

Review of compliance

Margaret Rose Care Limited Warberries Nursing Home	
Region:	South West
Location address:	Lower Warberry Road Torquay Devon TQ1 1QS
Type of service:	Care home service with nursing
Date of Publication:	May 2012
Overview of the service:	Warberries Nursing Home is situated in Torquay and is registered to provide nursing care for up to a maximum of 49 people. The provider of the service is Margaret Rose Care Limited.

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

Our current overall judgement

Warberries Nursing Home was meeting all the essential standards of quality and safety inspected.

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

Why we carried out this review

We carried out this review to check whether Warberries Nursing Home had taken action in relation to:

Outcome 01 - Respecting and involving people who use services

Outcome 04 - Care and welfare of people who use services

Outcome 09 - Management of medicines

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 and carried out a visit on 11 April 2012.

What people told us

Everyone we spoke with was very happy with the care that they received and they confirmed that they were able to carry on with their chosen lifestyles since moving to the Warberries. Comments included "It lovely here, I can ring the bell if I need anything," "We are all very well looked after" and "I'm very well looked after."

People told us that they were able to make decisions about all aspects of their day to day lives. Everyone asked said that they were able to choose what time they got up, when they went to bed and how they spent their day. One person said "We are well looked after but we can please ourselves about what we want to do." Another person said "They help me when I need help but I decide how and when I want help."

Many of the people spoken with commented positively on the range of activities available at the home. People told us that they were told in advance of what activities were taking place each week so they could plan their time. People said that they were able to choose the activities that interested them and were not pressured to join in with activities they were not interested in.

Throughout our visit we saw that staff interacted with people in a respectful and kind manner. People living at the home appeared comfortable and relaxed with all

staff. Everyone said that staff were always kind and approachable. One person told us "I have nothing to worry about and feel very safe here."

Summary of our findings

During the inspection there were numerous positive comments about the staff. These comments included; "They are all lovely," "All the staff are very, approachable" and "Staff are all very nice and helpful."

People said that they were asked their opinions about the care that they received and were able to make suggestions about the day to day running of the home.

We saw comments made by relatives including one thanking the provider for "Giving me so much of his time". Comments included "To all our very good friends at the Warberries, you really have excelled yourselves in all the care and kindness and consideration that you have shown to us over the past".

What we found about the standards we reviewed and how well Warberries Nursing Home was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The provider was meeting this standard.

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

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

The provider was meeting this standard.

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

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

The provider was meeting this standard.

Outcome 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.

The provider was meeting this standard.

Other information

Please see previous reports for more information about previous reviews.

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

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

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

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

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

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

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

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

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

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

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People said that they were able to make decisions about all aspects of their day to day lives. Everyone asked said that they were able to choose what time they got up, when they went to bed and how they spent their day. One person said " We are well looked after but we can please ourselves about what we want to do." Another person said "They help me when I need help but I decide how and when I want help."

At the time of the visit we observed that people were able to choose where they spent their time. Some people sat in the communal areas and others in their personal rooms. Everyone said that they thought that their privacy was respected and that they were treated with dignity. We observed that staff interacted with people in a friendly manner and continually offered choices to people.

People said that they were encouraged to express their views about all aspects of their care and the day to day running of the home. We were told that all staff, including the homes' management, were always ready to listen to their opinions and there were lots of opportunities for this.

Other evidence

The manager told us "Wherever possible, the staff that compile the care plans involve

the resident and/or their loved ones in the planning of care".

The manager told us a meeting with relatives has recently taken place, during which relatives were told that the service "Wants to involve them as much as possible in the care that we give their loved ones".

We were also told that the service has started a regular newsletter (Warberries Wittering's) to ensure that interested parties are informed of what is happening within the home and of plans for the future.

The service appointed two activity co-ordinators and they were drawing up 'social care plans' with people living at the service and were involving people in making decisions as to what activities and entertainment occurred within the home.

During this visit we looked at three care plans. Not all care plans gave evidence that they had been discussed with the person or people acting on their behalf. We saw that people had been asked about their preferred daily routines including if they wished to be checked on during the night. People's preferences were recorded and formed part of the care plan.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The provider was meeting this standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

Everyone we spoke with was very happy with the care that they received and confirmed that they were able to carry on with their chosen lifestyles. Comments included "It lovely here, I just ring the bell if I need anything," "We are all very well looked after" and "I'm very well looked after and there is lots of entertainment to keep me occupied."

Most people knew that they had a care plan and everyone said that they received the care that they needed at times that were convenient for them. People confirmed that the home arranged for them to see health and social care professionals according to their individual needs.

Many of the people spoken with commented positively on the range of activities available at the home. People told us that they were informed in advance of what activities were taking place each week so they could plan their time. People said that they were able to choose the activities that interested them and were not pressured to join in with other activities.

Other evidence

Daily handovers were in place and the communication regarding residents and their care had improved since our last inspection.

During the visit we looked at three care plans. These demonstrated that care was delivered in accordance with people's preferences. Some people chose not to be checked on during the night and some chose to look after some of their medication. We saw up to date risk assessments in place for these choices.

Staff spoken with demonstrated a good knowledge of people's individual needs and preferences. It was clear that both physical and emotional needs were monitored and appropriate advice sought where necessary. Where concerns were identified care plans had usually been put in place to address them. We looked at the care plan for a person who had recently been discharged from hospital after being admitted as an emergency following a seizure. We saw no care plan identifying how this condition would be monitored or managed. Staff told us how this was managed and were knowledgeable about actions that would be taken in the event of an emergency.

Records viewed showed that people had access to a wide range of professionals outside the home. All appointments with professionals were recorded.

Our judgement

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

The provider was meeting this standard.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

Medication was managed by registered nurses at the home. The medication was supplied in a mixture of blister pack or separately if not suitable to be dispensed from a blister pack.

Cupboards were clean, well ordered and tidy. Specimen staff signatures were found in each persons care plan and photographs to help identify people were available on the medication folder.

We spoke to some people living in the home about the way they receive medicines and all said they are given their medicines by staff. People told us they were happy with the way they receive their medicines. We asked the manager whether people were assessed, during a pre admission/ admission assessment, in relation to their wishes or ability to look after their own medicines when they move into the service.

We saw that since our last inspection secure cabinets had been fitted in each person's room where medication was stored. The ethos of the service is that if a person wishes to look after their own medicines they will be supported and encouraged to do so by staff at the service. An assessment of the risks associated with this would be undertaken prior to the decision being made.

We watched some medicines being given to people at lunchtime and saw that they were given in a safe way.

We also looked at medicines records in the home, to see if people receive their medicines as they have been prescribed for them.

The service maintained records of receipt, administration and disposal of controlled drugs in a register which complied with the Royal Pharmaceutical Society's guidance.

Other evidence

The manager told us that a pharmacy, which had been contracted to supply medications to the service, had undertaken an inspection at Warberries, and was satisfied with the current management procedures.

Our judgement

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

The provider was meeting this standard.

Outcome 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 spoke with people using the service who told us they were happy with the quality of service provided. We spoke with staff who told us that they are confident in the management of the home and that the standard of care is monitored. They also confirmed they felt that when concerns were raised, these were addressed and appropriate action would be taken.

We were told that people at the home were given opportunities to have a say in the way the home was run, both formally and informally. They also had opportunities to influence their care and their personal accommodation. As an example we could see rooms had been personalised to reflect people's interests.

Feedback on the service was gained through individual discussions and people told us they would talk to the manager about anything they wanted.

Other evidence

The manager told us that questionnaires had been sent out to families and friends of people living at Warberries for comments on the service. We were told that in 2012, eight questionnaires were sent out and four were returned, completed.

We were told that annual reviews and health checks were undertaken for all people living at the service. Staff meetings and 'residents' meeting were also held at Warberries.

The manager told us they planned to invite relatives of people living at Warberries to visit and to carry out an inspection of accommodation and the provision of care made for their relatives.

We saw evidence of people being involved in the running of the service. For example a relative told the manager they did not like the blinds that had been provided in their relative's room. The manager confirmed that the blinds had been the person's choice, but would be changed if the person agreed.

We saw comments made by relatives including one thanking the provider for "Giving me so much of his time". Comments included "To all our very good friends at the Warberries, you really have excelled yourselves in all the care and kindness and consideration that you have shown to us over the past".

Our judgement

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

The provider was meeting this standard.

What is a review of compliance?

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

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

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

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

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

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

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
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