

Review of compliance

Shreyas S A I N Limited The Manor House	
Region:	South West
Location address:	Uphill Road South Uphill Weston-super-Mare Somerset BS23 4TA
Type of service:	Care home service with nursing
Date of Publication:	January 2012
Overview of the service:	The Manor House provides placement for up to 25 people, some of whom may have dementia, who need help with personal and nursing care.

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

Our current overall judgement

The Manor House 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, carried out a visit on 29 November 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

When we visited Manor Park we asked people if they were treated with respect and received the care and support that they needed. We asked them about the meals and what it was like to live in the home.

People we met and spoke with during our visit said "everyone is very kind here", "I can not fault the way I am looked after" and "I feel safe and cared for". They told us "we all tend to have our preferred chairs in the lounge", "if we don't like the dinner we can ask for something else" and "the girls are always kind and polite. They are very kind to me". They told us they were well looked after, they got all the help they needed, and "the staff have time for me".

From our observation we found that people appeared to be relaxed and content in the company of the staff. There was a good rapport between the staff and the people who live in the home.

People told us "the meals are very nice", "the staff know I don't like certain foods so my meals might be different" and "I like to have my meals served in my room and the staff don't seem to mind. They have a long walk to my room".

One relative told us "I have seen the meals and they always look very nice and well presented".

Staff told us "the meals are always good" and "the cook knows what people like and don't like".

What we found about the standards we reviewed and how well The Manor House 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 living in the home are treated with dignity and respect, and are supported to make decisions about their care, treatment and support.

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

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

People receive the care and support that they need because assessment and care planning arrangements take account of individual needs, choices and preferences.

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

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

People receive the food and drink they need to maintain their health. They are provided with the appropriate level of support and are offered a healthy well balanced choice of meals.

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

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

The people living in the home are protected from abuse or the risk of abuse because the staff team have good awareness of safeguarding issues and would respond appropriately if concerns were raised.

Overall, we found that The Manor House 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 safe and well maintained environment for the residents. The bedrooms and communal rooms and facilities are suitable and well presented for their purpose and meet people's needs.

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

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

The people living in the home have access to a range of furniture, fittings and equipment, that is comfortable and meets their individual needs

Overall, we found that The Manor House 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

The people living in the home are looked after by sufficient numbers of staff. Their needs will be met because staff will be available as and when they need support.

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

Outcome 16: The service should have quality checking systems to manage risks

and assure the health, welfare and safety of people who receive care

The people who live in this home benefit from the systems that are in place to monitor the quality of the service. This means that they can be assured that they will receive a service that meets their needs, is safe and effectively managed.

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

Other information

Please see previous reports for more information about previous reviews.

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

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

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

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

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

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

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

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

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

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People told us "we all tend to have our preferred chairs in the lounge", "if we don't like the dinner we can ask for something else" and "the girls are always kind and polite. They are very kind to me".

We found that during our visit there was a lot of staff interaction with people. Staff spoke well of the people they were looking after and had a kind and courteous approach. We asked staff how people were involved in making decisions about their daily lives and the care they received. They demonstrated a good knowledge of people's specific needs, what time they liked to get up, where they liked to sit, and what they liked to eat.

We saw that the staff put screens around people when they were hoisting them in the communal areas. This was so that people's dignity could be maintained. This good practice had been witnessed by other official visitors, who shared their reports with us. We also saw the staff communicating effectively with one person who had a sensory impairment, offering them choice and encouraging them to make a decision.

Other evidence

We did not use any other evidence to inform this outcome.

Our judgement

People living in the home are treated with dignity and respect, and are supported to make decisions about their care, treatment and support.
Overall, we found that The Manor House was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People we met and spoke with during our visit told us "I am well looked after" and "we get all the help we need. The staff are always doing something but still have time for me". One relative told us that they were very happy with the care and support that their parent received.

We asked people about how they spent their time during the day. Some people were not able to tell us because of a cognitive impairment but others said "I like to stay in my room. I am not being unfriendly I just like the peace and quiet", "we do watch a lot of television" and "it is nice when we do something different. I like chatting to the staff most of all".

From our observations we found that people appeared to be relaxed and content in the company of the staff. There was a good rapport between the staff and the people who live in the home.

Other evidence

We looked at the support plans for three people. One person had recently been admitted to the home and their care planning documentation was new. The other two people had lived in the home for a long time. All three people had a recent long term needs assessment recorded. Care plans were written based upon this assessment of care needs, however new care plans had not always been drawn up. We saw one wound care plan that had been written in 2009, and although we were assured that the nursing intervention was correct, the reviews of the plan did not evidence what had actually happened. We saw that the tissue viability nurse and the GP had been consulted on many occasions but this was not referred to in the care plan. We picked

this up by looking at correspondence and medical records. The manager took on board what we said and agreed that new care plans should follow a re-assessment of people's needs.

We saw a good plan for one person on how their diabetes was to be managed. Staff were provided with clear guidance about what they had to do. We found that care plans had been individually prepared for each person and took account of the different ways in which people needed and wanted to be cared for. Those plans we looked at were generally well written and provided information about how care was to be delivered.

Care plans were supported by risk assessments. These were completed in respect of the likelihood of developing pressure sores; falls; nutrition; and moving and handling. Mobility assessments resulted in a safe system of work being devised which set out what equipment and how many carers were needed. A copy of this moving and handling plan was kept in each person's bedroom.

Our judgement

People receive the care and support that they need because assessment and care planning arrangements take account of individual needs, choices and preferences. Overall, we found that The Manor House 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 "the meals are very nice", "the staff know I don't like certain foods so my meals might be different" and "I like to have my meals served in my room and the staff don't seem to mind. They have a long walk to my room".

One relative told us "I have seen the meals and they always look very nice and well presented".

Staff told us "the meals are always good" and "the cook knows what people like and don't like". Staff told us that they have done basic food hygiene training. We were told that the cook was alerted where there were concerns about a person's weight. In these instances people were provided extra high calorie foods or drinks. We found that people's dietary requirements were being met and there was good communication between the care staff and the kitchen staff.

Other evidence

The menu's had just been changed in line with seasonal changes. Menus showed there was a choice of two cooked meals at lunch time. The cook told us that a number of people need to have their food liquidised, and that the different food items are liquidised separately.

Our judgement

People receive the food and drink they need to maintain their health. They are provided with the appropriate level of support and are offered a healthy well balanced choice of meals.

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

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People we met and spoke with during our visit said "everyone is very kind here", "I cannot fault the way I am looked after" and "I feel safe and cared for".

We asked staff about their responsibilities for safeguarding and they were able to tell us of the signs which may alert them to a potential abuse. They were also able to tell us the reporting mechanisms for any concerns through the manager, the local authority or us. Staff referred to information that was displayed in the nurse's office and main reception area, about where concerns should be reported. They also told us about the home's whistleblowing policy, and said that the manager was approachable.

All staff spoke about the people living in the home with genuine affection and kindness.

Other evidence

We were told that all staff (care staff and ancillary staff) had received safeguarding of vulnerable adults training. Those staff we spoke with confirmed this.

The manager had attended several safeguarding training sessions held by the local authority and also demonstrated good awareness of the Mental Capacity Act (MCA) and deprivation of liberty safeguards (DOLS).

Our judgement

The people living in the home are protected from abuse or the risk of abuse because the staff team have good awareness of safeguarding issues and would respond appropriately if concerns were raised.

Overall, we found that The Manor House 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

People living in the home and relatives we met and spoke with during our visit made the following comments: "we chose this home for our relative because it is nearby and has a nice homely feel about it", "I can't get about much any more but the staff can use a wheelchair to move me about" and "it is really nice and quiet in my bedroom and I prefer to stay in here rather than join the others in the lounge".

Staff told us that there is ongoing maintenance and upgrading of the home. One boiler had recently been replaced and the other boiler was to be replaced the following weekend. New carpeting had been laid, some window frames had already been replaced and others were due to be replaced soon. The home looked well decorated throughout, although some areas were dated. We noted that there was appropriate signage on bathroom and toilet doors to assist people in locating the facilities.

Other evidence

We looked around the home when we visited. The Manor House is a listed building that has been converted to provide accommodation for up to 25 older people with nursing needs. Accommodation is provided over two floors with a passenger lift giving easy access to one of the upper floors. The other upper floor is accessed by a stair lift. There were nineteen single rooms and three that may be shared. All rooms were used for single occupancy when we visited. Seven of the rooms had en-suite facilities and all rooms had a nurse call bell system. Communal space was provided in a lounge in the main building and a conservatory dining room attached to the lounge. The dining room looked out onto the enclosed rear garden.

Our judgement

The home provides a safe and well maintained environment for the residents. The bedrooms and communal rooms and facilities are suitable and well presented for their purpose and meet people's needs.
Overall, we found that The Manor House was meeting this essential standard.

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 we met and spoke with during our visit told us "I always like to sit in this chair, right in front of the television. I have to have my cushion", "they have to hoist me which I don't like but that is the way it is" and "my bed is very comfortable".

Other evidence

We reviewed this outcome because in the past there had been some concerns about the availability of nursing equipment for people living in the home. When we visited, the home had three electric hoists and one stand aid, as well as a range of simple moving and handling devices. We saw that people were being nursed in hospital type beds where appropriate and that pressure relieving cushions and mattresses were in use. The home had one shaft lift and one chair lift that took people up to the upper three bedrooms in the newer part of the home

The home had other equipment and fixtures and fittings for the day-to-day running of the home. People's bedroom furniture and communal furniture were all in good condition and appropriate. The furniture was comfortable and fit for its intended purpose.

Our judgement

The people living in the home have access to a range of furniture, fittings and equipment, that is comfortable and meets their individual needs
Overall, we found that The Manor House 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

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People told us "the staff are very good", "the staff come and help me when I need it" and "there is always someone who can help you".

When we visited the home there were 18 people in residence. The home manager was on duty along with one qualified nurse, three care assistants, laundry and domestic staff, catering and maintenance staff.

Staff told us that staffing levels were adequate and they were able to meet people's needs. They told us that in the evenings one of the day staff worked until 10pm and overlapped with the night staff. These arrangements were in place to ensure people's needs were met during a busy time of the day. Overnight, one nurse and one carer were on duty to meet people's needs.

We were told that the home did not use agency nurses unless it was a last resort, and used their own bank nurses. Staff told us that they would pick up extra shifts if needed.

Other evidence

We did not use any other evidence to inform this outcome.

Our judgement

The people living in the home are looked after by sufficient numbers of staff. Their needs will be met because staff will be available as and when they need support. Overall, we found that The Manor House was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

We met and spoke with people living in the home when we visited and we also met some relatives who were visiting. We were told "they check with us all the time that everything is OK", "the manager asks us for our thoughts" and "they tell me this is my home and I can do things my way, so I do".

Survey comment forms were given out to relatives regularly, in order to check ongoing satisfaction. One relative told us "they look after me as much as my parent, the staff are so committed to getting everything right".

Other evidence

We looked at the auditing procedures in place. The manager completed a 'care manager's summary report' for the provider on a weekly basis. This included information about any events that had happened in the home in the previous week: hospital admissions, complaints, accidents, staff issues, outcomes from audits completed and staff meetings. Regular monthly audits of care plans and medicine stocks and health and safety of the premises were completed. We were told that the provider visited on a three-weekly basis however also maintained daily contact with the home.

The manager had recently introduced a new audit and used the process to check compliance with one of the essential standards of quality and safety. We saw the most recently completed audit for outcome 1. The next planned audit would be of another of the outcomes.

We looked at other records to ensure that people's safety was being maintained.

These included the fire safety records, maintenance records and service contracts. All

records were up to date and in order.

Our judgement

The people who live in this home benefit from the systems that are in place to monitor the quality of the service. This means that they can be assured that they will receive a service that meets their needs, is safe and effectively managed.

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

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
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