

# Review of compliance

<b>Red Healthcare Ltd</b> <b>Warberries Nursing Home.</b>	
<b>Region:</b>	South West
<b>Location address:</b>	Lower Warberry Road Torquay Devon TQ1 1QS
<b>Type of service:</b>	Care home services with nursing
<b>Publication date:</b>	June 2011
<b>Overview of the service:</b>	The service is registered to provide accommodation, personal and nursing care for up to 49 older people.

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

## What we found overall

**We found that Warberries was meeting all the essential standards of quality and safety we reviewed but, to maintain this, we suggested that some improvements were made.**

The summary below describes why we carried out the 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 20 May 2011, observed how people were being cared for, talked with people who use services, talked with staff, checked the provider's records, and looked at records of people who use services.

### **What people told us**

People we spoke to said the staff at the home were "really caring" people who supported them well. Another person said "They are kindness itself"

They told us they were not aware of the records the home kept, but we could see information in some of the files that showed us that people can be involved in assessments and reviews.

A relative told us that they come to the home every day and have some involvement with their relative's care which is a great comfort to them both.

People told us the meals were good home cooked food. After a meal one person told us "The lunches here have been very good".

## **What we found about the standards we reviewed and how well Warberries was meeting them**

### **Outcome 1: 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 views about the service are taken into account and they are encouraged to make choices with support where needed.

- Overall, we found that Warberries was meeting this essential standard.

### **Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it**

People living at Warberries have been involved in consenting to care and treatment and understand how they can change decisions that they do make.

- Overall, we found that Warberries was meeting this essential standard.

### **Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights**

Peoples care needs were being met

- Overall, we found that Warberries was meeting this essential standard.

### **Outcome 5: Food and drink should meet people's individual dietary needs**

People's nutritional and dietary needs are being met well.

- Overall, we found that Warberries was meeting this essential standard.

### **Outcome 6: People should get safe and coordinated care when they move between different services**

People living at Warberries are supported by processes which ensure they receive care that is co-ordinated across involved agencies.

- Overall, we found that Warberries was meeting this essential standard.

### **Outcome 7: People should be protected from abuse and staff should respect their human rights**

The service has procedures and policies in place to ensure that people living at the home are protected from abuse or the risk of harm.

- Overall, we found that Warberries was meeting this essential standard.

### **Outcome 8: People should be cared for in a clean environment and protected from the risk of infection**

People live in comfortable surroundings which are clean, pleasant and hygienic.

- Overall, we found that Warberries was meeting this essential standard.

**Outcome 9: People should be given the medicines they need when they need them, and in a safe way**

The service has systems in place to ensure that people receive the correct medication in a safe way.

- Overall, we found that Warberries 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 provides a comfortable environment for people to live and work in.

- Overall, we found that Warberries was meeting this essential standard.

**Outcome 11: People should be safe from harm from unsafe or unsuitable equipment**

Equipment needs are assessed, and equipment is maintained appropriately to ensure it is safe in use.

- Overall, we found that Warberries was meeting this essential standard.

**Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

People living at Warberries benefit from being cared for by staff who are employed only after a full recruitment process has been undertaken.

- Overall, we found that Warberries 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**

Staffing levels and skills mix were satisfactory.

- Overall, we found that Warberries was meeting this essential standard.

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

People living at Warberries are cared for by staff that work well together as a team and benefit from formal staff support systems.

- Overall, we found that Warberries 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 home undertakes regular internal audits and feedback is used to develop the service to ensure that people benefit from safe quality care, treatment and support.

- Overall, we found that Warberries was meeting this essential standard.

**Outcome 17: People should have their complaints listened to and acted on properly**

People living at Warberries benefit from the complaints policy and procedures maintained at the service.

- Overall, we found that Warberries was meeting this essential standard.

**Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential**

The home is managing their records well. Records do not include information of the choices people make about whether they wish to be resuscitated.

- Overall, we found that Warberries was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

**Action 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.

**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 1: 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 1: Respecting and involving people who use services

### Our findings

**What people who use the service experienced and told us**  
On our visits to the home we spoke to the people living there about the ways in which people are involved in the services they receive. We also saw care being delivered and heard people being given information about medication they were taking, including what the tablets were for.

We saw staff promoting people’s independence with regard to mobility, eating and drinking in an encouraging and respectful way.

People are asked for their views on the service through a regular questionnaire or via a suggestion box in the home’s hallway. The home does not hold formal meetings or quality forums, but the manager said that she always tries to speak to relatives and ‘her door is always open’.

We saw people being treated with respect for their individuality and dignity and saw

staff in conversation with people and carrying out care tasks. Generally we saw staff assisting people with tasks and using appropriate language to support them and encourage independence.

**Other evidence**

Information is available about the services the home provides and about the rights of people while living there. This information is given to people considering making Warberries their home. It also contains copies of contracts and complaints procedures, so people should have a clear understanding of what they can expect before making a decision about moving in.

Information is transferred by staff between each shift in handovers and in a handover book, which helps make sure information about people's needs is known to all the care team.

**Our judgement**

People's views about the service are taken into account and they are encouraged to make choices with support where needed.

# Outcome 2: 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 2: Consent to care and treatment

### Our findings

**What people who use the service experienced and told us**  
The people we spoke to were not able to discuss their experiences regarding consent to treatment examination or care. However, whilst we were at the home, we were able to observe care being delivered to individuals, and read records which showed us what people experienced from the service.

We saw and heard people being given options with regards to their care and interventions carried out by staff, and saw people being asked whether they wanted to be helped and supported, and in what way they wished this to be done. We also read information about how people are supported by the home when their behaviour presents challenges to staff and visiting professionals. However, there are no records of people's wishes in respect of whether they choose to be resuscitated or not. The manager told us that the policy of the service is that resuscitation would be undertaken unless an instruction refusing this had been made by an individual. However, these decisions have not been recorded.

The manager told us that staff working at the home know the individuals who live there well, and are able to interpret through non-verbal communication if necessary

whether people are reluctant to participate in a task. She said that if that were to be the case families or advocates would be involved along with medical staff in helping to ensure decisions are made appropriately.

### **Other evidence**

The manager told us that consent is obtained, on admission, from people who have full capacity, or a person who is acting on his/her behalf due to not having full capacity, or other reasons such as a language barrier which may pose a problem. The service would seek an interpreter who could also be an advocate and act in their best interest to ensure that social and cultural beliefs are maintained, along with staff respecting diversity, religion and confidentiality.

Consent will always be obtained from all individuals or third parties on admission and throughout their stay, consent may be withdrawn which is always acted on even if alternative options are refused, but the service states it will always convey this to other health care professionals.

The manager was very aware that a person may be labelled or diagnosed as “lacks full capacity” and has all the correct people acting on their behalf, but throughout their stay their capacity may improve and they begin to make decisions which create conflict with their advocate or person acting on their behalf. The manager said in this case the service will always immediately liaise with GPs and other legal and health care professionals to alert them of this assessed change. This will then prompt re-assessment and actions that are needed to ensure that choice and autonomy can be re-established with the person.

### **Our judgement**

People living at Warberries have been involved in consenting to care and treatment and understand how they can change decisions that they do make.

# Outcome 4: 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 4: Care and welfare of people who use services

### Our findings

**What people who use the service experienced and told us**  
During our visit to the home we spoke to people living there, and relatives or friends who were visiting. We also spent time observing the care being delivered to individuals, as some people were not able to discuss the care that they received. We also looked at the care plans and records kept by the home, and related the care we saw being provided to the information included in these individual's plans.

People we spoke to could not tell us that they had been involved in the development of their care plan. The manager told us that when people are not able or willing to do this then families or other supporters are involved wherever possible. This helps to ensure that as far as could be identified people's wishes are included. Care delivery is co-ordinated through handovers between each shift, to ensure that information is passed on about changes in needs, and important information is also updated in the handover book which we saw.

We saw people receiving care from staff, and this showed us that staff understood people's needs and were quick to react to changes.

The care plans we looked at included additional information on how people communicate, which helps staff personalise the care and communicate in a way that

each individual can understand.

Care plans also included some information on individual's family history and life story which helps staff to understand people, and their behaviours, in the context of the life they have lived.

Some risk assessment was evident in files and included assessments for physical interventions such as continence, pressure areas, moving and handling and mobility. The information that we saw was clear and regularly updated.

A system for reviewing care plans on a monthly basis was in place. This included recording the date and the signature of the staff member who had reviewed the care plan. The four people whose care we looked at in depth had had their care reviewed monthly or sooner if their care needs had changed. The records of health and professional visits and recommendations made are recorded separately. These showed that people have access to the health care they need.

The service offers a variety of activities people at the Warberries can take part in if they choose. There are various planned activities that are enjoyed by many of the people who live in the home, that have a therapeutic outcome or are just good entertainment. One comment received from a person living in the home said, "I prefer to read, watch television or listen to the radio in my room, it's my choice, but I am offered to take part in activities if I wish"

#### **Other evidence**

We also spoke to the manager and staff on duty about the care that they were delivering. Many of the staff we spoke to had worked at the home for some time, and knew many of the individuals living there well, as well as having links with their families.

#### **Our judgement**

Peoples care needs were being met.

# Outcome 5: 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 5: Meeting nutritional needs

### Our findings

**What people who use the service experienced and told us**  
On our visit we spoke to people living at the home, to the cook about the meals provided, and to staff about nutritional assessments and monitoring of dietary intake.

Records are kept of people's preferences with regards to meals; and people who have difficulties with eating or swallowing are referred to the speech and language therapy team for support and advice. Some people currently need food liquidised and support with eating and drinking. Independence was encouraged for as long as possible in this area, and we could see staff giving support discreetly. Equipment to support independence, such as specialised drinking cups, cutlery and plates, is provided for each individual as needed, along with supplementation or fluid thickeners as prescribed. We were told attention is paid to people's positioning and was also felt important that wherever possible mealtimes are relaxing and undisturbed.

Meals are freshly prepared and home-cooked. The meals we saw being served were of a good quality and quantity, attractively served and presented. We also saw evidence that the service is aware of people's preferences before coming to live at Warberries. We were told one person had lost their appetite but staff knew they had enjoyed fish and chips from a local fish and chip shop. Other people living at the home were asked if they would like some and staff were asked to go and buy some.

The service also arranges for other takeaways, such as Indian and Chinese meals to be bought. On the day of this visit all people we spoke to praised the quality and choice of the meals served at the service.

**Other evidence**

The cook has worked at the home for many years, has a nationally recognised qualification in caring [NVQ] and has a high level of interest in nutrition and dementia. The home is able to cater for individuals cultural or religious needs as identified; currently people with a vegetarian and diabetic diet are being supported.

**Our judgement**

People's nutritional and dietary needs are being met well.

# Outcome 6: Cooperating with other providers

## What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

## What we found

### Our judgement

**The provider is compliant** with outcome 6: Cooperating with other providers

### Our findings

**What people who use the service experienced and told us**  
Many of the people living at the home have memory loss and so were not able to tell us their understanding of how the home co-operates with other agencies to meet their care needs. However we were able to track through care files to see what people experience.

We saw evidence of several health and community support services working with the home to meet people’s needs including speech therapists, psychiatric services, physiotherapists and dieticians. Care plans record visits from these services and what the outcome was, including any action plans or care needs.

People who need to go to hospital for appointments would be accompanied by staff from the home, or relatives, if they are unable to pass information over about the outcome or need support. During this visit a person was due to attend a hospital appointment and was accompanied by a community nurse as a relative was unable to be contacted by staff at the home. Throughout this process staff were reassuring and kind to the person who was distressed.

**Other evidence**  
Information kept in care files is maintained securely. The home have told us that

information transferred to other agencies is also kept secure and is only given to people who are identified and need to know.

Information about a person's needs is faxed to the home by their Social worker or other agencies before the person is admitted, so that the manager can make sure it is included in their assessment. This information transfer is notified in advance so that the home can intercept the information and keep it confidential.

**Our judgement**

People living at Warberries are supported by processes which ensure they receive care that is co-ordinated across the agencies involved.

# Outcome 7: 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 7: Safeguarding people who use services from abuse

### Our findings

**What people who use the service experienced and told us**  
People living at Warberries are supported by processes which ensure they receive care that is co-ordinated across involved agencies.

People we spoke to during this visit told us the staff were kind to them and they felt safe living at Warberries. We saw written guidelines to enable staff to support behaviours that could be challenging and the manager confirmed that advice had been sought for at least one person. We saw clear information in care plans to enable staff to be aware of how to manage their needs.

Communication assessments had been undertaken for individuals which contained some information on how their behaviours could be interpreted as, for example, distress or dislike of a particular activity.

Staff we spoke to told us they knew the people they care for well, and would be able to know if they were unhappy if they could not talk about the feelings they had. They also acknowledged they had received training in safeguarding people and prevention of abuse.

**Other evidence**

All staff have recently received training in safeguarding people from abuse. All staff we spoke to have a good understanding of what constitutes abuse and what to do if they witnessed abuse. Staff told us they would not hesitate to report any suspicion of poor practice to a senior member of staff or the manager.

We discussed safeguarding procedures with the manager of the home who is clear about the role of the local safeguarding team and about how to report concerns over alleged abuse. Staff are informed about appropriate professional boundaries through Induction, policies and procedures and via staff meetings, appraisals and handovers.

**Our judgement**

The service has procedures, and policies in place, these help ensure that people living at the home are protected from abuse or the risk of harm.

# Outcome 8: 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 8: Cleanliness and infection control

### Our findings

**What people who use the service experienced and told us**  
We looked around the home on the visits, but did not go into all of the bedrooms as some people were receiving care. People we spoke to said their rooms were kept fresh and clean. One person told us, “My room is cleaned every day”.

The home employs three cleaners who work six days a week. The areas that we saw were clean and odour free, which means that people were able to live in pleasant surroundings. Toilets and bathrooms in use were cleaned during the day and any accidents were cleaned up quickly which helped to keep the home smelling fresh. Toilets had soap dispensers and hot air dryers or towels available so that people could clean and dry their hands. Staff did not have anti-bacterial gels but washed their hands regularly after care activities.

Staff delivering care wore aprons and gloves, which helps to reduce risks of cross infection.

Arrangements are in place for the disposal of clinical waste and dispersible bags are available to safely transport potentially soiled or infected linens to the laundry room, and minimise handling.

The laundry is sited away from people’s individual rooms and kitchen. It was well equipped and washing machines were capable of washing at high temperatures.

Domestic and laundry staff are employed in addition to the care staff. Bed linen is not laundered at the home; the service has an outside contractor to undertake this. The home laundry provides a service for personal clothing, towels, etc. People's clothes had been labelled so that when they are ironed they can be placed in baskets with people's names on and delivered to their rooms.

**Other evidence**

The service has an identified Infection control link person who ensures that training is delivered to other staff.

**Our judgement**

People live in comfortable surroundings which are clean, pleasant and hygienic.

# Outcome 9: Management of medicines

## What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

## What we found

### Our judgement

**The provider is compliant** with outcome 9: Management of medicines

### Our findings

**What people who use the service experienced and told us**  
When we visited we spoke to some people living at the home about their medication. We heard people being given information about the medication they were being given, including what it was for in a way they would understand. The home told us that they do not need to conceal any medication from people.

When we looked through the medication files we saw that very little medication was being used to control people's behaviour, and that the home had followed suggestions by the local mental health team.

We saw records of registered nurses carrying out regular blood tests which are needed with some medication and adjust the dosages accordingly. Changes are recorded so that everyone is clear when there is a variable dose what the correct amount is.

**Other evidence**  
A monitored dosage system is in use which means medication is supplied to the home in a series of blister packs prepared by the supplying pharmacist. This helps to reduce the risk of errors in administration. All staff who would deal with

medication have been trained in this system and there are sources of information available for staff to look up the medications they are giving out and check any side effects. The staff we spoke to told us of a recent incident where they noted that the medication a person who had recently been admitted had with them indicated they were diabetic, which had not been passed on to them in the supporting paperwork. This indicates that the staff have an understanding of the medication they give out and act to protect people accordingly.

Each medication given is signed for and the home has copies of people's signatures so it is clear who gave out any particular medication. Safe lockable storage is available in a clinical room.

**Our judgement**

The service has systems in place to ensure that people receive the correct medication in a safe way.

# 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**  
Warberries is set in a residential area of Torquay, close to local facilities and services. Inside the home there are a number of communal areas of various sizes including a separate dining room and a conservatory that opens out onto a patio area. There are four double rooms and the rest are single rooms of various sizes and with a variety of outlooks. The majority have en-suite facilities or are near toilet and bathing facilities. There are two shaft lifts which provide access to the rooms above ground floor level. The manager advised that the shared rooms were being used as single rooms at the time of this visit.

People we spoke to told us that they liked their rooms and were able to personalise their rooms with small items of furniture and belongings such as pictures. Furnishings were plain but serviceable and the lounge was bright and comfortable.

We saw people using all the communal areas during this visit including the lounge which was used by people and their relatives, some of whom visit every day and spend time at the home.

**Other evidence**

We looked around the majority of the home on our visit and noted some cleaning

fluids had not been stored safely. A sluice room had not been securely closed to people who live in the home and there were cleaning chemicals within easy reach of people living at the home, on worktops. These risks were addressed before the end of the inspection.

Bathrooms and toilets of varying types were available including a bath suitable to be used with a hoist. This means people can have a choice of bathing facilities.

**Our judgement**

The home provides a comfortable environment for people to live and work in.

# Outcome 11: Safety, availability and suitability of equipment

## What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

## What we found

### Our judgement

**The provider is compliant** with outcome 11: Safety, availability and suitability of equipment

### Our findings

**What people who use the service experienced and told us**  
People living at the home are assessed by local community physiotherapy services for aids and equipment as needed and we could see copies of assessments and equipment provision notices in files.

Some equipment is owned by the home for example hoists, bedrails (for which there are risk assessments), raised toilet seats and some pressure relieving mattresses.

We could also see evidence of servicing requests for wheelchairs and equipment in use, including slings for hoists, which told us that equipment is regularly checked to ensure it is safe. Staff are trained in moving and handling people and assessments were available in people’s files to show how transfers should be carried out.

**Other evidence**  
Portable appliances are regularly tested for electrical safety and we saw evidence that equipment is cleaned regularly.

**Our judgement**

Equipment needs are assessed, and equipment is maintained appropriately to ensure it is safe in use.

# Outcome 12: Requirements relating to workers

## 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

## What we found

### Our judgement

**The provider is compliant** with outcome 12: Requirements relating to workers

### Our findings

**What people who use the service experienced and told us**  
People told us that the staff at the home were “Caring, friendly and very patient” people who supported them well. Another person said “All staff look after me very well”.

We saw staff working with people, supporting them with their mobility, eating, drinking and general care. Staff supported people well, and the interactions we saw showed people were treated with respect and courtesy. We saw people being offered choices and support when needed without disabling them or reducing the skills they had retained.

Some staff have worked at the home for many years and are mostly local people and who work mostly full time. This means the team is stable and offers consistency to the people living at the home.

**Other evidence**  
We looked at the ways in which the service recruits and employs the staff who work there. We looked at a sample of staff files which included completed application and medical declaration forms and criminal record bureau checks. This showed us that the home follows a robust recruitment process for the staff before they are

employed at Warberries.

**Our judgement**

People living at Warberries benefit from being cared for by staff who are employed only after a full recruitment process has been undertaken.

# 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**  
During this visit to Warberries we spent time observing how staff worked with individuals and groups of people living at the home. We also spoke to people who lived there, staff on duty, two visiting health care professionals and a visitor. People told us that staff were always busy, but were always friendly and courteous and always had time for a chat.

We saw that there were enough staff on duty to meet people’s needs on the day we visited. The staff we saw were working together as a team and clearly knew the people living there well. The interactions we saw between them and the people living or visiting there were good humoured and cheerful. Staff told us the home had a good working atmosphere and that they try to develop a family like atmosphere.

We heard staff explaining their actions to individuals they were caring for and communicated well between themselves about changes and people’s ongoing needs.

**Other evidence**  
A registered nurse is on duty for each shift over a 24-hour period. They provide clinical support and advice to manage people’s health care. The manager confirmed

that the registered nurses assess people's health care needs on a regular basis and when changes occur the care plan was updated. We were told that the number of staff on duty at any time would be adjusted according to the numbers and dependency of people living at Warberries.

**Our judgement**

Staffing levels and skills mix were satisfactory.

# Outcome 14: Supporting workers

## 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 workers

### Our findings

**What people who use the service experienced and told us**  
We looked at the ways that staff who work at the home are trained and supported. Staff we spoke to confirmed they had undertaken training for their role which had been updated recently in some areas. They also told us they worked well as a team.

The people we spoke to who were able to give us an opinion told us that the staff had the skills they need to look after them.

**Other evidence**  
A staff training matrix is maintained at Warberries, which shows the training staff have completed and what updates are needed. Staff have also undertaken national vocational qualifications, which are a measure of their skills and competency in their job role.

The service has an Induction programme which all staff undertake when employed and the samples we saw had been completed with staff during their first few weeks of employment. All staff have supervision sessions with an appropriately trained member of staff, when their professional development is discussed. Staff told us the management ‘ is always available for us to talk to if we have any problems or want to discuss anything to do with people living here’

**Our judgement**  
People living at Warberries are cared for by staff that work well together as a team and benefit from formal staff support systems.

# 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 to were not able to comment on the ways in which the home assessed and managed the quality of the service provided at Warberries. A visitor told us ‘there are always survey forms on the hall table we can complete and I have seen the feedback from the last survey. We can always make suggestions to staff and the manager is usually available to speak to’. We saw the results of regular surveys that have been carried out with people living at the home or their relatives/supporters which had been collated to link into an annual development plan for the service. The manager is looking at ways of developing consultation further with individuals.

**Other evidence**  
The manager told us the service gathers information from relevant sources, including feedback from people living at Warberries or others acting on their behalf. Questionnaires are also circulated to staff, visitors, healthcare professionals and other stakeholders to receive a balanced overview of the service. These are then audited annually to confirm any weaknesses in order to rectify them promptly.

**Our judgement**

The home undertakes regular internal audits and feedback is used to develop the service to ensure that people benefit from safe quality care, treatment and support.

# Outcome 17: Complaints

## What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

## What we found

### Our judgement

**The provider is compliant** with outcome 17: Complaints

### Our findings

**What people who use the service experienced and told us**  
People who were able to speak to us told us that they knew how to make a complaint and would feel comfortable to do so if they were not happy about anything. People said they would tell the manager or one of the staff they knew well.

Staff told us that if people were not able to tell them they were unhappy staff would be able to tell. They told us how this may be due to their facial expression or their body language.

Care plans include information on people’s individual ways of communication, to help ensure staff interpret this consistently.

**Other evidence**  
Warberries has a formal complaints procedure, which is on display by the front door and near to a suggestion box where people are encouraged to share any ideas that they may have for improving the service.

The manager told us that people living at Warberries or the person acting on their behalf are fully informed about the complaints procedure. This has been

documented in the homes service user guide, a copy of which is placed in each person's room and is also available in the entrance to the home. The home also maintains a complaints folder which is in date and numerical order with a reference number. No matter how small the complaint is, all are documented and have a time-scale to rectify it and the actions that were taken to do so.

The home also maintains a "Record of Events" folder that does not fit into any of the categories of complaints. This includes documented evidence about staff meetings, purchasing of equipment and furnishings, problems which may have been encountered with suppliers, meetings with other health care professionals , any emergency procedures that needed to take place to ensure health, welfare and safety of people living at the home and various other information that does not constitute an action due to a complaint.

**Our judgement**

People living at Warberries benefit from the complaints policy and procedures maintained at the service.

# Outcome 21: Records

## What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

## What we found

### Our judgement

**There are minor concerns** with outcome 21: Records

### Our findings

**What people who use the service experienced and told us**  
People we spoke to were not aware of the records the home kept, but we could see information in some of the files that showed us that people can be involved in assessments and reviews. Some people have also contributed information about individual's life history before coming into Warberries, which helps staff understand people's behaviour in the context of the life they have led.

Some records were kept in people's rooms, for example fluid balance charts and information on pressure area care to ensure they are updated at the time of an intervention. The records we saw were up to date and were being filled in throughout the day, for example every time a person was given a drink.

Other records are kept securely in the homes office or clinical room. Files are identified by room number only externally, and this room is kept locked when not in use. Other files are kept in the office, with policies and procedures open for staff to see, but staff personnel files for example are kept in a locked filing cabinet.

**Other evidence**

Records management forms part of the homes internal audit systems and currently developments are underway regarding risk assessment and management policies.

The records we saw were either in development, under review or were completed and up to date. There are policies on maintaining confidentiality and discussions with the manager indicated that information transferred or shared is done so with the person's permission wherever possible.

The manager told us the policy at the home is that in the event of an emergency and resuscitation procedures being needed this would be undertaken for all people living at the home. Resuscitation procedures would not be undertaken only if a person had requested for this not to be undertaken. However, information had not been recorded in individual care plans about the choices people have made. The manager told us this would be undertaken and records maintained.

**Our judgement**

The home is managing their records well. Records do not include information of the choices people make about whether they wish to be resuscitated.

## 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	<b>20</b>	21
	<p><b>Why we have concerns:</b> Records do not include information of the choices people make about whether they wish to be resuscitated.</p>	

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 within 28 days of this report being received.

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

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