

Review of compliance

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Green Trees Care Home

Region:	London
Location address:	21 Crescent East Hadley Wood Barnet Hertfordshire EN4 0EY
Type of service:	Care home service without nursing
Date of Publication:	July 2012
Overview of the service:	Green Trees Care Home is registered to provide accommodation for persons who require nursing or personal care. It is a family owned residential care home specialising in the care of the frail elderly and those who suffer from dementia. The home is registered to provide care and support for sixteen

	older people. There is a registered manager in place.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Green Trees Care 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 5 July 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with two of the fourteen people who lived in the home. They were both happy living there and told us they were well cared for by staff. One person's comments were typical when they said that the care provided was 'pretty good'. Both people described the food provided as very good. A typical comment from a respondent to the provider's annual satisfaction survey was, 'Overall I give Green Trees 98% excellent. The home overall has a caring and very healing atmosphere'. Another person wrote, 'A lovely residential home'.

We used the Short Observational Framework for Inspection (SOFI) during our visit. SOFI is a specific way of observing care to help us understand the experience of people who could not talk to us. We observed the care and support provided to people and saw many examples of staff interacting sensitively and in a caring manner with people who used the service.

The provider worked in co-operation with other professionals to address people's health needs and had taken reasonable steps to safeguard people from the risk of abuse. Record-keeping systems helped protect people from the risks of unsafe or inappropriate care and treatment.

What we found about the standards we reviewed and how well Green Trees Care 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 privacy, dignity and independence were respected.
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 06: People should get safe and coordinated care when they move between different services

People's health, safety and welfare were protected when more than one provider was involved in their care and treatment. This was because the provider worked in co-operation with others.
The provider was meeting this standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People who used the service were protected from the risk of abuse because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.
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 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.
The provider was meeting this standard.

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

People were protected from the risks of unsafe or inappropriate care and treatment.
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

We spoke with two of the fourteen people who lived in the home. They both confirmed they had been treated with dignity and respect by staff.

People were able to express their views about their care and support. The provider had carried out a survey of people's views of the service including people who used the service, relatives and professionals. Responses showed a very high level of satisfaction with the service. One typical comment from a respondent to the survey was, 'All the staff are very pleasant and helpful'. Another person wrote, 'staff are always caring'.

Other evidence

People who used the service understood the choices available to them. We saw people were offered choices in terms of what they ate, where they sat and the activities they took part in. People were provided with meals that met their religious needs and were visited by faith representatives.

People who used the service were given appropriate information and support regarding their care. A resident's handbook and copies of the statement of purpose were kept in the entrance hall to the home. The statement of purpose included information on how to raise concerns and make a complaint. The provider's commitment to respecting

people's rights was clearly stated in the information provided to people. Copies were available for people who used the service, relatives and visitors to the home.

Where people shared bedrooms screens were used by staff to maintain the privacy and dignity of people when personal care was provided. Doors to bedrooms and bathrooms were closed when people received care in order to maintain privacy.

Our judgement

People's privacy, dignity and independence were respected.
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

We spoke with two of the fourteen people who lived in the home. They were both happy living there. They told us they were well cared for by staff. One person's comments were typical when they said that the care provided was 'pretty good' and went on to describe activities in which they had participated. Both people described the food provided as 'very good'.

We observed the care and support provided to people and saw many examples of staff interacting sensitively and in a caring manner with people who used the service.

The provider had carried out a survey of people's views of the service including people who used the service, relatives and professionals. Responses showed a very high level of satisfaction with the service. One typical comment from a respondent to the survey was, 'Overall I give Green Trees 98% excellent. The home overall has a caring and very healing atmosphere'. Another person wrote, 'A lovely residential home'.

Other evidence

We reviewed the care records of four people who used the service. We saw that people's needs were assessed. Care and support was planned and delivered in line with their individual care plan. Care plans identified people's hobbies and interests. Risk assessments were in place and covered risk of falls, moving and handling risks and risks to tissue viability and pressure areas. Risk assessments and care plans had been reviewed and updated. A new falls policy had been introduced and falls risk assessments had been updated and actions to minimise risks incorporated into

people's care plans.

We saw from people's records that the GP was asked to visit when there were concerns about a person's health. Out-of-hours health services had been contacted when appropriate. We also saw that the district nursing service had been contacted for advice on catheter care. These actions helped to ensure the welfare and safety of people using the service and enabled staff to meet the individual needs of people.

Capacity assessments had been carried out and the provider had identified where people needed the help of family or professionals in order to make more complex decisions.

A communications log was used to remind staff of changes to people's care plans. We saw examples of this in the log. This enabled staff to provide care in a way that met people's current needs.

Our judgement

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

The provider was meeting this standard.

Outcome 06: 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 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

We spoke to people using the service but their feedback did not relate to this standard.

Other evidence

The provider worked in co-operation with other professionals involved in their care. For example, when we reviewed the care records of four of the 14 people using the service we saw that a number of different health professionals were involved in the care and treatment of people. Details of GP visits were recorded. Concerns in relation to people's health were recorded, as well as the actions taken to address these. Where the provider was uncertain or unclear about any aspect of a person's care and treatment we saw examples where they had double-checked the details with the person's GP.

Our judgement

People's health, safety and welfare were protected when more than one provider was involved in their care and treatment. This was because the provider worked in co-operation with others.

The provider was meeting this standard.

Outcome 07: 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 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

The two people we spoke with both told us they were happy living in the home and got on well with staff.

Other evidence

The provider gave examples of how they had responded appropriately to allegations of abuse and referred them to the local safeguarding authority.

Managers explained how they had learnt from recent safeguarding concerns and had taken actions to ensure risks to people were managed more effectively and the safety of people maintained. The implementation of a new falls policy was given as an example.

Staff we spoke with demonstrated that they knew how to recognise signs of possible abuse and said they would inform the provider if they had any concerns about people who used the service. In this way people were protected from the risk of abuse.

Our judgement

People who used the service were protected from the risk of abuse because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

We spoke to people using the service but their feedback did not relate to this standard.

Other evidence

We reviewed the medication administration records of four of the 14 people who used the service. These showed that appropriate arrangements were in place in relation to the recording of medicine administration. Where people had allergies to medication this was clearly recorded.

We checked a sample of stored medications and saw that these were all within the expiry date. Medicines were delivered from the pharmacy every 28 days and the provider monitored medicines to confirm they had been administered appropriately.

We saw examples in people's records where the manager had contacted a person's GP to check the details of their medication. We also saw that staff had been asked to monitor the side-effects of medication provided to a person who used the service. This helped ensure that people were protected against the risks associated with the unsafe use and management of medicines.

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 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

We spoke to people using the service but their feedback did not relate to this standard.

Other evidence

We saw the training records of five staff who worked in the home. These showed that staff had undertaken recent training in a range of topics pertinent to their role. These included moving and handling, fire safety, food hygiene and the Mental Capacity Act and Deprivation of Liberty Safeguards. The provider may find it useful to note that not all staff had undergone recent training in safeguarding vulnerable adults and may benefit from refresher training in order to maintain their skills and knowledge in this area.

The manager told us that staff supervision meetings took place about four times a year. We saw some examples of records of supervision meetings that had taken place. This showed that staff were supported to deliver appropriate care to people.

Our judgement

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

The provider was meeting this standard.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- * Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- * Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with Outcome 21: Records

Our findings

What people who use the service experienced and told us

We spoke to people using the service but their feedback did not relate to this standard.

Other evidence

We reviewed the care records of four of the 14 people using the service at the time of our visit. Although some of the daily progress notes were brief where anything out of the ordinary had occurred more detailed records of events were maintained. These records were supplemented by an electronic method of recording when staff had made checks on people or provided them with meals in their rooms. For example, staff carried handheld electronic devices and used these to scan barcodes that recorded the activities or tasks they had undertaken. We saw examples of the records produced using this method. All checks made on people during the night were recorded in this way and the provider was able to monitor the way in which the service was being provided. This helped to ensure that the accuracy of people's care records was maintained.

Records were kept securely in an upstairs office or stored electronically. They could be located promptly when needed. Summaries of people's care plans were kept in the dining room so that staff could check the content easily if needed. We pointed out to the manager at the time that one care plan summary needed updating following a change in treatment made after a doctor's visit two days before.

Our judgement

People were protected from the risks of unsafe or inappropriate care and treatment.
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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