

Review of compliance

Stilecroft (MPS) Limited Rosecroft Residential Home	
Region:	North West
Location address:	Westfield Drive Workington Cumbria CA14 5AZ
Type of service:	Care home service without nursing
Date of Publication:	July 2012
Overview of the service:	<p>Rosecroft Residential Home provides accommodation and personal care for up to 51 people. Rosecroft is a large property, set in its own grounds. Accommodation is provided on two floors. The home has a range of equipment to assist the people who live there. The providers, Stilecroft (MPS) Limited have plans in place for the redesign and refurbishment of the premises.</p>

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

Our current overall judgement

Rosecroft Residential 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 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 27 June 2012, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

The people we spoke with confirmed they had been involved in the ongoing assessment of their care which had identified their religious and cultural, care, nutritional and relationship needs and that they had agreed with the level of support to be provided. They told us their views about how they wished their support to be delivered had been listened to and respected.

People told us they were well cared for and treated with respect in the home.

One person said, "I feel very well cared for, you get the attention when you need it."

People also told us:

"Staff are brilliant, I am definitely well looked after."

"The staff are very attentive, they always come very quickly when I need assistance."

"You get well treated here, I have no complaints."

"The staff are very good, they will do anything for you."

"Staff are very friendly, they always have a good laugh with you."

What we found about the standards we reviewed and how well Rosecroft Residential 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

The provider is compliant with this standard.

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

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

The provider is meeting this standard

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

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

The provider is meeting this standard

People who use the service, staff and visitors were protected against the risks of unsafe and unsuitable premises.

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

The provider is meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 is meeting this standard

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

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 living were included in making decisions about the support and care they received in the home.

People told us they were well cared for and treated with respect in the home and one person said, "I feel very well cared for, you get the attention when you need it."

Another said, "Staff are brilliant, I am definitely well looked after."

People told us they made choices about their lives in the home including what times they got up and went to bed, where to take their meals, where to see their visitors and whether to take part in the activities provided.

In the satisfaction survey, completed by people who live in the home and/or their relatives, in May 2011 all respondents confirmed they were treated as an individual.

Other evidence

We found during this inspection that people who used the service understood the care and treatment choices available to them. A review of three care plans demonstrated to us that the home's assessment procedures were detailed to ensure people received the

appropriate level of support to meet their needs. We saw that choices and preferences were recorded in care plans.

People were given appropriate information and support regarding their care or treatment. In care plans we saw that service reviews were performed and these included the views of the person and their relatives.

People were supported in promoting their independence. During our inspection we observed examples of good practice, with people who required support with their personal care needs being treated with respect and dignity. The staff members we spoke to told us they had access to peoples' care plans. Staff told us that care plans clearly described the level of support that people required and had documented their views about how they wanted their care to be delivered. Staff in the home spoke to people in a friendly and respectful manner and were knowledgeable about the support they needed. We saw that the staff on duty took time to talk to the people living in the home as they went about their duties. The staff had developed good relationships with the people they supported.

The care practices we observed throughout our inspection confirmed people were being encouraged to maintain their independence and undertake tasks by themselves where able. We saw that the facilities provided by the home and routines in place were promoting and respecting their privacy.

Our judgement

The provider is compliant with this standard.

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

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

We received positive feedback from all the people we spoke with and observed good interactions between people and staff when we inspected.

We spoke with six people who lived at the home and were told the staff team provided sensitive and flexible personal care and support and felt they were well cared for. A relative confirmed they had been included in the planning of care.

One person told us: "You get well treated here, I have no complaints."

Another said: "The staff are very good, they will do anything for you."

A further person said: "Staff are very friendly, they always have a good laugh with you."

Other evidence

We saw that peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan. We reviewed four care plans for people who used this service. We found that these care plans were centred on them and considered all aspects of their individual circumstances and their immediate and long term needs. They reflected each person's needs, preferences and diversity and identified risk which detailed how these would be managed and reviewed.

There was evidence that dieticians, speech and language therapists, district nurses and GPs were involved in care as required. We observed sensitive care from staff who

responded well to people's needs.

People were well groomed and were responsive yet relaxed. Observation of care practices during our inspection confirmed people were receiving effective, safe and appropriate care which was individualised and centred on them as a person.

Discussion with staff members confirmed they were aware of the needs of the people in their care and the level of support that each person required.

We saw that care plans were reviewed monthly. There were daily recordings, completed on each shift, which described the care each person received during that time. However we found that entries into care plans, although dated and signed, did not record the time that they were written. It is the responsibility of the designated senior carers to maintain care plans.

One member of staff told us: "Plenty of information is always passed over at handover and you can always access and read the care plans."

Our judgement

The provider is meeting this standard

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

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

All of the people we spoke with were very happy with the standard of accommodation being provided.

One person told us: 'I have a lovely room my family brought loads of things from my home here so it just feels like my old home.'

A group of residents confirmed to us that they were very pleased with the refurbishment of replacing carpets and decorating of the home which was being undertaken.

Other evidence

The provider had taken steps to provide care in an environment that was suitably designed and adequately maintained.

Bedrooms in the home were all single occupancy with 22 rooms having en-suite facilities. Rooms without en-suites had a hand wash basin fitted. There were toilets and bathrooms which were easily accessible throughout the home for people to use. Communal areas consisted of a large lounge and dining room and a quiet lounge in the main part of the home. There was a separate small lounge and dining room which accommodated people who were suffering from dementia. On the day of our inspection we saw that new carpets had been fitted into the communal areas and corridors on the ground floor.

On a tour of the building we found that all rooms were nicely decorated and colour coordinated. We saw that people were able to bring in their own belongings to personalise

their bedrooms.

We found that the premises were maintained to an appropriate standard of cleanliness and hygiene. We saw that staff had access to alcohol hand gel, aprons and gloves. There was designated domestic staff employed for the purpose of cleaning the premises.

On review of maintenance records we found that the home had safety precautions in place and equipment services were appropriately checked and maintained. During our tour of the building we identified that in most bathrooms, toilets and en-suites nurse call bell leads were inappropriately placed and were not accessible to people if they fell to the floor. We discussed with the Manager the need to undertake a full risk assessment of this situation and rectify where required.

Our judgement

The provider is meeting this standard

People who use the service, staff and visitors were protected against the risks of unsafe and unsuitable premises.

Outcome 14: Supporting staff

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 staff

Our findings

What people who use the service experienced and told us

All the people we spoke with told us that staff were very attentive and knew their needs and care requirements.

One person said that: "The staff are brilliant. They are always so kind."

Whilst another commented that: "The staff are very attentive, they always come very quickly when I need assistance."

Other evidence

We reviewed the training of staff who worked in the home. We found that staff had received appropriate professional development and up to date training. There was evidence of formalised on-going supervision and appraisal with the registered manager.

Discussion with the deputy manager and two staff members confirmed all staff did have access to a structured training and development programme, ensuring the people in their care were being supported by a well trained and competent staff team.

There was a training matrix in place which detailed what training people had undertaken. The training matrix was a complete system to assist in identification of training completed or due for renewal.

We did see evidence that staff had up-date training in infection control and medicines administration. All other mandatory training such as moving and handling, fire safety, basic food hygiene and protection of vulnerable adults had also been completed.

We saw evidence that staff meetings took place on a regular basis where any issues concerning the home or staff were discussed. One staff member told us that these meetings were good and they were a forum to discuss and share ideas about practice.

We spoke to two members of staff who told us they were very happy with their work. They said that there was a very open culture in the home with the management team being very approachable and supportive.

One member of staff said: "We all work very well together; everyone is supportive and help each other."

Another told us: "It's a happy place to work in."

Results from the staff satisfaction survey completed in May 2011 showed that most staff were satisfied in the job and all staff were happy with the training offered. All staff also agreed that appraisal and supervision was in place and they had enough information about each person being cared for in the home to enable them to do their job properly.

Our judgement

The provider is meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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

People we spoke with confirmed that they felt their concerns or complaints were listened to and acted upon. They told us they had been involved in decision making about their care from the day of their admission and they felt supported and listened to.

One person told us "If I was not happy I would definitely tell them."

Another told us; "Staff and the managers are very approachable – they will always sort out my problems."

Other evidence

The home had formal methods to obtain feedback from people living there about how the service could be improved. We found that people who used the service, their representatives and staff were asked for their views about the care and treatment and these views were acted upon. The home had undertaken a survey to gain the views of people living in the home in November 2011 and a staff survey in May 2011.

We looked at some of the records held in the home. These showed us that risk assessments had been carried out to ensure people were safe living and working in the home and these were updated on a monthly basis.

We saw evidence of medicines, infection control and care plan audits. These were conducted monthly to demonstrate that the home was meeting and maintaining required standards. There was also a general audit undertaken by the corporate

organisation. Their report showed the home to be very good and meeting standards.

We reviewed the complaints log and found that the home had received three formal complaints within the last 12 months. When we reviewed these complaints we found that they were minor concerns and were dealt with by the Manager in line with the company's complaint policy.

Our judgement

The provider is meeting this standard

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

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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