

Review of compliance

Quality Care (EM) Limited The Hollies	
Region:	East Midlands
Location address:	20 Alfreton Road Sutton-in-Ashfield Nottinghamshire NG17 1FW
Type of service:	Care home service without nursing
Date of Publication:	August 2012
Overview of the service:	Quality Care (EM) Limited is registered to provide accommodation for maximum of 18 people who require nursing or personal care at The Hollies. Accommodation is provided within six bungalows in the same grounds. The provider must not provide nursing care as no qualified nurses are employed there.

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

Our current overall judgement

The Hollies was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review to check whether The Hollies had taken action in relation to:

Outcome 12 - Requirements relating to workers

Outcome 16 - Assessing and monitoring the quality of service provision

How we carried out this review

We reviewed all the information we hold about this provider.

What people told us

When we visited on 14 June 2012, we found from written evidence that improvements were needed in two outcome areas relating to staffing and monitoring the quality of the service. At that time people told us that they felt safe with the staff that were helping them on a daily basis and we observed positive interaction between staff and people living there.

On this occasion, we haven't been able to speak to people using the service, as we did not visit again. We have followed up the concerns from our previous visit through telephone conversations with the regional manager and written evidence of the improvements made.

What we found about the standards we reviewed and how well The Hollies was meeting them

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

People were cared for, or supported by, suitable staff and there were effective recruitment and selection processes in place.

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 provider had an effective system to regularly assess and monitor the quality of service

that people receive.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

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

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

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

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

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

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 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

When we visited on 14 June 2012, people told us that they felt safe with the staff that were helping them on a daily basis and we observed positive interaction between staff and people living there.

On this occasion, we haven't been able to speak to people using the service, as we did not visit again. We have followed up the concerns from our previous visit through telephone conversations with the regional manager and written evidence of the improvements made.

Other evidence

When we visited on 14 June 2012, we found that some existing staff had not been appropriately recruited as they had commenced work at the home without an effective assessment carried out. Further work was needed to ensure people's safety. We worked with the local authority, who requested action be taken on this before any further people be admitted to the service. The regional manager informed both the local authority and the Commission that some staff had since been dismissed. Full risk assessments had been completed by the end of June 2012 and appropriate action was being taken to ensure people were safe.

On 14 June 2012 we had already seen evidence that the registered manager had employed new staff using new appropriate recruitment procedures.

Our judgement

People were cared for, or supported by, suitable staff and there were effective recruitment and selection processes in place.

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 have not visited to ask people about improvements in this outcome area.

Other evidence

When we visited on 14 June 2012, we found that the provider had introduced new systems to monitor the quality of the service, but these systems were not fully operational. Since then we received documents to be used by the registered manager and the regional manager in assessing and reporting on the quality of the service on a monthly basis. The first monthly report shows that all areas of the service have been assessed. Staff recruitment, training and supervision were included as well as incidents, accidents, medication and maintenance of the premises to ensure the safety of people living at the Hollies.

Our judgement

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

What is a review of compliance?

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

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

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

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

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

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

Information for the reader

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