

Review of compliance

Mrs Sandra Spendley & Mr Michael Lewis Spendley
Cedar Lodge

Region:	East
Location address:	Cedar Lodge Residential Care Home Culford Bury St Edmunds Suffolk IP28 6DX
Type of service:	Care home service without nursing
Date of Publication:	August 2012
Overview of the service:	Cedar Lodge is a care home for older people and can accommodate up to 25 people. The service is registered for the regulated activity of 'accommodation for persons who require nursing or personal care'. This service does not provide nursing care.

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

Our current overall judgement

Cedar Lodge 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 11 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 six people or their representatives who used the service. We also observed the care and support provided to people during our visit.

People told us that they were happy living in the service and with the care and support that they were provided with. They said that the staff treated them with respect and were attentive to their needs. Comments made by people about the service that they were provided with included, "They look after me so well. I'm very happy here". Another person told us "They are the best. They have improved".

What we found about the standards we reviewed and how well Cedar Lodge 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 was meeting this standard. 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 was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard. 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.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

The provider was meeting this standard. There were enough qualified, skilled and experienced staff to meet people's needs.

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 was meeting this standard. The provider did have an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

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 six people or their representatives who used the service. People told us that they were involved with their care, support and treatment in many ways. One person told us "I can choose what I'd like to eat each day. Today the owner has been out and got me some fresh chicken".

All six people spoken with said that people were treated with respect and made to feel very welcome. One person typically said "This is just like home from home".

Other evidence

During our visit to the service on the 11 July 2012, we examined four care plans. Each plan was tailored to meet the needs and wishes of the individual. We saw evidence that people who used the service or their representatives were involved in the development and reviews of the care planning. Therefore people who used the service not only understood the care choices available to them, but directly influenced how they should be supported. Throughout the day we saw care staff offering choice, showing respect and ensuring peoples privacy.

We found that people were supported in promoting their independence and community involvement. One person regularly went out independently into the local town. Four

other people had a regular paid visitor to support them to do activities of their choice. For example a drive in the car or a walk in the grounds. On the day of our visit the majority of people using the service were enjoying the company of many visitors, four of whom had come with an organ and were playing music and singing songs. In the morning several people had visited the hairdresser.

Our judgement

The provider was meeting this standard. 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

One person told us "They look after me so well. I'm very happy here".

Another person told us "They are the best. They have improved".

Another person told us "This is working really well for our family. The home look after my relative very well. They are very happy. They are looking after their health and welfare".

Other evidence

Peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan. We saw evidence in four individualised care plans based upon assessment and planning involving people who used the service and their families.

Relevant research and guidance was used and appropriate medical professionals were consulted and their recommendation incorporated into care planning. The service had a falls strategy in place and was in contact with the local falls prevention officer. We saw evidence of risk screening and risk management to ensure care and treatment was planned and delivered in a way that ensured people's safety and welfare. The risk assessment used in relation to pressure areas was a format used by the district nurses who supported the service. Additional individualised risk assessments included manual handling, bathing, use of the staircase and nutrition screening. All assessments seen were regularly reviewed and up to date.

We saw evidence that people's health and wellbeing was monitored and appropriate referrals made to health professionals such as nutritionists, diabetic clinics and mental health specialists.

There was evidence of regular reviews and updates of care planning that involved people who used the service.

We observed staff using the stand aid on two occasions. Their practice ensured people's safety and welfare.

Our judgement

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

We spoke with six people using the service or their representatives and they told that if they had any concerns they would speak to the manager. They felt confident matters would be resolved. A typical comment was "The manager is very approachable".

Other evidence

We noted that the provider had suitable arrangements in place to ensure that people were protected against the risk of abuse. We saw evidence that the provider responded appropriately to any allegation of abuse and took concerns seriously.

The service had a copy of the local adult safeguarding policy. We also saw that the service had their own policy and procedure in relation to safeguarding vulnerable people from abuse. All staff we spoke with said they had received training in safeguarding vulnerable people from abuse and whistle blowing. We spoke with three staff members and they were able to confirm different types of abuse and what action they would take if they were alerted to a potential abuse situation. Four staff files were examined and we found that they had training certificates in safeguarding adults from abuse.

Our judgement

The provider was meeting this standard. 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.

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

One person told us "Yes I think there are enough staff here and I believe they are well trained and have the skills".

Another person said "All the girls here and the boss are lovely. I think there is enough staff".

Other evidence

There were enough qualified, skilled and experienced staff to meet people's needs. All three staff spoken with confirmed that there were sufficient staff employed. Staff cover was generally found for staff's annual leave and staff training. We examined the roster and this matched the staff available and on duty on the day of our visit.

We examined four staff files and found that staff were appropriately recruited, inducted and trained to meet the individual needs of the people they supported. Staff confirmed and evidence on file supported that staff were regularly supervised and received annual appraisals.

Staff were able from time to time to obtain further relevant qualifications such as National Vocational Qualifications (NVQ).

Our judgement

The provider was meeting this standard. There were enough qualified, skilled and experienced staff to meet people's needs.

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

One person told us "They do ask me what I think. But I can't complain about anything".

Another person said "My experience is that they do listen. I do have a copy of the complaints procedure, but have not had cause to use it".

Other evidence

This service asked for the views of people who used the service about their care and treatment and took action to resolve any matters that may arise. People were confident that they could influence the service that was offered to them and that their options' did make a difference. We were able to see feedback obtained from people who used the service, relatives and professionals working with the service.

This service had not received any complaints since our last visit. We could see from previous records that matters had been taken seriously and issues resolved to the complainants satisfaction.

We found effective systems in place to identify, assess and manage risks to health, welfare and safety of service users and others. An example of this was in the staff supervision file. The manager had developed supervision scenarios on practice based issues such as medication and abuse. This helped develop the understanding of staff in dealing with potential situations.

Monitoring systems were in place for auditing incidents and accidents, medication and

environmental matters such as regular mattress inspections. The manager also conducted spot checks on equipment and the environment. A staff member told us that the manager had returned in the evening recently to conduct one of her regular spot checks to ensure everything was running as planned.

Our judgement

The provider was meeting this standard. The provider did have an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

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
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA