

# Review of compliance

Mrs Claire Buckle and Mrs Alison Green  
The Coach House Care Home

<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	58 Lidgett Lane Garforth Leeds West Yorkshire LS25 1LL
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	The Coach House is a care home providing accommodation and services to older people; it is situated in a residential area of Garforth and is close to the amenities of the town and public transport. Nursing care is not provided.

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

## Our current overall judgement

**The Coach House Care Home was meeting all the essential standards of quality and safety.**

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 12 January 2012, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

### What people told us

People we spoke with said they enjoyed living at the home and were very satisfied with their care. Comments included:

"Very happy here, the girls are lovely."

"We are attended to promptly, day or night."

"Very satisfied with my care, they can't do enough for you."

"They do things just as I like them."

A number of people who use the service and their visitors also said they were 'always being asked if everything was alright for them.'

Visitors told us good systems are in place to make sure people get the right care to meet their needs. They were very complimentary of the staff and said people received a good service.

A healthcare professional told us that people received 'excellent' care and the home were very prompt in attending to people's health needs. They said, "I have every confidence in them."

People said they liked the staff. They were comfortable with staff and had a good rapport with them. They appeared to get on well. People said they had enough staff to support them. Most people said that staff responded promptly when they pressed their buzzers. They did however say that they sometimes had to wait for short periods of time if staff were busy with others, especially at night.

People said they had enough to do and enjoyed the activity at the home. They said they enjoyed the bingo, games and musical entertainers who come in to the home.

## **What we found about the standards we reviewed and how well The Coach House 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 who use the service, or others acting on their behalf are supported to make decisions and understand their care and support. People are treated with respect for their privacy and dignity.

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

People who use services experience effective and safe care, treatment and support that meets their needs.

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

Suitable arrangements are in place to make sure people are safeguarded against the risk of abuse.

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

People who use the service are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

### **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 care provider has systems and procedures in place for monitoring the quality and safety of the service they provide.

## **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.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

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 we spoke with said they enjoyed living at the home and were very satisfied with their care. Comments included:

"Very happy here, the girls are lovely."

"We are attended to promptly, day or night."

"Very satisfied with my care, they can't do enough for you."

People said they had been given enough information on the service before deciding to move in. One person said, "I visited and knew this place was right for me."

People told us they made decisions about their care and were treated with respect. They said they could get up and go to bed when they wanted and could decide what personal care they wanted. They said staff respected their privacy and treated them with thought and respect for their dignity.

#### Other evidence

We observed staff supporting and interacting with people who use the service, and saw good standards of care being provided. We saw staff interacting with people in a respectful and caring manner. They showed warmth and thoughtfulness when giving

support to people. Their communication with people was positive and clearly showed that staff knew people and their needs well.

We saw plenty of occasions where staff offered people choice, for example, people were asked what they wanted to eat, where they wanted to sit and what they wanted to do. Staff responded promptly and politely when people asked for support. Staff listened to what people were saying and gave explanations of any support they gave, for example when moving and handling people. We also saw that they encouraged people to be as independent as possible.

Staff gave good examples of how people are treated with dignity and respect. One said, "We knock on doors, wait to be asked in, explain what we are doing and why." We saw staff speaking to people with respect and sensitivity and giving people reassurance when needed.

The manager told us that they encourage people who use the service to be involved in making decisions about how the service is run through informal discussions and formal meetings, which are held regularly. We looked at the minutes of some meetings and these showed that people are consulted about the way the service is run. Topics covered include food choices, activities and a chance to air any concerns.

People who use the service also have a regular review of their needs, where they can comment on whether their needs are being met and if they want any changes. We looked at some of these and could see that people felt confident to make comments on changes they would like. We noted that it was not always documented if these changes had been made. The manager said they would make sure the actions following review meetings were documented better in future.

On the day of our visit we were present during a conversation between the manager and a relative. The relative made a suggestion and the manager acted on this swiftly. The relative told us, "It's always like this, only have to mention something and they do it for you."

### **Our judgement**

People who use the service, or others acting on their behalf are supported to make decisions and understand their care and support. People are treated with respect for their privacy and dignity.

## 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

People we spoke with said they were very very satisfied with their care. People said staff helped them in the way they liked to be helped. One person said, "They do things just as I like them."

Staff were kind, supportive and encouraging in their communication with people. They encouraged independence whilst reminding people of safety issues. People looked well cared for, clean and tidy, had clean clothes and glasses on. It was clear that staff gave attention to detail when supporting people and made sure their individuality was attended to. For example, wearing jewellery and having nails painted.

Visitors told us good systems are in place to make sure people get the right care to meet their needs. They were very complimentary of the staff and said people received a good service.

A healthcare professional told us that people received 'excellent' care and the home were very prompt in attending to people's health needs. They said, "I have every confidence in them."

People said they had enough to do and enjoyed the activity at the home. They said they enjoyed the bingo, games and musical entertainers who come in to the home.

##### Other evidence

We looked at care plan and risk assessment records for some people who use the

service. An assessment of people's needs is carried out before anyone is admitted into the home. This usually includes a number of visits and an overnight stay.

Some of the plans seen gave some reasonably clear and detailed instruction on how the needs of people who use the service are to be met. There were however, some shortfalls with the care plans and risk assessments. Some plans did not give the detail of how care needs are carried out. Terms such as 'needs assistance of two staff' and 'offer assistance' do not tell staff how much support a person needs and could lead to needs being overlooked. However, staff were familiar with people's individual needs and could talk confidently about the support they give and people's preferences for how they like their care to be carried out. Staff said they found the care plans and risk assessments useful.

We discussed care planning with the manager and they agreed that some improvements could be made and said they would address this as a matter of urgency, involving people who use the service in identifying how they want their care needs to be carried out.

### **Our judgement**

People who use services experience effective and safe care, treatment and support that meets their needs.

## 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

People who use the service said they were happy at the home and would not hesitate to raise concerns if they had them. We saw that people were happy and comfortable with staff in their interaction with them. There was positive interaction, good eye contact; people were clearly getting on well with the staff. There was a very positive atmosphere in the home.

##### Other evidence

We spoke with a number of staff during our visit. Everyone said they had received safeguarding training and understood how to report any concerns or allegations of abuse. They were confident that any issues would be dealt with promptly by the manager or care provider. Training records showed that staff had received safeguarding training.

As part of this review, we contacted other stakeholders who have an interest in the service. They had no concerns about the service and their management of safeguarding issues.

##### Our judgement

Suitable arrangements are in place to make sure people are safeguarded against the risk of abuse.

## 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

People said they liked the staff. They were comfortable with staff and had a good rapport with them. They appeared to get on well. People said they had enough staff to support them. Most people said that staff responded promptly when they pressed their buzzers. They did however say that they sometimes had to wait for short periods of time if staff were busy with others, especially at night.

Visitors told us they thought there was always enough staff and people did not have to wait long to be attended to.

A health professional said they felt there were enough staff. They said there was always someone to assist them when they came into the home to attend to people.

##### Other evidence

Staff said that they had enough staff to meet people's needs properly. They said they do not feel rushed and have enough time to make sure people get what they need. They said they have time for a chat or to just sit with people who may be anxious or poorly. We saw that staff did this. They said they had a good team that 'pull together' and make sure people who use the service get what they need.

Our observations showed us that people were responded to promptly when they needed staff assistance and that there was good supervision of people in the communal areas of the home.

The staff and manager said that they work flexibly to meet people's needs. They said they can have extra staffing on at times, for example, to go to appointments, when they are hosting a birthday party for people who use the service or if people are suddenly ill.

**Our judgement**

People who use the service are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

## 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 who use the service and their visitors said they were 'always being asked if everything was alright for them.'

Staff told us they thought the home was well managed and that they had confidence in the manager and care provider. They said the manager and care provider were 'out and about' in the home frequently and the felt well supported by their approachability.

##### Other evidence

The care provider is present at the home on a regular basis to check the environment, standards and the quality of care being provided. During these visits they talk with people who use the service, visitors, staff and the manager, to gain feedback.

Maintenance checks are carried out on a regular basis and records of these are kept. Any actions identified are documented and show when action has been taken to rectify them. The home has their own maintenance person.

The manager told us they ask people who use the service and their visitors to complete satisfaction surveys. She said that they like to ask a small number of people to complete them each month so they can monitor them regularly. She said they look at any information received to see how improvements can be made to the service. We looked at some of the satisfaction surveys and could see people were satisfied with the service. We noticed that only a small number had been completed in this last year. The manager agreed to look into why this had occurred.

The manager said she reviews accidents and incidents in the home as they occur and will always be looking for ways to reduce risks or to follow up on any patterns or trends. She also said she carries out regular checks on medication, care plans and staff's training.

**Our judgement**

The care provider has systems and procedures in place for monitoring the quality and safety of the service they provide.

# 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.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, 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

<b>Document purpose</b>	Review of compliance report
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
<b>Further copies from</b>	03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Copyright</b>	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

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA