

# Review of compliance

R M D Enterprises Limited Manor Lodge	
<b>Region:</b>	London
<b>Location address:</b>	32-34 Manor Road London HA1 2PD
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	July 2011
<b>Overview of the service:</b>	Manor Lodge is 16 bed residential service providing support for older people. It does not provide nursing care. It is registered for the regulated activity accommodation for persons who require nursing or personal care

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

## Our current overall judgement

**Manor Lodge was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.**

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 20 June 2011, checked the provider's records, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

### What people told us

People told us they were very happy living in the service. They said that the staff were "kind, patient and caring" and looked after them well. They confirmed that staff came quickly if they used the call bell and that if they spent time in their bedrooms, staff always checked on them to ensure they were safe. People told us the manager was approachable and they felt able to talk with her if they had a concern or complaint.

People and their relatives told us that the service was clean and free from odours and they were satisfied with the environmental facilities available.

People and their relatives said that activities were arranged and people had the choice to take part in them. People confirmed that they were supported and encouraged to be independent. People said "If I want to spend time alone I can or if I choose to be with the other people then I do".

People said they knew what medicines they were taking and they were aware of their side effects.

People and their relatives spoke positively about the meals and people said they were asked what they wanted to eat.

Care professionals spoke favourably about the service with comments including, "I have always found staff very willing to communicate" and another commented "we have generally found Manor Lodge responds quickly to our requests". Other comments

included, the service acts promptly to refer people for advice and treatment and staff seem well informed about the condition of the people and "show a caring commitment".

## **What we found about the standards we reviewed and how well Manor 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**

People who lived in the service were respected and were involved in making sure the service met their individual needs.

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

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

People were supported to make informed choices and give consent to their care and treatment. Where they were unable to do this, staff worked with their representatives and others to give care which was in their best interests.

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

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

People using the service experienced effective and appropriate care and support according to their assessed needs.

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

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

People were provided with meals and drinks that met their individual nutritional requirements and preferences.

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

### **Outcome 06: People should get safe and coordinated care when they move between different services**

The service worked in partnership with other care providers for the benefit of people using the service.

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

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

There were procedures in place to help protect people and keep them safe from harm. Staff were aware of and followed these procedures.

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

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

The service provided a clean environment for people and had systems in place for the management and control of infection.

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

**Outcome 09: People should be given the medicines they need when they need them, and in a safe way**

People received the medicines that they needed. There were systems to make sure that medicines were safely stored, administered and recorded to ensure the safety of people.

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

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

The premises provided a comfortable environment for people, but some aspects with regards to health and safety and the prevention of fire were not taken seriously because risk assessments were not reviewed regularly and fire drills were not held regularly.

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

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

The equipment used in the service was suitable, maintained and safe for people and staff.

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

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

Recruitment checks were carried out to ensure that people were supported by appropriate and skilled staff.

Overall, we found that Manor Lodge 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 service was well managed and there were enough staff on duty to care and support people.

Overall, we found that Manor Lodge 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 were well cared for by trained, experienced and supported staff.

Overall, we found that Manor Lodge 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**

There were formal systems to monitor the quality of the service and to identify improvements. The manager and provider showed a commitment to involving people in developing and improving the service.

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

People were confident that their concerns and complaints would be listened to and acted upon.

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

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

People were confident that their personal records were accurate, up to date and stored appropriately.

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

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

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. Any regulatory decision that CQC takes is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

**Other information**

Please see previous reports for more information about previous reviews.

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

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

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

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

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

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

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

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

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

## Outcome 01: Respecting and involving people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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 said they had been fully informed of the service that was provided before they made a decision to move in. They told us that they knew exactly what services were covered in the fees and what extra services they would have to pay for. They reported that they had met with the provider and manager who had ensured that they were settling into the service. The provider confirmed that he spent time with new people and their relatives, so that he could answer any queries and questions that they might have.

People told us that they were respected by staff and addressed by their preferred name. They confirmed that staff always knocked on their bedroom door before entering. People said that they had the opportunity to talk about things they did or did not like about the service.

Throughout the day staff were kind and respectful towards people, spending time with them to ensure they were happy and comfortable.

##### Other evidence

We talked with staff who had a good understanding of people's needs and were aware of how to support them safely and appropriately.

The service had different ways of gathering people's views, such as completing surveys, attending meetings and direct contact with people on a day to day basis. The service responded to people's views and we saw from actions plans viewed and written communication between the provider and manager, that the service addressed any areas where people had said there was room for improvement.

**Our judgement**

People who lived in the service were respected and were involved in making sure the service met their individual needs.

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

## Outcome 02: Consent to care and treatment

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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

#### Our findings

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

People told us that they were able to make choices about their lives and the care and treatment they received. They told us that they had been given choices each day about the way in which their care was given, the food they ate and the things they did.

We saw that staff gave people the information they needed to make a choice. The staff respected what people said and acted upon this.

##### Other evidence

The manager told us that the service was aware of those people who might not always be able to give their consent to the care and support they received. If a person was not able to make decisions about their lives staff told us that relatives were involved to ensure the service supported people appropriately.

We saw information on the Mental Capacity Act and the manager had attended a seminar on this subject. The manager told us that she had shared information on this subject with staff and would be arranging training for them so that they had the understanding and knowledge to support people who could not give consent on how they wanted to be cared for.

The care records we viewed showed that staff had recorded people's abilities and needs so that staff would know if a person was able to make decisions about their lives.

**Our judgement**

People were supported to make informed choices and give consent to their care and treatment. Where they were unable to do this, staff worked with their representatives and others to give care which was in their best interests.

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

## Outcome 04: Care and welfare of people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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

#### Our findings

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

People told us they were "very happy" in the service. They said that they received newspapers and a mobile library visited the service. People confirmed that they saw a hairdresser, chiropodist and GP. They said they were able to attend appointments outside of the service without the support of staff if they felt able to do this.

We saw that staff attended to people appropriately and were available if people needed support.

##### Other evidence

We saw the pre admission assessment which contained information about the person's abilities and needs. The service had a clear pre admission process in place and the manager told us that she assessed every person, to decide if the service would be suitable for them.

The manager told us that people's needs were reviewed every month and care records were updated every six months or sooner if their needs changed. Each person had a keyworker, who worked closely with them to ensure that their needs were met appropriately.

Each person had a plan of care which addressed their medical, personal, social and emotional needs. We viewed a care plan, with the person's permission, and saw that this was regularly reviewed and contained clear information about the needs of people.

Relatives told us that they had been consulted about the care records and we saw that people or their representatives had signed these. Relatives confirmed that they were contacted promptly if there was a change in the person's needs.

There were church services held for people and we saw this taking place on the day of our visit. People told us about the activities in the service, such as occasional trips out, entertainers that visited the service and staff arranged different activities. We saw a notice board which provided details of the activity that was taking place on that day. Staff were seen encouraging people to do some movement and exercise.

**Our judgement**

People using the service experienced effective and appropriate care and support according to their assessed needs.

Overall, we found that Manor Lodge 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 said they liked the food and that there was plenty of it. They said they could have alternatives if they did not want to eat what was on offer. People could choose where to eat their meals and they told us that "staff know I like to eat my breakfast in my bedroom and other meals in the main dining area." Relatives told us that they were happy with the meals that were provided and that they always "looked tasty".

Details of the meals were on display in the dining area. We saw drinks available for people throughout the day of our visit and people were encouraged to eat at lunchtime. We saw that lunchtime was unhurried and staff were available to support people if necessary.

##### Other evidence

We saw people's individual dietary needs and preferences in the kitchen. The chef said he knew who was diabetic and catered for those people accordingly. The menus were viewed and showed that a range of meals were offered to people. The chef said he would ask people what they wanted to eat. Fresh produce was seen on the day of our visit.

The chef had attended all the required training that the service offered, such as food hygiene and infection control. The chopping boards were scratched and the manager told us she would ensure new ones are purchased to minimise the risk of cross infection.

There was evidence of checks on food temperatures and cleanliness of the kitchen and

equipment.

**Our judgement**

People were provided with meals and drinks that met their individual nutritional requirements and preferences.

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

## Outcome 06: 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 06: Cooperating with other providers

#### Our findings

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

People said they were able to see health professionals when they needed to. Relatives told us that they were satisfied that people's health needs were met and they were informed about appointments.

##### Other evidence

Feedback from social and health care professionals was positive with comments such as, "The staff are very caring and give their best to the patients". Another said that staff were "proactive" and communicated well with them. Care professionals also confirmed that they had seen care plans and these had been clear and outlined people's needs.

Care records showed regular contact with health care professionals. The manager told us that staff worked closely with local community teams to assess and meet people's needs. We were told referrals were made to the relevant professionals when people's needs had changed.

##### Our judgement

The service worked in partnership with other care providers for the benefit of people using the service.

Overall, we found that Manor Lodge 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 said they felt safe living in the service and had no concerns about their personal safety. Relatives also told us they had no concerns and they felt people were protected from harm. People said they would talk to their relatives or to the manager if they had a concern.

##### Other evidence

The manager told us that staff knew how to report accidents and incidents and body charts were used to record if any bruises or skin injuries were noted on a person. Evidence was seen to confirm this.

The service had a copy of the Local Authority's policy and procedure on safeguarding adults from abuse. Staff told us they would report any safeguarding concerns to the manager. Training records showed that staff had received safeguarding training in 2010.

People could make their own arrangements for managing their personal money. In cases where the service kept people's money, this was kept securely and a limited number of staff had access to it .

The manager showed us evidence that the service clearly recorded the amount they had for each person and financial transactions that were carried out on behalf of people. The manager confirmed she audited the money on a regular basis.

**Our judgement**

There were procedures in place to help protect people and keep them safe from harm. Staff were aware of and followed these procedures.

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

## Outcome 08: Cleanliness and infection control

### What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

### What we found

#### Our judgement

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

#### Our findings

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

People and their relatives told us that the service was always clean and fresh. They said that they often saw cleaning staff and they were happy with the work they did.

##### Other evidence

On the day of our visit we found the home was clean and free from odours. The service had good hand washing facilities and paper towels were also available to reduce the risk of cross infection.

We saw a domestic member of staff throughout the day and she confirmed she followed the infection control procedures and had attended training on this subject. The manager had a copy of the Department of Health's code of practice on the prevention and control of infections and related guidance.

Relatives told us that they saw staff, where appropriate, wearing protective clothing such as gloves and aprons.

##### Our judgement

The service provided a clean environment for people and had systems in place for the management and control of infection.

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

## Outcome 09: 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 09: Management of medicines

#### Our findings

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

People said they knew what medicines they were taking and the side effects of these. People and their relatives confirmed they were happy with how the service managed the medication.

##### Other evidence

The service did not have any controlled drugs and medicines were stored safely and securely. Currently people in the service did not self medicate. The manager and staff told us they would carry out risk assessments if people wanted to self medicate.

Medication records were accurate, up to date and clear. On the day of the visit we looked at a sample of medicines and saw that these were stored appropriately. There were clear procedures in place to record the amount of medicines in the service. We saw that checks and counts took place on a regular basis.

Training records showed that staff had received training on the safe handling, recording and administration of medicines.

##### Our judgement

People received the medicines that they needed. There were systems to make sure that medicines were safely stored, administered and recorded to ensure the safety of people.

Overall, we found that Manor lodge 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

There are minor concerns with Outcome 10: Safety and suitability of premises

#### Our findings

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

People said they liked their bedrooms and could bring their personal possessions with them. People told us that they liked using the garden and it was well maintained.

Some people reported that they liked their bedroom doors to be kept open but these were not fitted with an automatic self-closing mechanism. We saw several bedroom doors propped open with door wedges. The manager and provider told us equipment would be purchased for those doors that were kept open.

##### Other evidence

The manager informed us that there was an ongoing programme of maintenance in the service. A handyman visited the service regularly and carried out general maintenance work. We were told that the hoists would be replaced and the service would have a new medication trolley. The service was accessible for wheelchair users and there were ramps at the front and rear of the premises.

Some radiators were not covered and the manager told us this had been risk assessed but needed reviewing to ensure people were not at risk of harm.

Staff had received fire safety training and the manager showed us evidence of the fire lectures that staff had attended. However we saw evidence there had not been a fire drill since February 2010 and the general fire risk assessment viewed was dated 2007. The manager told us she was aware that more regular fire drills needed to take place to ensure the staff knew how to effectively respond to a fire. The manager informed us

that fire drills would be held on a more regular basis and a review of the fire risk assessment would take place.

**Our judgement**

The premises provided a comfortable environment for people, but some aspects with regards to health and safety and the prevention of fire were not taken seriously because risk assessments were not reviewed regularly and fire drills were not held regularly.

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

## 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 told us that they enjoyed having a bath safely using the parker bath that was easy for them to use.

##### Other evidence

We saw evidence that the equipment had been regularly serviced and maintained. People had equipment to assist them with their mobility and the service had a lift which people could use to access their bedrooms.

Equipment was also provided to ensure the safety of people. We were shown a system that had been recently introduced to monitor people who were disorientated at night and at risk of falls. The system was used according to people's needs.

There was only one out of three bathrooms that had been adapted and that was suitable for people with impaired mobility. The provider said that he would review the bathing facilities regarding their access to people to make sure that these were adequate for all people living in the home.

We saw evidence that staff had received regular training so they could help people to move safely.

**Our judgement**

The equipment used in the service was suitable, maintained and safe for people and staff.

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

## 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

On this occasion we did not speak to people about this outcome area.

##### Other evidence

We viewed the personnel file of the most recent member of staff. We saw that checks were made on their suitability and experience, including Criminal Record Bureau checks.

Staff confirmed they had gone through all the required checks and had been interviewed prior to working in the service.

##### Our judgement

Recruitment checks were carried out to ensure that people were supported by appropriate and skilled staff.

Overall, we found that Manor Lodge 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

Relatives said that there were sufficient numbers of staff working in the service. Most people told us that there were enough staff available to meet their needs. Some people however, reported that there were not enough staff on duty and staff at times looked tired. They said that they had given feedback to the manager about their views on staffing. The manager told us that a review of staffing levels would be carried out to take this feedback into account.

##### Other evidence

On the days when the chef does not work, the manager often stepped in to cook the meals. This had been looked at during the last review and the manager and provider said that although this did not affect the manager's roles and responsibilities he would be looking at employing staff who might have the skills and interest to provide care support to people and cook the meals when the chef was not working.

The rota showed that there was always a senior member of staff on duty who was in charge of the shift. The service did not use agency staff.

##### Our judgement

The service was well managed and there were enough staff on duty to care and support people.

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

## Outcome 14: Supporting staff

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by competent staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 14: Supporting staff

#### Our findings

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

People and relatives commented that staff were kind, experienced and qualified to work in the service.

##### Other evidence

Staff told us that they were well supported and had received information and training to enable them to do their work to the necessary standard. Staff said the team worked well together and that communication within the team was good. All staff received group and individual support from the manager or senior staff.

Staff training records showed that staff received regular and relevant training on an ongoing basis. We viewed the induction that new staff received and noted that this covered the main areas of the service provision. The manager and provider said they would look at linking their induction in with the Skills for Care common induction standards as currently this was not used.

##### Our judgement

People were well cared for by trained, experienced and supported staff.

Overall, we found that Manor Lodge 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

People told us that staff asked them for their opinions and views about the care and treatment they received. They told us that they were able to attend meetings and that they had named members of staff who they could talk to if they wanted to discuss the quality of the service. People said "If I want to comment on the service I feel can talk to staff and I feel things would change if I wanted them to".

Relatives also confirmed that they were asked for their views about the service.

##### Other evidence

The provider visited the service to monitor the quality of the care being given and to meet with the manager. People and their relatives were asked to complete questionnaires about their experiences. The results of these were compiled into a report. Areas for development and the necessary action for improvement were recorded. Meetings were also held for people to contribute their views about the service.

##### Our judgement

There were formal systems to monitor the quality of the service and to identify improvements. The manager and provider showed a commitment to involving people in developing and improving the service.

## 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 told us they knew what to do if they had a complaint. Copies of the complaints procedure were given to people and these were seen around the service. The manager told us that she would update the information on the Commission as this was out of date.

People and their relatives told us that the manager was approachable and would listen to them if they had a complaint.

##### Other evidence

The manager informed us that there had been no complaints in the past twelve months. She confirmed she would record action taken to deal with a complaint if the service received a concern or complaint.

##### Our judgement

People were confident that their concerns and complaints would be listened to and acted upon.

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

## 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

The provider is compliant with Outcome 21: Records

#### Our findings

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

People told us that they had seen copies of their care plans and had consented to these. They told us that they were happy with the way information was stored and recorded.

##### Other evidence

We looked at a sample of records and these were stored appropriately. The service had a designated office where personal and confidential information was securely kept.

The records viewed were accessible and the relevant information was easy to find.

##### Our judgement

People were confident that their personal records were accurate, up to date and stored appropriately.

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

## 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	Regulation 15 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 10: Safety and suitability of premises
	<p><b>Why we have concerns:</b></p> <p>The premises provided a comfortable environment for people, but some aspects with regards to health and safety and the prevention of fire were not taken seriously because risk assessments were not reviewed regularly and fire drills were not held regularly.</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 14 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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