

Review of compliance

Willows Nursing Home Ltd
Willows Nursing Home

Region:	North West
Location address:	10 Weld Road Birkdale Southport Merseyside PR8 2AZ
Type of service:	Care home services with nursing
Date the review was completed:	March 2011
Overview of the service:	The Willows is a nursing home situated in Southport. It is an older detached property that has been converted into a care home providing nursing care for thirty older persons. The home provides accommodation over three floors with lift access to the upper floors. There are twenty four single bedrooms and three double bedrooms. The communal day space consists of one large sitting room and a conservatory extension.

	<p>This service is operated by Mr & Mrs Jackson and the manager is Ms Benita Calderbank.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Willows Nursing Home was meeting all the essential standards of quality and safety we reviewed but, to maintain this, we have suggested that some improvements are 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 18th February 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

On the day of the site visit to the home we spoke with a number of people living there and asked them about their experiences of how the service involved them and kept them informed. All said they were happy with the service they were receiving and that they felt encouraged to express their views openly. People confirmed that their wishes were listened to, for example, choice of meals, time of getting up at in the morning, retiring at night and social arrangements. People who would prefer to have their main meal in the evening rather than lunch have this wish respected. All expressed a view that support was given at a 'pace' to suit them and that they were not rushed. People told us they knew by the staff by name and they were aware of their job role.

The home now offers a good range of activities and hobbies to suit individual preference and positive comments were made by the residents regarding the choices available to them.

A relative told us that the staff were good at listening and 'keeping in touch' so that they knew about decisions made in respect of their family member's care and support.

People told us the staff were polite, helpful and the care and support they had was delivered in a respectful manner. They said they felt comfortable and 'safe' around the staff and the support they received took into account their individual needs and wishes. People confirmed staff were prompt in arranging medical appointments and seeking advice where appropriate to ensure their good health. A health care professional told us there were no issues in the home and the staff were keen to support people.

We were told there were sufficient staff 'on hand' to help and that they were attentive and did 'their best' to make sure everyone was well looked after. A relative commented on the pleasant, relaxed atmosphere, which the staff promote, as they go about their duties.

People said they thought the home was well managed and that the accommodation was comfortable to live in.

What we found about the standards we reviewed and how well Willows 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

Overall, we found that Willows Nursing Home was meeting this essential standard. People spoken with confirmed they were involved with decisions about their care and also they could express their views openly. All had the view that they were treated with respect and dignity and staff did not rush them with helping.

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

Overall we found that Willows Nursing Home was meeting this essential standard. Systems are in place to support people with decisions they make and to help gain consent from them in respect of the care, treatment and support they need.

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

Overall we found that Willows Nursing Home was meeting this essential standard. We saw evidence that people were receiving care and support according to individual need. This was given in a safe, appropriate manner and subject to regular review.

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

Overall we found that Willows Nursing Home was meeting this essential standard. We saw evidence that people were receiving care and support according to individual need. This was given in a safe, appropriate manner and subject to regular review.

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

Overall we found that Willows Nursing Home was meeting this essential standard. The staff access support from other external health professionals to ensure the health and well being of people in the home.

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

Overall we found that Willows Nursing Home was meeting this essential standard, but to maintain this we have suggested some improvements are made. This is in respect of ensuring the staff are aware of the relevant agencies involved when reporting an alleged incident that affects a person's safety. We discussed the need of further staff training to provide this knowledge and understanding.

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

Overall, we found that Willows Nursing Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made. We discussed the need to keep a written cleaning schedule for the domestic staff to follow, as part of evidencing good infection control.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. Medicines were being administered safely to people to ensure their health and wellbeing.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. People live in safe, comfortable well maintained accommodation which suits their needs.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. We found that people appear to have equipment that is suitable for their needs and is maintained to ensure it is safe to use.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. Staff recruitment is robust to help protect vulnerable people.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. At the time of our visit, sufficient numbers of skilled and experienced staff were on duty to support the residents.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. People were receiving care and support from staff who were competent to carry out their job role.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Overall, we found that Willows Nursing Home was meeting this essential standard. Systems are in place to monitor the service and people are consulted about the running of the home.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. People had confidence in the staff as their complaints would be listened to and addressed.

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

Overall, we found that Willows Nursing Home was meeting this essential standard. Systems were in place to ensure records were held secure and properly managed.

Outcome 24: Requirements relating to registered managers

Overall, we found that Willows Nursing Home was meeting this essential standard. Effective management systems help to ensure people receive a good reliable service.

Action 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.

Other information

Please see previous review reports for more information.

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
During our visit we talked to a number of people accommodated. We conducted these interviews in the privacy of their own room. People told us that they were treated with respect by the staff and that they were involved with decision making about their care, treatment and different aspects of the home. People confirmed that their wishes were listened to, for example, choice of meals, time of getting up at in the morning, retiring at night and social arrangements. People who would prefer to have their main meal in the evening rather than lunch have this wish respected. All expressed a view that support was given at a 'pace' to suit them and that they were not rushed. We were told people knew by the staff by name and they were aware of their job role.
The home now offers a good range of activities and hobbies to suit individual preference and positive comments were made by the residents regarding the choices available to them.
A relative told us that the staff were good at listening and 'keeping in touch' so that

they knew about decisions made in respect of their family member's care and support.

Other evidence

We saw the staff assisting people with various aspects of care and daily living activities. They interacted well with them and were respectful in their approach. Staff knocked on people's doors and waited for a response before entering. They also spoke quietly to people on a 'one to one' basis to ensure confidentiality.

Staff told us residents can choose to have a bath or shower during the morning or in the evening, at a time that they would prefer or were use to.

The home has a full programme of social activities and during our visit an activities organiser had arranged a painting class. People were able to choose whether they wished to take part. Some residents wanted to watch television and this was respected by the staff.

Staff told us that privacy and dignity were discussed at induction and these standards are monitored through ongoing training and observation of their work. We saw a policy in respect of privacy and dignity and this outlines the standards relating to these aspects of care for people in the home.

Prior to the visit to the home we sent the registered provider a self assessment to complete. This included some evidence of how they complied with this outcome and regulation. The assessment is known as a provider compliance assessment and is referred to under other outcome areas in this report. In respect of this outcome, the assessment gave examples of how people are respected. For example, residents are asked if they wish to receive care from staff of the opposite sex, consultations and visits by clergy are conducted in the privacy of a person's own room and people are involved with assessing and planning their care.

The provider compliance assessment also stated, 'service users (residents) or their representatives are introduced to each member of staff at the service and informed what their job role is. Colour coded uniforms are in place to assist with the identification of staff members so that if a service user (resident) is unsure of names they can identify what role the person has'.

Our judgement

Overall we found that Willows Nursing Home was meeting this essential standard. People spoken with confirmed they were involved with decisions about their care and also they could express their views openly. All had the view that they were treated with respect and dignity and staff did not rush them when providing assistance.

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 told us that the staff discussed their care with though they were unsure about signing care records to give their written consent. A relative said the staff were prompt in seeking medical assistance when it was needed and that they acted in their family member’s best interest.

Other evidence
We saw evidence of a basic assessment for assessing a person’s mental health. We discussed with the manager the need to evidence a more formal needs’ assessment that takes into account mental capacity. The manager agreed to undertake this, as assessments of this kind underpin future judgements in respect of how people make decisions about their care. Staff are undertaking training around the Mental Capacity Act, so that they can better understand about people’s mental capacity and how this can affect their ability to make daily choices and judgements. The staff care for a number of people who are frail in health and the manager confirmed that when needed relatives and other health professionals are involved with planning care and support. For example, an advocate had been contacted on

behalf of a resident for independent advice. Care documents seen showed how risks to a person's health are recorded and how people are supported to maintain their independence where possible.

Judgement

Overall we found that Willows Nursing Home was meeting this essential standard. Systems are in place to support people with decisions they make and to help gain consent from them in respect of the care, treatment and support they need.

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
We spent time talking to people about the care and support they needed. People confirmed this was given according to individual need and staff were kind and caring in their approach. They told us that they could see a doctor on request.

Other evidence
We saw staff attending to residents with their lunch and also providing assistance to people with their walking or use of wheelchair. Staff did not hurry people and they explained what they were going to do. People appeared relaxed, there was a pleasant atmosphere and staff had time to sit and chat with the residents.
Individual care documents provide information for the staff as to the care and support each person needs. We looked at a sample of these with resident consent and found that they contained up to date information about the support the person needs with their daily routine, their health and personal care. This included identifying risks for different activities, such as moving a person safely, assistance with nutrition and care of a person's skin if they are frail in health and need special pressure relieving aids to ensure their comfort. Staff told us they received a hand over at each shift change so that they had up to date information on each resident. Daily care records showed us that the care had been given in accordance with the

plan of care. We also saw records of doctor and hospital appointments. Any changes to care or treatment had been actioned by the staff. Care records seen had also been reviewed to make sure the information recorded was accurate.

We discussed with the deputy manager pressure sore management. We were advised of how pressure sores are monitored and treated. This is carried out with the full support of visiting health professionals, such as a skin specialist nurse.

The staff attend an ongoing training programme to provide care and support for people who are dying. This is given in accordance with the Liverpool care pathway, which outlines the care and support a person should expect in their final days and hours of life. This is evidence of good care practice.

Our judgement

Overall we found that Willows Nursing Home was meeting this essential standard. We saw evidence that people were receiving care and support according to individual need. This was given in a safe, appropriate manner and subject to regular review

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
Positive comments were received from people regarding the choice of meals they are served. They said they meals were nicely presented and that they were informed of the daily menu so they could choose what they wanted to eat. Likewise a relative said the food always looked appetising.
People told us they could choose to have their meals in their own room and staff respected this wish.

Other evidence
We saw evidence of nutritional assessments for monitoring people’s dietary intake and this helps the staff to assess whether specialist input is needed. Nutritional care plans provide staff with information regarding a person’s diet and we saw evidence that meals replacement drinks had been prescribed for people who were frail or had a poor appetite. Referrals to dieticians are made when needed.
The provider compliance assessment told us, ‘prior to admission all service users (residents) are assessed for the amount of support required to maintain nutrition and hydration. The type of diet is discussed along with any likes and dislikes and any feeding or swallowing difficulties’.
We observed lunch being served in the lounge, the majority of people have their meals seated in armchairs with individual coffee tables. There is a dining room however, so people can choose where they wish to sit. Staff offered assistance to

people in a discreet manner to ensure their dignity was not compromised in any way. People were given sufficient time to enjoy their meals and staff took time to tell everyone what was on the menu.

The lunch time meal appeared nutritious and the menus showed us that people are offered a good choice of hot and cold foods at different times of the day. This includes plenty of fresh vegetables, which we saw.

Environmental health were up to date to evidence good standards of food control and hygiene and staff have received food hygiene training, as part of their learning.

Our judgement

Overall we found that Willows Nursing Home was meeting this essential standard. People were offered a good choice of nutritious, appetising meals and staff offered dietary advice and assistance, as needed.

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
People told us the staff contacted their GP for them, arranged hospital appointments or sought advice from other health professionals when needed. A relative informed us that they were very pleased with the medical support that had been arranged by the staff. A health professional confirmed that the home worked well with them and that there were no issues at this time.

Other evidence
The manager informed us that she hopes this year to undertake an accredited course, which provides a framework and tools for caring people who are at the end of life. This is a further qualification for the home, as they are trained in providing care and support for people who are dying. Local hospice staff are available to assist the home's staff with this specialist care.
We saw evidence of medical tests and GP appointments in a resident's care file, as part of monitoring their health and welfare.

Our judgement
Overall we found that Willows Nursing Home was meeting this essential standard. The staff access support from other external health professionals to ensure the

health and well being of people in the home.

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

There are minor concerns with outcome 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
People we spoke with said they feel 'safe' living at The Willows. They said if they had concerns they would feel able to raise them with the staff.

Other evidence
We discussed safeguarding vulnerable people with the staff and they confirmed they had received abuse training. We saw evidence to support this. The staff had a good knowledge of the kinds of abuse but were unsure of how to report an alleged incident to the relevant agencies, in accordance with Sefton's local policy document. We discussed with the manager the need for further training to ensure staff were aware of this information to help keep people safe.

The manager and deputy manager are booked on an Adult Alerters' Training Course next month. This provides further learning and guidance regarding safeguarding people and information learnt will be cascaded to the staff. The home has a safeguarding adults' policy and procedure in place and the manager has dealt with incidents following local guidelines.

Ongoing training and guidance is provided around the Mental Capacity Act 2005 Deprivation of Liberty Safeguards. These safeguards exist to protect people who are not able to make their own decisions about their care or treatment when they do not

have the mental capacity to do so. Leaflets are available regarding these safeguards for are displayed for everyone to see.

Our judgement

Overall we found that Willows Nursing Home was meeting this essential standard, but to maintain this we have suggested some improvements are made. This is in respect of ensuring the staff are aware of the relevant agencies involved when reporting an alleged incident that affects a person's safety. We discussed the need of further staff training to provide this knowledge and understanding.

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

There are minor concerns with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
People told us the home was kept clean and, this included their own private bedroom, bathrooms, toilets and communal areas. Likewise a relative commented on the fact there were no unpleasant odours.

Other evidence
During our visit we looked round the home. This included areas such as, bathrooms, kitchen, lounge, dining room/conservatory, laundry room and some bedrooms, All were clean and there were no unpleasant odours. We discussed the need to keep a written cleaning schedule for the domestic staff to follow, as part of evidencing good infection control. There were no records to demonstrate this at the time of our visit. We have made an improvement action to address this.

The laundry room had been painted and cleaned following our last inspection. We noted however, that a small area of paint was peeling around the sink and there was also some damaged plaster work. The manager agreed to ensure this work would be undertaken immediately to ensure good standards of hygiene in this area.

We saw plenty of gloves, aprons and hand gel for staff use. We noted that some cleaning products were left out in a bathroom and we asked that these be locked away when not in use. A secure cupboard was available for safe storage. Staff were seen at meal times wearing protective clothing and they told us they had received infection control training.

We were shown policy documents relating to infection control. This includes the

Health and Social Care Act 2008 Code of Practice for infection control. A member of staff who has been appointed as the infection control lead for the home is undertaking a Diploma in Infection Control, as part of the development of this role. There is an awareness of the annual statement required to help evidence compliance with the Code of Practice as part of monitoring standards of hygiene.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made. We discussed the need to keep a written cleaning schedule for the domestic staff to follow, as part of evidencing good infection control.

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

The provider is compliant with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us
People confirmed that they had their medicines on time and that the staff sort out their medicines for them when they are going out for the day. They said they felt supported with their medicines and that they can ask for painkillers if they needed them.

Other evidence
Medicines were being stored in appropriate storage cabinets and the home has a contract with a local pharmacist for supply of medicines to the home.
The manager carries out audits of medications administered and this includes checking medicine charts to ensure medications have been signed and dated correctly by the nurse. We looked at several medication charts and this showed us that people had received their medication as prescribed.
The manager undertakes competency assessments with the trained staff (registered nurses), who are responsible for administering medicines. This helps to ensure they have the skills and knowledge to administer medicines safely.
Previous pharmacy inspections have been conducted and these have shown improvements in the way in which medicines are managed in the home.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard. Medicines were being administered safely to people to ensure their health and wellbeing.

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 said they thought the home was well maintained and comfortable to live in. They told us they liked the décor and furniture

Other evidence
The hall was welcoming, bright and had plenty of information for people to read about the home.
Following our last inspection a number of bedrooms have been decorated to a good standard. We looked at a number of bedrooms to confirm this and found that the rooms also had new furniture and fittings. The provider compliance assessment told us, 'although the service has three double rooms, these are not marketed unless they were required by a couple who wished to share'.
There is a new carpet in the conservatory and the manager told us that they hope to purchase new dining room furniture for this room. We saw an ongoing programme of maintenance and refurbishment for the home to ensure it is kept to a good standard.
Communal areas were spacious and the lounge had comfortable armchairs and small coffee tables. The home provides enough space for people to meet privately with their visitors and for social activities to be conducted. We found that the bedrooms and communal areas had a call alarm system to enable people to receive help from the staff.

There were sufficient bathrooms and toilets with a number of bedrooms having an ensuite facility.

We saw evidence of written records and certificates for services such as gas, electric and fire prevention (including fire training for staff). This helps to ensure the home complies with statutory requirements and legislation.

The home has a lift to all floors and there is disabled access to the rear of the property. There is good access to outdoor space, which includes a large enclosed garden. Summer parties and barbeques are enjoyed here in the warmer months.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard. People live in safe, comfortable well maintained accommodation which suits their needs.

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 said they could have a bath or shower in comfort, as there were aids to help them.

Other evidence
It was evident during our visit that there was sufficient equipment to assist people with their daily tasks and activities. This included special nursing beds, pressure relieving mattresses, cushions, wheelchairs and bath hoists. The provider compliance assessment confirmed that people have access to sufficient equipment to ensure they do not have to wait. This helps to promote their dignity.
We observed staff supporting people with different walking aids and this help was given in a discreet and unhurried manner. People can choose to have a shower or a bath with the support of the staff.
We saw evidence of safety certificates for moving and handling equipment to ensure it was working safely in accordance with current legislation.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard. We found that people appear to have equipment that is suitable for their needs and is maintained to ensure it is safe to use.

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 discuss recruitment of staff with people at the home. We were told however, that staff employed had a caring attitude and that they knew this was an essential part of ensuring a person was able to work with older people.

Other evidence
The manager has policies and procedures to help ensure staff recruitment is robust to protect people. Staff spoken with said they had been interviewed for their respective positions. They also said they had to provide an employment history, referees from past employers and undergo a police check before starting work. They confirmed that the interviews were thorough and their job role explained.

Our judgement
Overall, we found that Willows Nursing Home was meeting this essential standard. Staff recruitment is robust to help protect vulnerable people.

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
We received positive comments about the staff. We were told there were sufficient staff 'on hand' to help and that they were attentive and did 'their best' to make sure everyone was well looked after. A relative commented on the pleasant, relaxed atmosphere, which the staff promote as they go about their duties.

Other evidence
The staffing rota showed us the number of staff on duty .At the time of our visit, the manager, deputy manager and six care staff were on duty. Two care workers were from an agency to cover a shortfall in numbers. They had worked at the home previously and had knowledge of the residents and their respective routines. During the afternoon the deputy manager was on duty with five care staff. At night there is a registered nurse and three care workers. Ancillary staff included a domestic, cook, laundry maid and domestic assistant. We observed sufficient numbers of staff on duty to provide care and support to people.
Staff told us that the manager made sure staffing numbers were maintained and this was based on the dependencies of the residents. The manager assesses the staff skill mix to ensure people are supported with their individual needs.
We saw staff assisting people with different activities and also having time to sit with them for a chat, on an individual or group basis. Calls for assistance were answered

promptly to ensure people's dignity was not compromised.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard. At the time of our visit, sufficient numbers of skilled and experienced staff were on duty to support the residents.

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
People told us they had confidence in the staff's ability to care for them.

Other evidence
The provider compliance assessment told us about the induction for new staff and how support is provided by a senior member of staff as they settle into their new position. Staff spoken with confirmed this and also told us about the training courses they have attended in safe working practices. They commented on the wide range of courses on offer to help them support people safely. We saw evidence of a training matrix and details of future training events; this included, stroke awareness, diabetes and palliative care workshops (caring for people at their end of life). It was evident the staff were being offered good training opportunities.

NVQ (National Vocational Qualification) in Care at Level 2 is ongoing for the care workers and domestic staff have also completed an NVQ in Housekeeping. This demonstrates a good commitment to staff learning.

Staff told us they received regular supervision of their job role. They told us the manager was supportive and had an 'open door' policy, which they found reassuring. There appeared to be clear lines of accountability and staff confirmed they could speak freely to the manager.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard. People were receiving care and support from staff who were competent to carry out their job role.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us
We were told that people could comment about the service and make suggestions that they feel would help improve it. We were told the manager was easy to talk with and that she would listen to what was said.

Other evidence
During our visit we looked at ways in which the service is reviewed, as this helps to demonstrate that it is run in the best interests of people. We saw evidence of how people's care is reviewed and this includes their care documents, risk assessments and medications. This showed us that information recorded was accurate to reflect their health.
The environment is checked regularly to make sure it is safe for people to live in and if a resident has an accident then details of this are recorded and the resident's condition monitored.
The home has been awarded a five star external quality award, achieving a satisfaction rate of over 96%. This included information obtained from satisfaction surveys and talking with people living in the home and their relatives. The surveys

look at areas such as, the quality of the food, the staff, care provision and standard of environment.

A formalised improvement system is being introduced by the manager to help keep people safe. We saw evidence of these new documents and the provider compliance assessment told us that it will help the home to 'identify, assess and monitor risks'.

The manager has not completed a written annual development plan for the home but has clear ideas as to how she wishes the home to move forward and to continue to evidence good safe outcomes for people. The manager agreed to record what she would like to achieve in the year ahead.

Staff told us they attend meetings and the manager is in the process of sending out a letter inviting relatives to attend a meeting with the resident later this month. Although the manager meets with people each day this provides a formal setting for people to make suggestions and for them to be discussed in an open forum.

Our judgement

Overall, we found that Willows Nursing Home was meeting this essential standard. Systems are in place to monitor the service and people are consulted about the running of the home.

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 they were satisfied with the service provision and felt relaxed around the staff. They confirmed they could talk freely with the manager if they wished to raise a concern.

Other evidence
The home has a complaints procedure and details of how to raise a complaint are displayed in the main hall. The manager told us there were no complaints from residents at the time of our visit. Staff told us that if a resident wished to make a complaint they would pass the information on to the person in charge.

Our judgement
Overall, we found that Willows Nursing Home was meeting this essential standard. People had confidence in the staff as their complaints would be listened to and addressed.

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 they knew the staff made records about their care but they were not directly involved with them.

Other evidence
We looked at a number of records as part of our review process and our findings have been recorded under a number of outcomes. In respect of care documents, the manager is looking at ways of recording resident/relative consent as part of quality assuring their inclusion.
There is good record keeping in the home and records were kept secure at the time of our visit to ensure confidentiality.

Our judgement
Overall, we found that Willows Nursing Home was meeting this essential standard. Systems were in place to ensure records were held secure and properly managed.

Outcome: 24

Requirements relating to registered managers

What the outcome says

This is what people who use services should expect.

People who use services:

- Have their needs met because it is managed by an appropriate person

What we found

Our judgement

The provider is compliant with outcome 24: Requirements relating to registered managers

Our findings

What people who use the service experienced and told us
Discussion with residents and relatives confirmed they were pleased with the way in which the home was managed. They said the manager was approachable and had time to meet with them.

Other evidence
We looked at this outcome in respect of the manager's position. The manager, Ms Calderbank, is not registered with the Commission; however she has made an application to us for the position of registered manager for the home. This application will be processed accordingly.
Staff told us they enjoyed working in the home and felt supported by the manager. They confirmed good systems were in place to ensure the home was managed effectively.

Our judgement
Overall, we found that Willows Nursing Home was meeting this essential standard. Effective management systems help to ensure people receive a good reliable

service.

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 Treatment of disease disorder or injury.	Regulation 11	Outcome 7 Safeguarding people who use services from abuse
	<p>Why we have concerns: Overall we found that Willows Nursing Home was meeting this essential standard, but to maintain this we have suggested some improvements are made. This is in respect of ensuring the staff are aware of the relevant agencies involved when reporting an alleged incident that affects a person's safety. We discussed the need of further staff training to provide this knowledge and understanding.</p>	
Accommodation for persons who require nursing or personal care Treatment of disease disorder or injury.	Regulation 12	Outcome 8
	<p>Why we have concerns: Overall, we found that Willows Nursing Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made. We discussed the need to keep a written cleaning schedule for the domestic staff to follow, as part of evidencing good infection control.</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 Adult 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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