

Review of compliance

April Cottage Retirement Home
April Cottage Retirement Home

Region:	East Midlands
Location address:	54 Belvoir Road Coalville Leicestershire LE67 3PP
Type of service:	Care home service without nursing
Date of Publication:	September 2012
Overview of the service:	April Cottage Care Home cares for twelve older persons in two converted detached properties converted into one building for its present purpose. The home is situated in a residential area, within walking distance of Coalville town centre. The accommodation is over two floors accessible by a vertical lift. There are twelve single bedrooms; some bedrooms have en suite facilities. There are two lounges and dining room for

	residents use. A garden is situated to the rear.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

April Cottage Retirement 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 3 September 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 four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

"My key worker sits with me and talks about what help I need".

"The carers are lovely and always ask me what help I need."

"They help me with my baths, which I always enjoy."

"They make sure I am safe."

"Everything is spotless here."

"I think the home is well maintained, I have never had a problem."

What we found about the standards we reviewed and how well April Cottage Retirement 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.

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

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

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

People were protected from the risk of infection because appropriate guidance had been followed.

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.

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

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

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

There were enough qualified, skilled and experienced staff to meet people's needs.

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.

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 four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful. People told us they were able to express their views and were involved in making decisions about their care and treatment.

"My key worker sits with me and talks about what help I need".

"The carers are lovely and always ask me what help I need."

"I am able to go out and I visit my local church when I want to."

"Staff always knock on my door before they come in."

Other evidence

We looked at three care plans and spoke with staff about how they ensured that people were involved in their care and felt respected. We also observed staff throughout the inspection interacting with various people using the service.

People who use the service understood the care and treatment choices available to them.

The care plans followed a simple format of identifying each person's needs and how the carers should meet the need. We saw that where possible people had been involved in the creation of plans and the reviews.

People were supported in promoting their independence and community involvement. We saw that where people had spiritual needs that the home supported them in accessing their local church. Staff spoken with told us that they always ask people what support they need and involve them in the review of their care plans. Staff were also clear on how they supported people to maintain their privacy and dignity whilst providing personal care.

Our judgement

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 spoke with four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

Care and treatment was planned and delivered in a way that ensured people's safety and welfare.

"Staff are all so kind they give me as much help as I need."

"They help me with my baths, which I always enjoy."

"They make sure I am safe."

Other evidence

We looked at three care plans and spoke with staff to ensure that people's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. We also observed staff throughout the inspection interacting with various people using the service.

The plans we looked at showed that an initial plan was created prior to a person coming into the home from an assessment, then a more detailed plan was created with the person and their relatives or social worker. We saw that each plan was then subject to regular review with the person using the service involved. Staff told us that this was done either monthly or as a need changed.

Care and treatment was planned and delivered in a way that ensured people's safety and welfare. We saw that all areas of a person's life in the home was risk assessed and clear guidance was then provided on how to minimise risk. The manager told us that staff read care plans and staff confirmed that they read care plans and kept them up to date and found them useful when a new person moved to the home to help them understand their needs.

We saw information relating to specific needs such as diabetes, this information was detailed and provided information both to staff and relatives about the illness and how it could be managed ensuring the person using the service received the most appropriate care. It also included information about how the person received their insulin, if it was self administered or if staff assisted in any way.

Our judgement

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

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

We spoke with four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

"My room is always clean."

"Everything is spotless here."

Other evidence

We toured the building and looked at records as well as talk to staff to ensure people were cared for in a clean, hygienic environment.

On the day of the inspection we saw a cleaner working and all areas we saw were kept hygienically clean.

There were effective systems in place to reduce the risk and spread of infection. We saw the service had an infection control policy and staff spoken with confirmed that they knew about and understood the policy, as well as having received training in infection control procedures. Staff also told us that they had access to personal protective equipment such as gloves and apron to minimise any cross infection.

Our judgement

People were protected from the risk of infection because appropriate guidance had been followed.

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 with four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

"They help me with my medication it takes the worry away from me."

"They bring me my tablets and they always remind me it's time to take them."

Other evidence

We looked at medication administration records and spoke with staff about how they ensure that medicines were handled appropriately.

Medicines were kept safely.

Medication is stored in a locked trolley that is locked to the wall when not in use. The person in charge of the shift keeps the keys on them throughout the shift to ensure they are safe. Controlled drugs are stored in a suitable locked cupboard fixed to the wall that meets current legislation.

Appropriate arrangements were in place in relation to the recording of medicine. We looked at medication administration records these showed that people received their medication at the necessary time and where people needed medication at specific times as prescribed by the GP this was done.

Medicines were safely administered.

The manager and provider told us that staff received training before they were allowed to administer medication and that only after they were seen as competent following in house observations were they allowed to administer medication. Staff spoken with confirmed this.

Our judgement

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

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

We spoke with four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

"I like my room and it is always kept clean and tidy."

"I think the home is well maintained, I have never had a problem."

Other evidence

We toured the building and spoke with staff to ensure that the building was safe and suitable to meet the needs of the people living there.

During the course of the inspection one of the bathrooms was being decorated and another bathroom was about to be decorated. We were also shown a few bedrooms, which had recently been decorated. The home was well maintained, the provider told us he used to do most of the maintenance but had now employed a handyman to help to carry out any repair work. Staff spoken with told us that the home was well maintained and any repairs were carried out promptly.

On the day of the inspection the fire sensors were being checked by an external company to ensure they were functioning.

Our judgement

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

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

We spoke with four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

"I think there are enough staff around, I never have a problem."

"I don't need much help to get up so I think there are enough staff."

"Sometimes I would like to be able to talk more to staff but they are very busy."

Other evidence

We looked at staff rotas and spoke with staff to ensure there are enough qualified and experienced staff on each shift. We also observed staff throughout the inspection interacting with various people using the service.

The rotas showed that during the busy part of the day there are plenty of staff available, the providers are usually available throughout the week and told us that if any of the people using the service were ill they would ensure more staff were made available.

Staff spoken with confirmed that they felt there were enough staff during the day to ensure people had their needs met. Staff also confirmed that they received regular training and updates to ensure they remained competent to carry out their jobs. On the day of the inspection the provider discussed with some staff about updating their training. The provider told us he had just arranged for more on line training for staff to

maintian their comptences.

Our judgement

There were enough qualified, skilled and experienced staff to meet people's needs.

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 with four people using the service and they told us that they enjoyed living at the home and that staff were kind and helpful.

Other evidence

We looked at records in relation to this regulation to ensure that they were accurate and fit for purpose.

Records were kept securely and could be located promptly when needed.

We saw that records were stored in a room and kept securely, they were kept up to date and retained for the appropriate amount of time.

Our judgement

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

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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Author	Care Quality Commission
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