

# Review of compliance

Romney Cottage Residential Care Home Romney Cottage Residential Care Home	
<b>Region:</b>	South East
<b>Location address:</b>	Madeira Road Littlestone New Romney Kent TN28 8QX
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	Romney Cottage is registered to provide care and accommodation for up to 22 people. It is a large detached home, in a quiet residential area of the seaside village of Littlestone, New Romney.

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

## Our current overall judgement

**Romney Cottage Residential Care Home was not meeting one or more essential standards. Improvements are needed.**

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 to check whether Romney Cottage Residential Care Home had made improvements in relation to:

- Outcome 01 - Respecting and involving people who use services
- Outcome 02 - Consent to care and treatment
- Outcome 04 - Care and welfare of people who use services
- Outcome 05 - Meeting nutritional needs
- Outcome 07 - Safeguarding people who use services from abuse
- Outcome 08 - Cleanliness and infection control
- Outcome 10 - Safety and suitability of premises
- Outcome 13 - Staffing
- Outcome 16 - Assessing and monitoring the quality of service provision

### How we carried out this review

We reviewed all the information we hold about this provider.

### What people told us

The people we spoke to said they liked the staff at the home and they chose what they wanted to do each day. They liked the staff and their own bedrooms.

### What we found about the standards we reviewed and how well Romney Cottage Residential 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 are involved in decisions about their daily lives and independence is promoted. People's privacy, and dignity are not always respected.

Overall, therefore we found that there are areas of non compliance with this essential standard.

**Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it**

The home has systems in place to gain and record consent from people. It consults representatives when a person does not have capacity to make a significant decision about their own care and support.

Overall, we found that Romney Cottage was meeting this essential standard.

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

People experience care and support that meets their needs and is delivered safely.

Overall, we found that Romney Cottage was meeting this essential standard.

**Outcome 05: Food and drink should meet people's individual dietary needs**

The home identifies people's dietary requirements and people are supported to have adequate nutrition and hydration.

Overall, we found that Romney Cottage was meeting this essential standard.

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

People are protected from abuse, or risk of abuse and their rights were respected.

Overall, we found that Romney Cottage was meeting this essential standard.

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

People are protected from the risk of exposure to cross infection caused by poor hygiene or upkeep of the building.

Overall, we found that Romney Cottage was meeting this essential standard.

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

The home is clean and has a friendly atmosphere. The building is safe and well maintained.

Overall, we found that Romney Cottage was meeting this essential standard.

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

People are cared for by staff who understand their needs and who are well trained. There are not always sufficient numbers of staff on duty to make sure that people's needs are fully met.

Overall, therefore we found that there are areas of non compliance with 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**

Systems are in place so that the quality the service can be effectively monitored.

Overall, we found that Romney Cottage was meeting this essential standard.

**Actions we have asked the service to take**

We have asked the provider to send us a report within 7 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

There are moderate concerns 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 during the visit told us that they could do what they wished to during the day, and that staff respected their choices. They said they chose what to eat and that they liked the staff.

#### Other evidence

We saw that people were offered choices during the day such as when to get up and go to bed, what to eat and what to do. One person who got up late had breakfast when they chose to have it, and others were asked when they wanted to eat breakfast.

We saw good examples of staff being respectful towards people by listening to them carefully, giving them time to express their needs and knocking on bedroom doors before entering. However, a shared room occupied by two people had no screening or curtaining between the beds to protect people's privacy. The manager said this was because the room had recently been redecorated and the curtain had been removed for that purpose. There was a curtain rail across the middle of the room and when we visited the paint was dry, but staff had not put the curtain back as soon as they could. This meant that personal care was not given in private, or one person had to leave the room when they may not have wanted to whilst staff attended to the other person.

Independence is promoted and as far as possible people were supported to maintain their independence. We saw on one care plan that a person had been discussing plans for moving on from the home with their care manager, the home has supported other people to return to living independently in the community.

**Our judgement**

People are involved in decisions about their daily lives and independence is promoted. People's privacy, and dignity are not always respected.

Overall, therefore we found that there are areas of non compliance with this essential standard.

## Outcome 02: Consent to care and treatment

### What the outcome says

This is what people who use services should expect.

People who use services:

- \* Where they are able, give valid consent to the examination, care, treatment and support they receive.
- \* Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- \* Can be confident that their human rights are respected and taken into account.

### What we found

#### Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

#### Our findings

##### What people who use the service experienced and told us

We did not speak directly to people about this outcome.

##### Other evidence

The people living at the home had diverse needs. Some people were quite independent with their personal care and could go out into the community by themselves. Others needed full support with personal care and other areas of daily living.

If people were not able to make informed choices about significant aspects of the care and support they received this was recorded and where necessary Best Interests meetings were held with their representatives.

We could see from recording and care plans that if people were not always happy with aspects of their care taking place at certain times, such as personal care, having a meal, or taking medicines, staff returned and offered it later and if necessary throughout the day. Where there could be health risks attached to a person not being in agreement, such as with medication or personal care, the home had contacted other agencies for advice.

##### Our judgement

The home has systems in place to gain and record consent from people. It consults

representatives when a person does not have capacity to make a significant decision about their own care and support.

Overall, we found that Romney Cottage 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 told us that they liked the staff and that staff were kind and caring. They said they could choose what to eat each day and what to do.

One person told us "They look after me well".

##### Other evidence

We read some people's care plans and saw that there had been improvements in the processes for reviewing them, and for making sure that people's interests and preferences were recorded. The home had made sure that each person had been asked what activities they would like to do, and a list of the activities that everyone was interested in had been written. An activity programme had been prepared and staff confirmed that activities were taking place each day. Staff were also gaining more information on people's backgrounds and past lives so that this could be added to their care plans. A member of staff said they liked doing activities with people especially going out for walks with them, and that it was rewarding seeing a person who had not been taking part in any activities showing some interest in a pastime they used to enjoy.

During our visit a religious service took place at the home for people who practised that religion, and staff spent time with some people giving them one to one time. Other people were watching TV or spending time in their rooms or in shared parts of the building.

People were supported to keep routine and other health appointments. During our visit NHS eye tests took place at the home for people and as a result some changes needed

to people's glasses were identified. We saw in the care plans we read that the home works with health professionals when specific needs are identified, health appointments and their outcomes were well recorded.

**Our judgement**

People experience care and support that meets their needs and is delivered safely.

Overall, we found that Romney Cottage was meeting this essential standard.

## Outcome 05: Meeting nutritional needs

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are supported to have adequate nutrition and hydration.

### What we found

#### Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

#### Our findings

##### What people who use the service experienced and told us

People told us that they could chose what to eat and we saw that they were being given more information about meal choices.

##### Other evidence

We saw that people were being given more information about the meals at the home, the daily choices were written up on a white board and during our visit people were asked what they would like to eat. The manager told us they were preparing photographs of meals so that people who may have difficulty remembering what a meal was or what they had chosen could be reminded. People were being offered meals of a size that suited their appetites. Their dignity was improved at mealtimes as the brightly coloured plastic cups previously used had been replaced by clear plastic glasses.

##### Our judgement

The home identifies people's dietary requirements and people are supported to have adequate nutrition and hydration.

Overall, we found that Romney Cottage 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

We did not speak directly to people about this outcome.

##### Other evidence

The home has policies and procedures in place to make sure that people are safely cared for. Staff we spoke with were aware of the home's safeguarding vulnerable adults procedures and told us they knew what to do if they were concerned about a person's safety. We saw staff using safe working practices during the visit.

##### Our judgement

People are protected from abuse, or risk of abuse and their rights were respected.

Overall, we found that Romney Cottage 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

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

#### Our findings

##### What people who use the service experienced and told us

We did not speak directly to people about this outcome.

##### Other evidence

We visited areas of the home where we had found that improvements were needed when we last visited.

We saw that the downstairs shower room/toilet had new tiling, it had been redecorated and had new hand rails and new toilet roll holders. The room was clean and hygienic. We saw that improvements had been made to other rooms, we have recorded these in outcome 10.

##### Our judgement

People are protected from the risk of exposure to cross infection caused by poor hygiene or upkeep of the building.

Overall, we found that Romney Cottage was meeting this essential standard.

## 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 did not speak directly to people about this outcome.

##### Other evidence

People moved freely about the home and could choose which shared areas they spent time in, they could spend time in their rooms if they wished to.

We saw that several areas of the building had been redecorated recently including the two lounges, corridors, shower room and a bedroom. The front garden had been paved and the outside of the building made more attractive. The manager told us that a bedroom that had an odour was to be fitted with more suitable flooring due to the needs of the people using it, and the carpet in the large lounge was being replaced. A visitor said that it was noticeable that the home looked brighter.

##### Our judgement

The home is clean and has a friendly atmosphere. The building is safe and well maintained.

Overall, we found that Romney Cottage was meeting this essential standard.

## 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

There are moderate concerns with Outcome 13: Staffing

#### Our findings

##### What people who use the service experienced and told us

People had good relationships with staff and we saw that they were happy to approach them if they needed anything. People we spoke with said that they liked the staff.

##### Other evidence

We saw that there were enough staff on duty to meet people's needs. Staff had some time to spend with people individually after the busiest early part of the morning was over. The shift patterns for staff had recently been changed after consultation with staff. The morning shift had been changed from 8 a.m to 2 p.m to 7 a.m to 1 p.m. Staff we spoke with said this allowed them more time to spend individually with people and that when they came on duty in the morning they had more time to help people with personal care. Later they had time before lunch to spend with them. The manager said staff were positive about how the new system was working overall.

At weekends there are sometimes less staff on duty, the manager works part of the weekends and when they are on duty they spend some of the time undertaking care alongside other staff. Staff told us that they can be stretched at weekends and current weekend staffing levels did not allow for much in the way of activities or stimulation for people.

Staff told us they felt well supported, one member of staff told us that they enjoyed working at the home and that "We are a happy team" and "I look forward to coming in".

#### Our judgement

People are cared for by staff who understand their needs and who are well trained. There are not always sufficient numbers of staff on duty to make sure that people's needs are fully met.

Overall, therefore we found that there are areas of non compliance with 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

We did not speak directly to people about this outcome.

##### Other evidence

The provider had improved systems for monitoring the quality of the service and had taken action on the need for improvements that we had identified when we last visited. There are systems in place for making sure that the home is kept safe and clean and that for gaining the views of people living at the home and their representatives.

##### Our judgement

Systems are in place so that the quality the service can be effectively monitored.

Overall, we found that Romney Cottage was meeting this essential standard.

## Action we have asked the provider to take

### Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 01: Respecting and involving people who use services
	<p><b>How the regulation is not being met:</b> People are involved in decisions about their daily lives and independence is promoted. People's privacy, and dignity are not always respected.</p> <p>Overall, therefore we found that there are areas of non compliance with this essential standard.</p>	
Accommodation for persons who require nursing or personal care	Regulation 22 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 13: Staffing
	<p><b>How the regulation is not being met:</b> People are cared for by staff who understand their needs and who are well trained. There are not always sufficient numbers of staff on duty to make sure that people's needs are fully met.</p> <p>Overall, therefore we found that there are areas of non compliance with this essential standard.</p>	

The provider must send CQC a report that says what action they are going to take to achieve 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 7 days of the date that the final review of compliance report is sent to them.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance 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

<b>Document purpose</b>	Review of compliance report
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