

Review of compliance

Willow Homes Lincs Limited The Old Hall	
Region:	East Midlands
Location address:	1 High Street Billingborough Sleaford Lincolnshire NG34 0QA
Type of service:	Care home service without nursing
Date of Publication:	June 2012
Overview of the service:	Care home providing accommodation for persons who require personal care

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

Our current overall judgement

The Old Hall 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 31 May 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

We used a number of different methods to help us understand the experiences of people using the service, because the people using the service had complex needs which meant they were not always able to tell us their experiences. These methods included observation and speaking to relatives of people using the service.

One person living at the home who we spoke with said, "I made the decision to come and live here myself. I've never regretted it."

What we found about the standards we reviewed and how well The Old Hall was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

The provider was meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

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

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

human rights

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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

People expressed their views where it was possible for them to do so and were involved in making decisions about their care and treatment.

One person living at the home told us, "I go out when I want and have a drink in my room. I like a drop of whisky."

A relative of a person who had lived at the home said, "Thank you for letting her be herself and do as she wanted, even in the last few weeks of her life."

Another said, "You allowed her to keep her individuality right up to the end."

Other evidence

Each bedroom we saw contained people's belongings, furniture and mementos to help them individualise their personal space.

The house had an extensive garden that people living there could use for relaxation but some also did some gardening.

At lunch time we saw people being assisted to the dining room but also saw that others

preferred to eat in their rooms.

We spoke with the cook who told us that people only had to ask and an alternative meal was provided and saw written evidence that people living at the home were involved in the menu planning during the monthly one to one conversations they had with the Registered Manager.

We observed how members of staff were helpful and caring without being overly obtrusive. They took care to ensure each person received the food appropriate to their needs and that those that needed assistance with eating were treated with patience and respect.

Activities were provided for those who wished to take part and we observed members of staff and the people they cared for singing together with a musical duo who were in the home on the day of our visit.

Throughout the day of the inspection we observed that care staff interacted with people in a kind and respectful manner and all observed interactions promoted people's choice and dignity.

We noted that members of staff called people by their preferred name, for example one person preferred to be called Mr rather than by his given name and we saw the fact was documented to make all staff aware.

People were being supported to remain as independent as possible and to make choices about their care but encouragement and assistance was provided as needed.

Our judgement

The provider was meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

A person living at the home said, "I make all my own plans and care decisions in consultation with the manager. They explain everything to me."

A relative of a person living at the home told us, "I am involved in my wife's care plans. She can no longer make decisions for herself."

Other evidence

We observed staff working with people in a manner that considered each person's needs. This was done by staff talking to people as they supported them and asking them what they wanted.

We looked at three care plans of people living at the home and saw that they were up to date, regularly reviewed and any changes were documented. Peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

The plans were comprehensive and covered all aspects of identified needs. The care plans we saw were written in a way that showed the person was kept at the centre of the process but, where appropriate, relatives and healthcare professionals were also consulted and included. The care plans had been reviewed monthly and any changes recorded.

Where people living at the home could no longer make decisions for themselves in relation to their care, the facts were recorded and the proper procedures were in place to allow others to make those decisions on their behalf.

Risk assessments were in place in each care file. They addressed identified risks specific to daily living, such as risk of falls, of malnutrition and dehydration and evacuation in the event of a fire.

We saw that a new call system had been installed in the home enabling people living there to summon assistance and making the delivery of care better.

We spoke with a General Practitioner who was visiting the home. He told us that the staff were excellent, the home very well run and the care delivered to the people living there was of a high standard.

Our judgement

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

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

The people we spoke with told us they felt that people living at living at The Old Hall were safe from abuse.

A person living at the home who we spoke with said, " I feel very safe, yes."

A relative of a person living at the home told us, "My wife is safe here."

Other evidence

The training records we saw told us that members of staff had received training in safeguarding vulnerable adults.

All of the members of staff we spoke with demonstrated a good understanding of safeguarding vulnerable people and protecting them from potential abuse and harm.

Members of staff we spoke with told us that they would not tolerate any level of abuse and would immediately report anything of concern. They told us they were confident that any concerns reported to the manager would be addressed immediately and if appropriate, the safeguarding authority would be informed.

We saw that members of staff had undergone Criminal Records Bureau checks prior to commencing employment. The provider may wish to consider what steps they can take to help ensure the continued protection of the people living at the home.

Our judgement

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 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

A member of staff we spoke with said, "I get the right training to do the job. If there is anything else I think I need I just have to ask. "

Other evidence

We spoke with six members of staff who told us that they had received an extensive range of both mandatory and optional training. The training records we examined confirmed this.

We looked at files for three members of staff we had spoken with. All had attained nationally recognised qualifications that helped to ensure that good quality care was delivered to the people living at the home.

One senior member of staff told us that although she had extensive previous experience, when she took up a post at The Old Hall, she still had to complete the induction process and spend two days being shadowed by another member of staff.

Members of staff we spoke with said that they had supervision every couple of months and records we saw confirmed this. They said they and found it a useful opportunity to discuss anything they were concerned about and also to identify any training they felt they needed.

A member of staff said, "It's a good idea."

We saw evidence that where a training need was identified as a result of particular occurrence, the correct action was taken to ensure the member of staff received the

appropriate training.

Members of staff told us that they had regular staff meetings where they were encouraged to discuss things that concerned them and identify any training needs. We saw documents that supported this. They said they felt supported by the management who they said were very approachable and listened to what they had to say.

We saw that the necessary checks and references had been obtained before staff commenced employment.

Our judgement

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 who use the service, their relatives and staff were asked for their views about their care and treatment.

One person living at the home said, "I've never regretted coming here. The staff are very good and the boss is very nice. I call her a friend as much as anything"

We spoke with a relative of a person using the service said, "I'm impressed quite frankly."

Other evidence

As part of this review we looked at records of audits and quality assurance carried out by the provider. We saw that the information gathered through this process was recorded and any issues that were raised were addressed.

We saw a questionnaire that had been returned by a General Practitioner. It said, "I want to thank you girls for the excellent care that you have givenover the last few months. It was a very difficult and complex case and you have done excellently."

We saw that the provider kept letters sent into the home by relatives and friends regarding the service provided.

One relative said, "The rooms are very nice and comfortable. The meals are varied and are good home cooked food."

The manager told us that she held a monthly one to one conversation with each person living at the home in order to obtain their views on the service provided. This has resulted in changes to certain aspects of daily living thus improving the service provided. We saw documents that supported this and people we spoke with confirmed these conversations took place.

Members of staff we spoke with told us that relatives and people using the service, where able, were given opportunities to express their opinions on a daily basis by talking with staff or the manager and a relative of a person living at the home confirmed this.

It was explained to us and records confirmed that medication was audited regularly.

The premises had last received an environmental health inspection in September 2011 and we saw evidence that recommendations from Lincolnshire Fire and Rescue Service has been fully complied.

We saw that any faults found with equipment and the environment within the home were reported immediately and action taken.

Our judgement

The provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of service that people receive.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
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