

Review of compliance

Mrs Gillian Conroy and Mr John Conroy
Riccall House Care Home

Region:	Yorkshire & Humberside
Location address:	78 Main Street Riccall York North Yorkshire YO19 6QD
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	Riccall House provides personal care and accommodation for 18 older people, who may also have dementia care needs. The service is in the centre of the village of Riccall, which had village amenities, between York and Selby. Information about the service and how it operates can be obtained by contacting the home directly.

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

Our current overall judgement

Riccall House Care Home was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 29 September 2011, 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

People we were able to speak with told us they were happy living at Riccall House. They made comments like "I'm very comfortable and happy here. We're never short of anything. We get nice food." Another person told us "I think they're (the staff team) are doing their job properly. They're very kind to us.". Another said "I'm happy here. I can't complain. They look after me properly". And a fourth person commented "I'm happy here. The staff are courteous and kind". They added though: "The only thing is that they get you up early". They said they would like to stay in bed for longer. They explained that they were helped up at 7 o'clock, but would prefer to stay in bed until 8 o'clock. With their agreement we discussed this comment with the person in charge.

What we found about the standards we reviewed and how well Riccall 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's privacy and dignity needs are respected and they are supported to be in charge of their lives as far as is possible.

Overall, we found that Riccall House was meeting this essential standard.

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

People receive safe, effective care that meets their needs.

Overall, we found that Riccall House was meeting this essential standard.

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

All staff attend training in abuse awareness and allegations of abuse are reported appropriately, however some staff may not be clear of their responsibilities around keeping people safe from harm.

Overall, we found that Riccall House was meeting this essential standard.

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

Whilst the service has risk assessed the use of hand-towels, which are changed regularly, people could be at greater risk of infections because of the current hand-hygiene practices used there.

Overall, we found that improvements are needed for this essential standard.

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

There are sufficient numbers of trained and supported staff deployed at Riccall House, to enable people living there to receive safe, appropriate care.

Overall, we found that Riccall House was meeting this essential 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 way the service operates is regularly monitored and is being run in the interests of the people living there.

Overall, we found that Riccall House was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 told us that the care workers were kind and respectful. One person said "The staff are very comforting." Others made comments like "The staff are very kind." And "I'm happy here. We're never short of anything."

Some people we spoke with were unable to tell us what it was like to live there, because of their dementia. However we observed care staff talking with and helping people in a kind and gentle manner. We observed care workers sat with people and the atmosphere in the lounges was calm and relaxed. We also observed staff promoting people's independence, by encouraging them to carry out small tasks for themselves, and by making small choices about their meals, or how they want to spend their time.

Other evidence

We spoke with a visitor who said that they observed the way the staff team spoke with other people living there, besides their relative, and had always found staff to be very respectful and courteous.

We looked at the Service user guide, which is given to people thinking of moving to the home, and their families. In this the service emphasises the need to involve people in

how the home operates. The visitor told us how a small meeting was held last Autumn to discuss the Christmas festivities. They said they had been impressed that the service had included all the people living there, even though some people couldn't really contribute because of their dementia. They thought this demonstrated how the home consults and includes people about what goes on there.

The service consults people each year by asking them to complete a questionnaire about how the service is running. We were sent the results from the latest survey in 2010 though this year's has not been organised yet.

The service has three shared rooms, which each accommodate two people. These shared rooms have privacy curtains to ensure people's privacy and dignity are maintained as far as possible. One person we spoke with confirmed these were routinely used by care workers, when care and support was being provided. The provider needs to consider how she can demonstrate that people have been included in the decision-making process about sharing their room with another person. This would show that they have made a positive choice around that decision.

Our judgement

People's privacy and dignity needs are respected and they are supported to be in charge of their lives as far as is possible.

Overall, we found that Riccall House was meeting this essential 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

People we spoke with told us they were receiving good care and they were happy living at Riccall House. One person told us "I'm very comfortable and happy here. As long as they keep us as we are". Another added. "They look after us very well."

Other evidence

We spoke with one person and their relative about how they made the choice to move to the home. We were told that the manager met and talked with them about the care and support they would need should they decide to move there. And they were shown around the house and introduced to the other people living there. They were also given written information about the service to take away and read. This helped them to make an informed decision about moving there.

We looked at three care records which describe the care and support people need in order to stay in charge of their lives as far as possible. These provided some individualised information, but statements like 'a little support needed' does not identify what people need help with, and what they can do for themselves. Recording this information would help care workers to provide a more consistent level of support.

The home though is small and care staff know people's needs well. Two relatives spoken with told us that the service provides good care. We also saw that the service consults appropriately with healthcare professionals for advice and guidance and this was also confirmed by the two relatives we spoke with.

We spoke with a healthcare professional who visits the service and they told us they had no concerns about the service. They commented that staff there seemed quite capable and they were contacted appropriately for advice and support when needed.

We saw that assessments are carried out to determine if people are at risk from, for example, falling or becoming malnourished because of a health problem or loss of appetite. We found that when risk is identified then a care plan is written. This shows the service is identifying risk and putting things in place to try to reduce that risk.

We found though that one person was assessed as at 'high risk' of becoming under-nourished. The person though hadn't been weighed for several months because the weighing equipment at the home is unsuitable for them. Whilst the individual did not look malnourished, and was seen enjoying their lunch, the provider needs to determine how they can check that the individual is maintaining a stable weight. This would help to confirm that they are receiving the right care and support.

Our judgement

People receive safe, effective care that meets their needs.

Overall, we found that Riccall House was meeting this essential 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

People we spoke with, who were able to respond, told us they felt safe at Riccall House. However two people when asked, said they would not tell anyone if someone had been unkind to them. People and their families need to be reminded about the importance of telling somebody if they think that they may have been mistreated.

Other evidence

We saw that the service provides training in Safeguarding Vulnerable Adults. We also saw that two members of staff had attended training in the past week and more people were due to attend training later in the Autumn.

One care worker confirmed that they had recently attended updating and a second person told us she had completed safeguarding training in the past, but not recently.

We spoke with three members of staff and outlined a scenario of mistreatment (in a person's private room), that might happen in any care home. Two people were very clear about the need to report this sort of concern immediately. They said they would go into the room if they heard anything like this, and said they would report it even if the individual asked them not to tell anyone. This is good practice as it shows they recognise that they can't keep secrets in these circumstances. They also told us they would feel comfortable contacting the provider, should they witness or be told of an allegation about a senior person at the home.

The third person though was less clear about their role and the need to report such an

event immediately. This means that some staff may not be doing all they could, in those circumstances, to protect people from harm.

All staff working at Riccall House need to be sure of their roles and responsibilities should they see or hear about any incident of mistreatment. This will help to keep people safe.

We observed that people were allowed to walk around the home as they chose, and we saw the safe gardens being used by a number of people during the day. This means people are not restricted in their day-to-day lives.

Our judgement

All staff attend training in abuse awareness and allegations of abuse are reported appropriately, however some staff may not be clear of their responsibilities around keeping people safe from harm.

Overall, we found that Riccall House was meeting this essential standard.

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

There are minor concerns with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People we spoke with didn't comment in detail about this outcome, though one person said they liked their room, which was kept nice and clean.

Other evidence

We didn't look at this outcome in detail. One visitor told us the house was always kept clean, with no unpleasant smells, and a healthcare professional we spoke with made similar comments, saying the service was always clean and fresh smelling. We also observed that the house was clean and well maintained and hand gel was available for staff to use, if necessary.

We found that one of the bedrooms has an en suite toilet with the remaining people using one of five other toilets. Only one of these has a paper towel dispenser, for people to use. The remainder have linen hand-towels, which are changed daily.

Whilst the service has not had outbreaks of infections, which could be caused by poor hand hygiene, it remains the case that the use of communal hand towels is not best practice. The provider could seek advice from specialist healthcare professionals about whether an alternative to hand towels in the bathrooms would reduce the risk of an individual acquiring a health care related infection.

Our judgement

Whilst the service has risk assessed the use of hand-towels, which are changed regularly, people could be at greater risk of infections because of the current hand-hygiene practices used there.

Overall, we found that improvements are needed for this essential 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

People we spoke with, who were able to respond told us they received good care from care staff, who were competent and kind. They made comments like "I think they're doing their job properly." And "They look after me properly. I can't complain. I'm happy here."

We also observed care staff speaking with people in a sensitive manner, and also checking on people who had chosen to spend time on their own in their room. This helps to make sure people don't feel isolated and helps to ensure their needs are being met.

Other evidence

The visitors we spoke with told us that the care staff knew what they were doing and were courteous and respectful. One person commented that their relative's health had improved since they moved to Riccall House. And the second commented that they had no concerns (about the staff) at all. There appeared to be enough staff working on the day we visited. Care staff were available and had time to sit and talk with people.

A health care professional who visits the service also thought the care staff were very capable in meeting people's needs and determining when more help or guidance from a healthcare professional is needed. This helps to ensure people's well-being is promoted and protected.

A training programme is put together each month, so that staff at the service can attend refresher updates in essential areas in a timely way. One care worker we spoke with

confirmed that she was supported to attend training updates. And the minutes from staff meetings commented on the need for staff to attend training when requested. This helps to ensure their knowledge is up to date.

Staff spoken with told us they have supervision sessions with the registered manager about twice a year. They said though that the service runs 'like a big family' and they could speak with the manager any time. They confirmed that staff meetings are held periodically. The minutes from the latest meeting, held in the last month were seen. In these the registered manager checked with care workers that they were receiving sufficient support and direction from senior staff.

Our judgement

There are sufficient numbers of trained and supported staff deployed at Riccall House, to enable people living there to receive safe, appropriate care.

Overall, we found that Riccall House was meeting this essential 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 didn't really comment on this outcome. People who were able to respond though told us they knew who was in charge, and said they saw her around the home a lot.

Other evidence

The service sent us written information following our visit to help to demonstrate how they were compliant with this outcome.

We saw that the manager carries out regular checks on the day to day running of the home. These are done at different times of the day, in order to capture different staff groups. She observes the behaviours and attitudes of staff, as well as checking some of the written records that are kept. We found that where she identified shortfalls then these were addressed straight away.

We also saw that regular checks are carried out on the environment, to ensure people's comfort as well as the health and safety needs of the people living and working there.

The service holds periodic staff meetings where information can be shared. We saw minutes from these. And staff spoken with told us the manager and owner were approachable, if they wished to comment on how the home was running.

The service has liaised in an appropriate and timely way with the commission and we saw evidence of links with other regulators and professionals who have an interest in

how the service operates.

A service that regularly looks at the way they operate and makes changes according to what they find and what interested parties tell them is more likely to be running the service in an effective and efficient way, and in line with what people are wanting.

Our judgement

The way the service operates is regularly monitored and is being run in the interests of the people living there.

Overall, we found that Riccall House was meeting this essential standard.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 08: Cleanliness and infection control
	Why we have concerns: Whilst the service has risk assessed the use of hand-towels, which are changed regularly, people could be at greater risk of infections because of the current hand-hygiene practices used there.	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 28 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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