

Review of compliance

Flightcare Limited Courtfield Lodge	
Region:	North West
Location address:	81A Marians Drive Ormskirk Lancashire L39 1LG
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	Courtfield Lodge is a purpose built care home situated in a quiet residential area close to the town centre of Ormskirk. Accommodation is provided on two floors and a passenger lift is provided. Communal areas are provided on each of the two floors. All bedrooms are provided with en-suite facilities and people are encouraged to personalise their bedrooms with their own belongings.

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

Our current overall judgement

Courtfield Lodge was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People we spoke with confirmed they were actively involved in all aspects of their care. They commented positively about the staff and said they were kind, caring and respectful. They said they felt safe in the home and were actively encouraged to express their views and opinions about the service. People said their care was provided to a high standard and confirmed that all their care needs were met.

What we found about the standards we reviewed and how well Courtfield Lodge 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 service is compliant with this essential outcome. People living at the home they are respected at all times.

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

The service is compliant with this essential outcome. People living at the home are provided with care in the way that they choose.

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

The service is compliant with this essential outcome. People living at the home are

protected by effective security systems and a well trained staff team.

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

The service is compliant with this essential outcome. People are provided with care and support by a well trained staff team.

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 service is compliant with this essential outcome. Regular audits and monitoring of the facilities and service provide evidence that people are consulted and the home is run in their best interests.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

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

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

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

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

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People we spoke with said they were actively involved in all aspects of their care. They confirmed that the staff were polite and respectful at all times.

Other evidence

Care records held in the home were found to be detailed and informative. They provided evidence to demonstrate that people have been actively involved in the preparation of their care file. Individual preferences were clearly recorded and included items such as the preferred gender of staff to provide personal care, how they wished to be addressed and the time they preferred to go to bed and rise.

Staff were observed to speak discretely and politely to all people.

Our judgement

The service is compliant with this essential outcome. People living at the home they are respected at all times.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People we spoke with said their care was provided to a high standard and confirmed that all their care needs were met.

Other evidence

We viewed a sample of five care files to evaluate the level of care required. The files were found to be comprehensive and up to date. Each person had their care needs assessed prior to being admitted to the home and these needs were reassessed on a regular basis. Care plans were detailed to clearly identify the needs of each person and to provide staff with sufficient information to enable them to provide the appropriate level of care in a way that each person chose.

Each care file included a life history of the person to inform staff and to enable their previous lifestyle to be taken into consideration in the provision of care. The records also recorded the person's individual likes and dislikes together with their preferences i.e. food, time of rising and going to bed and daily routines.

Detailed risk assessments had been prepared to identify any potential risks and a risk management plan had been put in place to reduce or remove those risks.

Daily records showed the actual care given to each person and these were found to be detailed and up to date.

The home employs two activity co-ordinators for a total of 40 hours each week. People

told us there was an activity provided each day and staff would respect their decision not to participate.

Our judgement

The service is compliant with this essential outcome. People living at the home are provided with care in the way that they choose.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People we spoke with said they felt safe in the home.

Other evidence

The records viewed showed that all staff had been given training on safeguarding people, with some staff receiving additional training at Ormskirk College. The staff we spoke with were able to demonstrate their knowledge and understanding of safeguarding and protection.

Information on how to make a safeguarding referral was displayed on the staff notice board and included all relevant telephone numbers. The registered manager had completed a training course on making safeguarding referrals. The safeguarding policy and procedure was held in the office and was easily accessible to all staff. The manager also advised that staff had been given training on the whistle blowing procedure and confirmed that staff were open and honest in their discussions with her. The manager said she has an open door policy and is available for staff, relatives and people living in the home at all times.

Security systems were in place to prevent access to the building by unauthorised persons and a record was held of all people entering and leaving the home.

Our judgement

The service is compliant with this essential outcome. People living at the home are protected by effective security systems and a well trained staff team.

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

All the people we spoke with confirmed they were encouraged to express their views openly with the staff. They said the staff were kind and caring and did all they could to make them comfortable.

Other evidence

The home was fully staffed on the day of the visit and the manager was on duty. She was supported by two deputy managers, two senior carers and six carers. The home also employs housekeeping, laundry, catering and maintenance staff.

A sample of staff records were viewed and these were found to contain all necessary documentation. All prospective staff are robustly vetted prior to commencing work at the home. Staff were given formal supervision every two months and are fully appraised annually.

A high number of training events had recently taken place and a programme of further training was planned.

Staff meetings were held every three months to provide a forum for open discussion and the dissemination of information.

Staff were observed to speak in a calm and dignified manner and to provide care in an unhurried way.

Our judgement

The service is compliant with this essential outcome. People are provided with care and support by a well trained staff team.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People we spoke with said they were given the opportunity to speak openly about the service. They confirmed that they completed survey forms on a regular basis.

Other evidence

The manager explained the quality assurance systems used within the home. Regular audits have been undertaken which include medications, care plans, accidents and the premises.

Regular meetings have been held with people who live at the home and the manager had met with each person on an individual basis.

A survey was recently completed to give people who live at the home, their relatives and the staff, the opportunity to comment on the facilities and services provided. Issues identified by the respondents were actioned and evidence of this was seen.

The provider owns other homes and managers have undertaken audits in the other homes to give an objective view.

Records of the audits were viewed and all were seen to be up to date.

The provider has continued to visit the home on a regular basis to speak with the manager, staff and people who live there.

Our judgement

The service is compliant with this essential outcome. Regular audits and monitoring of the facilities and service provide evidence that people are consulted and the home is run in their best interests.

What is a review of compliance?

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

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

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

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

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

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

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

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

Information for the reader

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