

Review of compliance

Springfields
Springfields Nursing Home

Region:	Eastern
Location address:	Springfields Nursing Home Rectory Road Copford Green Colchester Essex CO6 1DH
Type of service:	Care home service with nursing
Publication date:	June 2011
Overview of the service:	<p>Springfields Nursing Home is a care home with nursing. It can accommodate older people who have needs associated with end of life care. The home is owned by Springfields.</p> <p>The regulated activities accommodation for persons who require nursing or personal care, treatment of disease, disorder or injury, and diagnostic and screening procedures may be carried out at Springfields Nursing Home.</p>

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

What we found overall

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

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

Why we carried out this review

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

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 27 May 2011, observed how people were being cared for, talked with people who use services, talked with staff, checked the provider's records and looked at records of people who use services.

What people told us

Some of the people who use this service were highly dependant and had difficulty responding to verbal communication. During our visit we were able to hold a

conversation with three people. Most of the information about people's experiences of Springfields Nursing Home was gathered through our observations.

We saw that people were supported to make decisions about their care and their care and treatment options were discussed with them.

We saw staff were respectful when speaking to people, taking time to explain what they were going to do.

People told us that the staff supported them to manage their health care needs and said they saw the GP regularly and received visits from specialist nurses and therapists when needed.

We saw that people had their nutritional needs assessed and monitored. Most people living at the home told us that the food was good and there were choices offered.

We saw that people benefited from a safe and pleasant environment. One person told us that they liked living at the home and enjoyed the view to the surrounding gardens.

What we found about the standards we reviewed and how well Springfields Nursing Home was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

The provider is compliant with this outcome. People were supported to make decisions about their care and how they liked things done and staff respected their privacy.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. Consent to care and treatment was sought from people who were able to give it and there were processes in place to protect those who could not.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People living at Springfields Nursing Home receive effective, safe and appropriate care treatment and support that meets their needs and protects their rights.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People's nutritional needs were met through good assessment, monitoring and provision of specialist diets.

- Overall, we found that Springfields Nursing Home was meeting this essential standard.

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

The provider is compliant with this outcome. People using this service benefit from safe and co-ordinated care that seeks advice and input from other professionals to ensure their support and wellbeing.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. Recruitment procedures are robust and there are safeguarding procedures for people's protection that are well adhered to.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People benefit from a care home that is clean with good standards of infection control that are well adhered to.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

We have minor concerns with this outcome. People receive their prescribed medication in a safe and timely manner by staff who are skilled and competent but omissions in the records and some discrepancies in the medication instructions are not always followed up.

- Overall, we found that Springfields Nursing Home was meeting this essential standard but to ensure that it some improvements are needed.

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

The provider is compliant with this outcome. People live in a safe, secure and well maintained home that is pleasantly decorated and comfortably furnished.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People using the service have access to safe, suitable and well maintained equipment.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People are protected by robust recruitment procedures for the employment of staff at the home.

- Overall, we found that Springfields Nursing Home 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 provider is compliant with this outcome. People using the service are cared for by staff who know them and who are employed in sufficient numbers ensuring their needs can be safely met.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People using the service benefited from a staff team who are skilled, experienced, well trained and well supervised.

- Overall, we found that Springfields Nursing Home 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 provider is compliant with this outcome. Systems were in place to monitor and improve the quality of the service.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People using the service could expect their complaints to be listened to and acted upon.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

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

The provider is compliant with this outcome. People using the service could be assured that records relating to their care were kept securely and used appropriately.

- Overall, we found that Springfields Nursing Home was meeting this essential standard

Action we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

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

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

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

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

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

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

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

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

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

Outcome 1: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
One person told us “the staff are very good, respectful and uphold dignity”. They told us that when they were first admitted a staff member came to discuss their care needs and “put me at ease straight away”
People told us that they had a choice in what clothes they wore, how they spent their day and what they had for their meals. One person told us their own chiropodist was coming to the home to provide treatment for them.

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns.
Information we received from the manager prior to our visit on 27 May 2011 told us that a full care assessment is undertaken prior to admission to ensure that they are able to meet all the person’s needs. People planning to live at Springfields Nursing Home are encouraged to visit the home at a time suitable to them. This enables

them to view the latest inspection report and statement of purpose and meet with senior staff and view facilities before making a decision about moving into the home. We spoke with a staff member who was a Dignity Champion. They told us that when new staff are on induction they meet with them to explain what is expected of them in order to uphold people's dignity. They also said they reminded staff during report times to ensure that standards were maintained. We saw from the records that staff were instructed to ensure that call bells were within reach of residents who were on bed rest. We observed that most people had call bells within their reach and that staff came quickly when called. We observed one person who was alone in the lounge with no call bell within their reach. However staff were observed constantly checking to see if they needed anything.

Care staff told us that they always called people by their title and surname unless they preferred their first name. They said they respected people's privacy and dignity by always knocking before entering a resident's room and by making sure that doors were closed when providing personal care. We saw that people had a lockable drawer in their room for safekeeping of their personal possessions. We observed they were treated with respect by care staff and that staff spent time explaining to people what they were going to do. For example we heard care staff explaining to people what they were going to do. We also observed that for a person with hearing impairment, staff ensured that the television programme was what they wanted to watch and turned the sound volume up so that they could hear.

Our judgement

The provider is compliant with this outcome. People were supported to make decisions about their care and how they liked things done and staff respected their privacy.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
People we spoke with told us that staff explained their care needs and treatment so they understood what they were going to do.

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. Information we received from the manager prior to our visit to the service on 27 May 2011 told us that people living at Springfields Nursing Home are involved in and receive care treatment and support that respects their right to make decisions because each person using the service is treated as an individual. Their care plans are developed, reviewed and signed with them and their families are involved at each stage. Care plans are changed if found to be ineffective and kept up-to-date in recognition of the changing needs of the person. Critical care issues, for example being admitted to hospital are discussed with people using the service, their families and GPs and treatment plans are documented respecting the person's wishes.

We were informed that all staff are familiar with the home's policies and guidelines surrounding issues of consent and the Charter of Rights for clients. Where people have the capacity they are able to give valid consent to their care, treatment and support but are also able to withdraw consent. Critical care issues, for example being admitted to hospital are discussed with people using the service, their families and GPs and treatment plans are documented respecting the person's wishes. Where there is not capacity consent would be sought from next of kin and the clients GP.

On our visit to the service on 27 May 2011 we looked at care plans. We saw that people' consent to care was discussed with them and risks and benefits discussed. We saw that people's cultural beliefs were recorded and that staff were instructed to support them. We also saw that information on the Mental Capacity Act and Deprivation of Liberty Safeguards was on display in the care home for residents' and visitors' information.

Our judgement

The provider is compliant with this outcome. Consent to care and treatment was sought from people who were able to give it and there were processes in place to protect those who could not.

Outcome 4: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People we spoke with told us that the staff were good and supported them well. One person said “They are very good, the staff here. There is nothing I don’t like here.” Nothing is too much trouble.”

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. Information submitted by the provider before our visit told us that on admission a comprehensive and detailed assessment is completed encompassing all areas of need. All changes in care are communicated to relevant staff during handovers. Staff also told us that the manager or deputy manager inform them of people’s needs and they read each person’s care plans to ensure that they understand their care needs and can care appropriately for them.

We looked at the care records of two people at the home. Both included an assessment of the persons’ physical and social needs and their choices and preferences about how they would like their care provided. A family tree/life history was also available for each person. This information helped staff to get to know people and understand their individual personalities and needs. Care plans to

support individual health and personal care needs were available in both of the records. Risk assessments were available for identified risks such as risk of falls, nutritional risk and prevention of pressure sores.

We saw from the records that staff monitored people's physical health, including their need for pain relief and that they were referred promptly to health care professionals when needed. A record of visits seen showed that one person had been seen regularly by the GP and had also received visits from a practice nurse, speech and language therapist, dietician, tissue viability nurse, physiotherapist and chiropodist. Another person had been seen regularly by a GP, had been assessed by a physiotherapist, received an eye test and was being referred to a hearing clinic. We were told that there were two activities coordinators who supported the residential and nursing home that had been recruited since our last inspection. We observed a programme of activities that included a range of social and recreational activities that were based on peoples' preferences. We saw that people were supported to take part in activities and we observed that staff spent time in conversation with people.

Our judgement

The provider is compliant with this outcome. People living at Springfields Nursing Home receive effective, safe and appropriate care treatment and support that meets their needs and protects their rights.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement
The provider is compliant with outcome 5: Meeting nutritional needs

Our findings
What people who use the service experienced and told us People we spoke with told us that they enjoyed the meals and there was always a choice. One person said “The lunch is lovely, they do it well.” Another person told us “The food is very good. I have no complaints about the food. We have plenty of tea, water and juice to drink. I am vegetarian they will try to get you anything.”
Other evidence The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. We saw from the menus that meals were varied and nutritious with alternatives offered and specialist diets catered for. We were told that breakfast was served in residents’ individual rooms. All other meals were served in the two dining rooms and people had a choice of eating there or in their own rooms. We observed that the tables in the dining rooms were pleasantly laid with cutlery, condiments and napkins with drinks served at the table. We saw that menus were displayed for people’ information. We observed that people were enabled to wash their hands prior to eating their meals. We saw that the lunchtime included a choice of fish and chips, fish pie, steamed fish with a parsley sauce, cottage pie served with fresh vegetables and mashed potato. Staff told us that the chef will try to accommodate people’

various dietary needs and choices. For example they had spoken with the family to clarify the dietary preferences and requested recipes so that they could be provided at the home. Some people needed assistance with eating and staff were observed providing this in a sensitive and discreet manner. We observed residents being offered hot and cold drinks throughout the day.

We saw from the records that people's nutritional needs were assessed and recorded on admission, their preferences for certain foods recorded and their weights were regularly monitored so that additional supplements could be given when needed.

Our judgement

The provider is compliant with this outcome. People's nutritional needs were met through good assessment, monitoring and provision of specialist diets.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us
During our visit on 27 May 2011, we did not speak with any of the people using the service about cooperating with other providers.

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns.

We were told that a GP attends the care home twice weekly to review peoples' health needs. They spoke of good communication with other health professionals such as specialist nurses and therapists.

During our visit of 27 May 2011 we saw from the care files that where a health need was identified, people were referred promptly to the GP, specialist nurse or therapist. Changes in individual care needs were recorded in the person's care records to ensure that care staff were kept informed and were able to give the appropriate care.

Our judgement
The provider is compliant with this outcome. People using this service benefit from

safe and co-ordinated care that seeks advice and input from other professionals to ensure their support and wellbeing.

Outcome 7: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
During our visit on 27 May 2011, we did not speak with any of the people using the service about safeguarding people from abuse.

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. Information provided by the manager prior to our visit to the home on 27 May 2011 told us that it is a key philosophy of Springfields Nursing Home that every vulnerable adult has the right to freedom from abuse. All staff receive appropriate training at the induction stage in adult abuse including for example, the types of abuse and the appropriate management of it. We were told that following induction, all staff receive annual safeguarding of vulnerable adults training and this was last provided on 21 October 2011. Care staff also cover this subject when they are studying for NVQ 2 and 3. Clear policies and procedures for dealing with abuse are available to all staff and reviewed and updated regularly. Staff are aware of how and who to report incidents to ensuring that all parties concerned are confident that the appropriate procedures are

actioned.

During our visit on 27 May 2011 we saw that there were policies and procedures for the prevention of abuse available for guidance in the event of an allegation of abuse being made. Local multi-agency procedures for safeguarding adults were also available for staff to follow. Care staff told us they had received training in prevention of abuse and knew the procedure to follow in the event of a safeguarding alert being made. There had been no safeguarding alerts raised since the last key inspection.

We found that all of the required checks had been carried out on all staff before they started working at the home. This ensures that people are protected through robust recruitment procedures.

Our judgement

The provider is compliant with this outcome. Recruitment procedures are robust and there are safeguarding procedures for people's protection that are well adhered to..

Outcome 8: Cleanliness and infection control

What the outcome says

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

What we found

Our judgement

The provider is compliant
with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
One person told us “The laundry is very good. It is taken to the laundry each day and returned the next day, clean, ironed...beautiful.” They also told us “The room is always clean and the bedding changed.”

Other evidence
The owner declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. On this visit to the home we the home was clean and pleasantly decorated throughout. All bathrooms and people’s rooms viewed were very clean. We saw that liquid soap and paper towels were available for staff handwashing in bathrooms and in en-suites. We also saw that red alginate bags were used by staff when laundering foul linen. This ensured they were protected from the risk of infection. Laundry facilities are shared between the residential home and nursing home on the same site. The laundry was viewed and was large, well organised and well equipped with industrial type washing machines. These had the capacity to wash at 60degrees Centigrade to minimise the risk of infection. There were two driers, a rotary iron and domestic irons. The records confirmed that there were procedures in place to minimise the risk of legionella.

Our judgement

The provider is compliant with this outcome. People benefit from a care home that is clean with good standards of infection control that are well adhered to.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

There are minor concerns
with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us
During our visit on 27 May 2011, we did not speak with any of the people using the service about their medication.

Other evidence
We looked at the administration of medication in the home. We saw from the records that registered nurses were responsible for administering medication. We saw that medication was stored safely in a locked trolley that was secured to the wall and in a lockable cupboard in the nurses station. We saw that monitoring of storage temperatures was undertaken daily and recorded to ensure that the temperature of the room remained within safe recommended levels. This ensured that medicines did not deteriorate. We saw that there was a policy and procedures available for staff to follow when ordering, receiving administering and disposing of medication and that records were maintained as required.

We looked at the medication records for three people. There were three omissions on the records for one person and there was no record of this having been followed up. There were two medication administration records that stated a different dose or time from that on the medication received from the pharmacy. It was clear from

discussion with the nurse that the correct dose was being given at the correct time. The nurse told us that they had requested changes to be made by the pharmacy on several occasions. All other administrations records viewed were recorded accurately and in full and the medication was available for each person as had been prescribed for them.

Controlled drugs were stored in secure facilities and there were systems in place to ensure they were checked and recorded as required.

Our judgement

We have minor concerns with this outcome. People receive their prescribed medication in a safe and timely manner by staff who are skilled and competent but omissions in the records and some discrepancies in the medication instructions are not always followed up.

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 we spoke with told they liked living at the home and enjoyed the views of the surrounding gardens. One person told us told us “The scenery is beautiful. Peacocks running around and chickens. What more could we want.”

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. The information we held about the home indicated that systems were in place for regular maintenance and renewal of the premises. When we looked around the home we saw that the home was pleasantly decorated and comfortably furnished throughout and was well maintained. Individual rooms were well personalised and provided a homely feel for people living there. We saw that the gardens were very attractive, safe and well maintained with good access for people with limited mobility.

Information provided by the manager prior to the visit on 27 May 2011 told us that Springfields Nursing Home has robust policies and procedures in place for Health and Safety in the workplace and all staff receive annual mandatory training, for example, fire, moving and handling, health and safety. Generic as well as individual risk assessments are reviewed at updated regularly to ensure that the Home runs

safely and efficiently and meets all requirements.

From previous knowledge of the home and the records seen we are aware that accident and incident forms are reviewed to identify trends in behaviour to ensure that appropriate action is taken to investigate and reduce the risk.

Our judgement

The provider is compliant with this outcome. People live in a safe, secure and well maintained home that is pleasantly decorated and comfortably furnished.

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 No concerns were raised by people with regard to equipment.
Other evidence The owner declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. We observed that there was a range of equipment in place to encourage independence and to meet individual needs, including pressure relieving aids, hoists with individual slings and suctioning equipment. We looked at records and saw that equipment was regularly maintained to ensure it was safe and that staff received training on the use of equipment. We saw that staff assisted people with moving and handling in a safe and competent way and reassured people by explaining what they were doing.
Our judgement The provider is compliant with this outcome. People using the service have access to safe, suitable and well maintained equipment.



Outcome 12: Requirements relating to workers

What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant

with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People we spoke with all said that the staff were good and looked after them well.

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Other evidence

The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns.

Our previous inspections have not identified any issues with recruitment practices at the home.

Information we received from the manager prior to our visit to the home told us that all employees are subject to the same recruitment checks. Additional checks are made to ensure that references are genuine.

From previous knowledge of the home and records checked at the adjacent residential home during our visit to both care homes on May 27 2011 we were assured that recruitment procedures protected people living at the home.

Our judgement

The provider is compliant with this outcome. People are protected by robust recruitment procedures for the employment of staff at the home.

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
One person we spoke with told us “The staff are lovely. They will do anything for you. Nothing is too much trouble.” Another person said that “The majority are very nice, very helpful. They are respectful, very good.”

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. Information received from the manager of the home prior to our visit on 27 May 2011 told us that the manager is responsible for maintaining good staffing levels and ensuring that they meet the needs of people living there. We were told that all staff have the necessary qualifications, skills and experience to meet the needs of the clients, for example 80% of care staff have National Vocational Qualification level 2 (NVQ level 2) and a significant number have NVQ level 3. Regular updated training is provided depending on the client group. Staffing numbers are adjusted to meet the assessed needs and dependency levels of residents and they are able to respond to unexpected changes in circumstances, for example to cover sickness or staff training by using their own staff.
We saw from the duty rotas that staffing levels were well maintained to meet

people's needs. We observed that care staff were not rushed when providing care. We also saw that staff took time with people to reassure them when they were providing care and treatment. One staff member we spoke with told us "I look forward to coming here. We have time to talk to residents. We can take them out." This showed that staffing levels were sufficient meet people's needs and that staff working there felt they had the time to spend with them.

Our judgement

The provider is compliant with this outcome. People using the service are cared for by staff who know them and who are employed in sufficient numbers ensuring their needs can be safely met.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
During our visit on 27 May 2011, we did not speak with any of the people using the service about how the provider supports staff.

Other evidence
The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. Information received from the manager of the home prior to our visit on 27 May 2011 told us that the retention of staff at Springfields Nursing Home is very high enabling staff to get to know the people who live there very well and able to see any changes in health needs quickly. All staff have a good knowledge of illnesses and disease processes relating to older people All staff receive inhouse induction training when they start their job and common induction standards training. Foundation training includes fast tracking to study for NVQ 2. All staff have a mentor for the first six weeks of their induction and a supervision at the end. A training and development plan is devised during the induction period
We saw from the records that staff received regular and updated training. This is provided both internally by senior staff and externally by other organisations and specialist nurses. We spoke with staff who told us that they received regular supervision and an annual appraisal that identified their training needs.

We spoke with two members of staff who told us that they felt well supported. They said there was good teamwork, good communication and they received regular supervision.

Our judgement

The provider is compliant with this outcome. People using the service benefited from a staff team who are skilled, experienced, well trained and well supervised.

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

During our visit on 27 May 2011, we did not speak with any of the people using the service about how the provider is assessing and monitoring the quality of service provision.

Other evidence

The provider told us they were meeting this outcome on their registration application in 2010. No concerns were identified by our review carried out at that time.

Information provided by the manager prior to our visit on 27 May 2011 told us that Springfields Nursing Home carries out an annual appraisal of the service by sending surveys to people using the service and their families, staff, GPs, district nurses and other visiting professionals. A quality group meets following each survey to discuss and action any changes needed. This group also meets regularly to discuss the safety and quality of the service by reviewing any documented issues that need addressing, for example, incidents, near misses, errors and complaints.

From previous knowledge of the home we are aware that the manager makes herself aware of clinical audits and relevant research at national level to ensure that

action is taken to protect clients from risks associated with unsafe care, treatment and support and prevent the service becoming non-compliant with the regulations.

We saw from the records that there were risk assessments undertaken for individual risks to the health and safety of people using the service. For example, a client with a long term condition has made the decision with full support from her family, staff and GP to maintain their independence for as long as possible. Risk assessments were recorded and monitored to ensure this can be managed safely. We saw that risks for other people living at Springfields Nursing Home were reduced and were monitored to ensure the safety of people living at the home.

We saw that Springfields Nursing Home had various policies and procedures in place to enable staff to work in a safe working environment such as managing harassment, abuse and violence by a client, and the management of bullying and whistle-blowing. We spoke with staff who told us they felt supported and able to raise concerns without fear of recrimination.

Our judgement

The provider is compliant with this outcome. Systems were in place to monitor and improve the quality of 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 we spoke with said that they knew how to make a complaint and said they felt comfortable to raise any issues with the manager.
Other evidence The provider declared full compliance with this outcome on their registration application in 2010. Our review at that time did not highlight any concerns. At our visit on 27 May 2011 we saw information on display for guidance on how to make a complaint. Information we held about Springfields Nursing Home told us that all residents have a copy of the service user guide that includes information about how to raise a concern and who to contact. From previous knowledge of the home we felt assured that any concerns would be discussed and action taken to ensure these were addressed to the person's satisfaction.
Our judgement The provider is compliant with this outcome. People using the service could expect their complaints to be listened to and acted upon.



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
During our visit on 27 May 2011, we did not speak with any of the people using the service about the management of records.

Other evidence
The provider told us that they were compliant with this outcome on their registration application in 2010. No concerns were identified by the review carried out at that time.

Information we held about the service told us that there were systems in place for regular maintenance of the premises and equipment that ensured the safety of staff and people living there. We looked at a range of records including medication and care records during our visit. All records were up to date and were well organised and stored securely and were accessible to the staff that needed to see them. Staff spoken with were aware of the need for confidentiality.

Our judgement
The provider is compliant with this outcome. People using the service could be

assured that records relating to their care were kept securely and used appropriately.

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 Treatment of disease, disorder or injury Diagnostic and screening procedures	<p style="text-align: center;">13</p>	<p style="text-align: center;">Outcome 9</p>
	<p>Why we have concerns: We have minor concerns with this outcome. Omissions in administration records and discrepancies between medicines administration and medication received from the pharmacy do not provide assurance that people receive their medication safely.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider’s report should be sent within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

What is a review of compliance?

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

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

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

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

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

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

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

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

Information for the reader

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