

Review of compliance

Hallaton Manor Limited Hallaton Manor Limited	
Region:	East Midlands
Location address:	Hallaton Manor Cranoë Road, Hallaton Market Harborough Leicestershire LE16 8TZ
Type of service:	Care home service without nursing
Date of Publication:	October 2012
Overview of the service:	Hallaton Manor is a care home without nursing. The provider is registered to provide the regulated activity accommodation for persons who require nursing or personal care for a maximum of 41 people.

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

Our current overall judgement

Hallaton Manor Limited was meeting all the essential standards of quality and safety inspected.

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

Why we carried out this review

We carried out this review to check whether Hallaton Manor Limited had taken action in relation to:

Outcome 12 - Requirements relating to workers

How we carried out this review

We reviewed all the information we hold about this provider.

What people told us

We did not speak with people who used the service as part of this review. Our inspection of 13 March 2012 found that recruitment procedures were not robust. The provider wrote to us and told us that they had changed their policies and procedures so that proper checks were undertaken to ensure that staff employed were fit and appropriately qualified and were physically and mentally able to do their job. We looked at these policies and saw that they were appropriate.

What we found about the standards we reviewed and how well Hallaton Manor Limited was meeting them

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

The provider was compliant with this standard. People were cared for, or supported by, suitably qualified, skilled and experienced staff.

Other information

Please see previous reports for more information about previous reviews.

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

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

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

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

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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

Outcome 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

We did not speak with people who used the service as part of this review.

Other evidence

Our inspection of 13 March 2012 found that recruitment procedures were not robust. Nearly half of the carers employed at the service had been recruited directly from abroad, but the service's recruitment policy did not contain any guidance or instruction about recruitment of people from abroad. As a result there was a reasonably foreseeable risk that people who used the service may not be protected by the provider's recruitment procedures. The provider wrote to us and told us that they had changed their policies and procedures so that proper checks were undertaken to ensure that staff employed were fit and appropriately qualified and were physically and mentally able to do their job. We looked at these policies and saw that they were appropriate.

Our judgement

The provider was compliant with this standard. People were cared for, or supported by, suitably qualified, skilled and experienced staff.

What is a review of compliance?

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

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

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

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

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

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

Information for the reader

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