Relatives said that they were happy with the care provided. They found staff to be particularly good when their relative's health deteriorated. Medical attention was quickly sought therefore enabling treatment to start without delay thus contributing to a rapid recovery.

Staff told us that they request other healthcare professionals to visit as needed. This includes regular visits by the GP, district nurse, McMillan nurses, optician and chiropodist.

What we found about the standards we reviewed and how well Alder Grange 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 working in the home strive to maintain the privacy and dignity of the people using the service at all times. Their independence is promoted whenever possible.

- Overall, we found that Alder Grange 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 using the service are consulted on the care and treatment they are to receive whilst resident at the home.

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

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

People using the service receive good care that meets their needs.

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

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

People using the service are provided with suitable and nutritious food and drink so maintaining their health and well being.

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

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

There are systems in place to ensure that all the necessary information is provided when a person moves from the home. Good links have been established with other healthcare professionals so promoting the health and wellbeing of people who use the service.

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

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

There are good policies and procedures in place to ensure people using the services are kept free from harm and injury.

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

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

Staff maintain a clean and tidy home which provides a pleasant place for people to live in.

- Overall, we found that Alder Grange 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 living in the home receive their medicines as prescribed. Systems need to improve to ensure that controlled drugs are kept safe and secure.

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

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

The home is well maintained so enhancing the comfort of people using the service.

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

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

People using the service benefit from equipment that is safe and well maintained and suited to their needs.

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

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

The staff team working in the home are suitably qualified and competent to meet the needs of the people using the service.

- Overall, we found that Alder Grange 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

There are enough suitably qualified competent staff working in the home to ensure that the health and wellbeing of people living in the home is promoted and maintained.

- Overall, we found that Alder Grange 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 using the service benefit from a team of staff who are competent and well supported.

- Overall, we found that Alder Grange 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

Systems are in place to ensure that people using the service benefit from safe quality care, support and treatment and that risks to their health and well being are managed effectively.

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

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

Systems are in place to make sure that people using the service can complain if needed and can be confident that they will be listened to and their complaint acted on quickly.

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

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

Records are stored securely. Recording on personalised records is not detailed enough to provide evidence on how the health and well being of people is maintained

- Overall, we found that Alder Grange 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

We spoke to five people who live in the home. They said they were very happy with the care provided. They told us they can express their views and can make decisions about their care. They said their privacy, dignity and independence are respected at all times.

Relatives said that staff were good and met people’s needs.

Other evidence

When we visited the home we saw that staff treated people with respect and promoted their dignity and independence. Bedroom doors were kept closed when any procedures were carried out. People were addressed in a respectful way and

good relationships existed. Staff assisted people to undertake tasks familiar to them if they wished such as making their beds, folding towels or setting the dining room tables.

Our judgement

Staff working in the home strive to maintain the privacy and dignity of the people using the service at all times. Their independence is promoted whenever possible.

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 using the service told us their consent is sought before any procedure is carried out. They also said that all procedures are explained fully before they are carried out.

We were told that staff encourage people to care for themselves as much as possible within their own capabilities. One person told us she had made her bed the morning of the visit and that she enjoys doing this.

Other evidence

There was evidence in care files that people using the service wishes were sought in respect of care and treatment provided to them.

During our visit we saw members of staff interacting with people who use the

service. They consulted the person before carrying out any tasks. Full and detailed descriptions were given.

Members of staff told us they enable people to be as independent as possible. Some people using the service enjoy doing tasks such as laying tables and folding towels and tea towels.

Our judgement

People using the service are consulted on the care and treatment they are to receive whilst resident at the home.

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

We spoke with five people who use the service as well as three relatives. All of the people were very complimentary about the care they receive at the home. One person told us, "I feel safe here" whilst another person said, " the staff look after us very well, I have no complaints"

Relatives were also very positive about the service provided. They said the staff acted quickly when their relative became ill. The GP was called and medication started straight away. They said staff look after their relative very well and that they had no concerns.

Other evidence

The provider was asked to complete an assessment called a Provider Compliance Assessment (PCA) before the visit. This provided information on how the provider was ensuring compliance with this outcome. The assessment stated that staff are trained to recognise if a person's health is deteriorating and therefore know the

action to take to make sure their health is maintained. This includes how to contact the GP, out of hour numbers, emergency contacts etc. Systems are in place whereby there is a person on call at all times should staff need extra support so ensure that the health and well being of the people using the service is promoted and maintained.

We spoke to two members of staff who told us in detail the care provided to some of the people living in the home. It was clear from these conversations that staff knew the people well and were able to meet their needs at all times.

We looked at two care plans during the visit. These did not always reflect the care provided to the person. They contained some basic care plans, however as people's needs changed care plans were not always drawn up to determine how staff would address them. The care plans did not always provide evidence on how staff are providing care and the equipment that was also provided. For example because of her illness, one person could have been at risk of developing pressure sores. There was nothing in the care plans to identify that a risk assessment had been carried out and that action had been taken to ensure that the person would not develop a pressure sore. When we spoke to staff they told us that a pressure relieving mattress and cushion was used and that they constantly monitored the person's skin for any redness or breaks. This should be recorded fully in the plan of care.

Risk assessments were not always completed when a risk was identified. For example one person was not eating very well. A nutritional risk assessment had not been completed however when we spoke to staff they had taken the right action to make sure that the person was eating and drinking enough.

Our judgement

People using the service receive good care that meets their needs. However this is not always evidenced in the care plans.

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

People using the service were very complimentary about the food provided to them. When we asked them what they liked about the home comments such as, “The food is ‘good’ ‘great’ ‘excellent’” were made.

We asked two people whether there were alternatives available if they did not like the meal offered to them. They told us they did not know as they always like the food. They said they would ask for something else if they needed to. One person told us she can get a cup of tea at any time.

Other evidence

We spoke to members of staff about the food provided to people. They said there were alternatives available if a person did not like what was on the menu. The member of staff knew the people very well and told us about the different diets some people were on. They also knew people's likes and dislikes.

When walking around the home we noticed that there were plenty of jugs of water and fruit juice and glassess available on smaller tables for people to help

themselves if they wished. People are referred to a dietician or speech therapist as required. Staff monitor people's weights on a monthly basis and this is recorded and monitored by the manager. We saw that a nutritional risk assessment was not completed in a care file for a person who was not eating very well. This was discussed with the manager at the end of the visit.

Our judgement

People using the service are provided with suitable and nutritious food and drink so maintaining their health and well being.

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 using the service knew the staff well.

They told us that healthcare professionals visit as required. The Macmillan nurses currently visit the home regularly to provide support and advice to one person and staff.

One person's relative told us that the optician had visited the home and new glasses were provided.

Other evidence

The PCA indicated that key workers were identified for each person on admission to the home. This assisted the person to settle in well and helped with continuity of care. People using the services are aware of who their key worker is and how to contact them.

The PCA also stated that when care is co-ordinated between different services and

if the key worker is not available then the manager/deputy would be responsible for making sure everything is synchronized.

We saw that the front page of the care plans contained all the necessary contact information including external health care professionals so that all staff could maintain contact as needed.

Staff told us that people have an assessment before they come into the home to make sure that the home is a suitable place for them. Some people have chosen to come in for a short stay before making a decision to move in.

During our visit we saw that the activity coordinator accompanied one person to the dentist so ensuring continuity of care.

Our judgement

There are systems in place to ensure that all the necessary information is provided when a person moves from the home. Good links have been established with other healthcare professionals so promoting the health and wellbeing of people who use the service.

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 using the service told us they felt safe living in the home. They said that staff were good and attended to their needs. They also said they would approach any member of staff if they had a problem.

The relatives we spoke with were also complimentary about the staff and said they felt that people using the service were well cared for.

Other evidence

The PCA stated that the home has clear procedures that staff follow in respect of vulnerable adults. Staff work alongside other services, teams, individuals and agencies in relation to all safeguarding matters and have safeguarding policies that link with local authority policies.

Other policies in place ensure that staff are not able to benefit financially or inappropriately gain from a person who uses services.

Staff we spoke with knew what to do if an allegation of abuse was made.

Good recruitment practices ensure that all staff working in the home are suitable to work with vulnerable people. See outcome 12.

All staff have attended training on abuse so that people using the service can be confident they are kept safe.

Our judgement

There are good policies and procedures in place to ensure people using the services are kept free from harm and injury.

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 told us that staff keep their rooms clean and tidy. They said the home is clean and does not smell.

Other evidence

We looked around the home during our visit. We looked in a number of bathrooms, bedrooms and lounge areas. Most of the areas were clean and tidy. Liquid soap and paper towels and covered bins were available in all communal bathrooms.

We saw that people's bedrooms were kept clean and tidy.

The sluice room was dirty and dusty behind the machines. This would benefit from a deep clean. The manager agreed to address this.

Staff told us the provider employs a domestic member of staff to assist with the cleaning of the home. In addition night staff clean certain equipment and rooms when people are in bed.

Our judgement

Staff maintain a clean and tidy home which provides a pleasant place for people to live in.

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 using the service told us that they receive their medicines when required.

Other evidence

We were told that the home has a policy on the management of medicines that all staff follow. All staff have completed training in the management and administration of medicines.

We looked at a sample of medicine records to establish whether people using the service are receiving their medicines as prescribed. Most of the entries were signed and dated providing evidence that the medicine has been given. We noticed for one person a particular medicine had not been given and there was no indication on the records of the reason why. Staff told us that the person's prescription had changed as they became very drowsy when this medicine was given frequently. The medicine should now only be given when needed. However this was not changed on the medicine administration record sheet and a protocol was not in place to

determine what 'as needed' meant. The member of staff agreed to address this straight away. We also discussed the need to ensure that a protocol is put in place for people who have pain killers PRN (as required).

We looked at the storage of controlled drugs. The cupboard used to store these drugs was not suitable and could compromise their safety. Following our visit the deputy manager told us a new cupboard has been ordered which complies with regulations. Care must be taken to ensure this is placed appropriately within the home in line with guidelines.

We saw that the controlled drugs in the cupboard had not been documented in the Controlled Drug book. The deputy manager told us this should not have happened and agreed to address this immediately.

Our judgement

People living in the home receive their medicines as prescribed. Systems need to improve to ensure that controlled drugs are kept safe and secure.

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 using the service told us they were very comfortable living there. They could bring their own belongings into the home within reason.

When we visited some bedrooms it was evident that some people had brought in personal belongings from home, making rooms more homely and friendly.

Other evidence

There were systems in place to make sure that the building was safe to use. The provider employs a maintenance person to undertake any works that need attention.

When we visited we looked around the building and visited a number of rooms. These were well cleaned and maintained in the main. We noticed a cracked window frame in one person's room that required attention. Although a protective film was placed over the pane of glass to prevent it shattering this needs to be replaced as soon as possible.

We also saw that the carpet in the smaller lounge next to the patio door was damaged and tape placed on to keep it in place. This needs attention.

Restrictors were placed on windows in accordance with regulations. All of the heaters in the home have been covered to minimise the risk of burns or injury to people living in the home. We saw that a separate dining room was available for people to use during mealtimes so enhancing their experience. The main lounge has recently been decorated providing a more pleasant place for people to use.

Our judgement

The home is well maintained so enhancing the comfort of people using the service.

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

People using the service did not comment on this outcome.

Other evidence

Staff told us that there are contracts in place to ensure that essential equipment is maintained to an acceptable standard. Records of contracts and visits were maintained by the provider.

The PCA stated that sufficient equipment is provided to meet the needs of people who use the service. It stated that the equipment provided is safe to be used, and maintained regularly.

The PCA also documented that equipment is only used by the person, or by staff, once they know how to use and operate them correctly and that it is monitored while being used and corrective action taken if necessary.

Our judgement

People using the service benefit from equipment that is safe and well maintained and suited to 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 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 using the service told us that staff are competent and look after them well. We saw that staff addressed people in a respectful manner and appeared to know them well.

Other evidence

The PCA stated that the provider aims to recruit staff who are honest, reliable, trustworthy and treat the people who use services with respect. It stated that staff are not discriminated against during the application or recruitment process. Relevant qualifications and competencies are checked to ensure they are able to carry out their role and meet the needs of people who use services. They are all subject to the necessary checks as described in schedule 3 of the Health & Social Care Act 2008 (regulated activities) Regulations 2010, so that the provider is assured that the worker is suitable for their role.

The PCA also indicated that staff are subject to a check that they are registered with the Independent Safeguarding Authority (ISA) and that they are not employed

until a satisfactory Criminal Records Bureau disclosure check (CRB) has been carried out.

We looked at a sample of staff records. There was evidence that all the necessary checks had been carried out before a person was employed by the service so ensuring they were suitable to work in a care environment.

Members of staff we spoke to confirmed that checks had been carried out before they were appointed to work in the home. They were knowledgeable about the needs of the people using the service and had received induction training and ongoing training and supervision to ensure they were competent to care for the people living in the home.

Relatives we spoke to said they found the staff to be competent and knowledgeable. They told us staff acted quickly when their relatives health deteriorated

Our judgement

People using the service benefit from a staff team who are suitably qualified and competent to meet the needs of the people using the service.

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

All of the people using the service and relatives that we spoke to said they thought there were enough staff working at the home to meet their needs. They said that staff respond quickly to requests and that they are not left waiting if they require attention.

Other evidence

When we visited the home the manager told us they had two members of staff working as carers - this included the manager. The activity organiser had escorted a person to the dentist for an appointment. There were fourteen people resident in the home at that time. The manager went on to say that usually there would be three carers working in a morning and the manager has office time regularly.

The manager and deputy manager who were working on the morning of the visit said they could meet people's needs. This was due to the fact most people were independent and required supervision.

There was a calm atmosphere in the home, people using the service appeared well cared for and relaxed and as stated previously felt there were enough staff working there to meet their needs.

The manager told us that regular staff usually cover absences for each other as they try not to use agency staff so ensuring continuity of care for people who use the service.

Our judgement

There are enough suitably qualified competent staff working in the home to meet the needs of the people using the service.

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 using the service said that staff provided good care and were competent to deal with their needs. They said staff knew them well and would respond to any changing health need. Relatives also said that staff were competent and capable and responded well to people's changing needs.

Other evidence

The PCA received before the inspection stated that all staff have received a comprehensive induction that took into account the recognised standards within the sector and is relevant to their workplace and their role. That the policies and procedures of the service are easily accessible and regularly updated. There is a policy on action to be taken in an emergency and that this is regularly updated.

The PCA indicated that arrangements for staff supervision were in place and that this is explained to each member of staff when they first start working in the home.

Supervision takes place six weekly through both group and individual sessions.

Learning and development needs of staff are based on the needs of people who use the service and skills needed from staff to ensure the service meets essential standards of quality and safety are provided via both mandatory training and any additional training needed to meet service users needs at any particular time.

Staff are enabled to take part in learning and development that is relevant so that they can carry out their role effectively.

The manager of the home told us that the provider has arranged to meet with a training company to discuss the training requirements for staff and updates and training will be provided accordingly.

We looked at some training records that were available on the day of the visit. We saw that the provider had identified that all staff had not completed infection control training. The manager said this is one of the areas to be discussed with the training provider when they visit. This should be followed through.

We saw that all staff have had first aid training and safeguarding adult training recently. Three members of staff have completed the mental capacity act course and arrangements are in place to provide this training to the rest of the staff. Training on medicines has also been completed.

Moving and handling updates have been arranged. Two members of staff are moving and handling trainers. We were told they had arranged to attend a refresher course and following this training would be cascaded to the remainder of staff.

Staff told us that they are provided with enough training to meet the needs of the people using the service. They also said they have supervision regularly and can ask for additional training if they felt this was necessary. We saw that individual supervision sessions had been identified on the calander. Minutes of group supervision were available.

Our judgement

People using the service benefit from a team of staff who are competent and well supported.

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 using the service told us they were happy with the quality of the service they received. They said that staff were open and approachable and that they received good care. Relatives told us that they were also happy with the quality of the service provided.

Other evidence

We saw evidence that questionnaires have been sent to people using the service, their relatives and staff to find out what the home does best and where it could improve. All of the responses were positive. Currently the manager does not compile a report of the findings of the questionnaires to inform all interested parties. This should be considered.

An audit of accidents and incidents takes place regularly. It was difficult to determine from this audit whether trends were identified and how the results from

the audit impacted on people's care as there were no risk assessments in place in some of the people's files.

From our conversations with people who use the service, relatives and staff it was evident that people using the service receive safe, quality care whilst in the home.

Our judgement

Systems are in place ensure that people using the service benefit from safe quality care support and treatment and that risks to their health and well being are managed effectively.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

- People who use services or others act 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
<p>What people who use the service experienced and told us</p> <p>People we spoke to said they did not have any complaints about the home. They said they would feel comfortable approaching any member of staff. Relatives told us that they could go to staff if they had a complaint. They said, "It is one of those places you feel comfortable going to staff and would know it would be sorted out straight away".</p> <p>Other evidence</p> <p>There was a complaints procedure which was available to all staff and to people who use the service. We asked to see the log of recent complaints. The manager told us they have received no complaints. She explained the action she would take if a situation arose. No entries had been made in the complaint log.</p> <p>There were a number of thank you cards displayed in the home. A book at reception area was available for people to comment about the home if they wished. This only contained positive comments.</p>

Our judgement

The systems in place to make sure that people using the service can complain if needed and can be confident that they will be listened to and their complaint acted on quickly.

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 with and relatives told us they were happy with all aspects of care provided by the home.

Other evidence

We looked at a sample of records, people's care files and staff records. Most of the records were kept satisfactorily. The records contained all the relevant details of contacts that may be required.

Care plans however need to be improved so that they address all areas of care that is provided to the person. This has been discussed under Outcome 4.

We looked at the daily records kept by staff. Some of the entries did not provide enough information on the health and well being of the person so it was difficult to establish how this was being monitored.

Care plan reviews were carried out. These were not always recorded in terms of outcomes so it was difficult to determine what the outcome of the review was and whether the care of the person had changed.

Records were kept locked when not in use. Records such as maintenance records and staff personnel files were kept satisfactorily.

Our judgement

Records are stored securely. Recording on personalised records is not detailed enough to provide evidence on how the health and well being of people is maintained.

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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