

# Review of compliance

Oakleaf Care (Hartwell) Limited  
The Oakleaf Care Group (Hartwell) Limited

<b>Region:</b>	East Midlands
<b>Location address:</b>	Hilltop House Ashton Road, Hartwell Northampton Northamptonshire NN7 2EY
<b>Type of service:</b>	Rehabilitation services Care home service with nursing
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	Oakleaf Care (Hartwell) Limited have five locations in Northamptonshire providing accommodation, nursing and personal care to people with acquired brain injuries. Each location also provides Treatment of disease, disorder or injury. Two of the locations, including Hilltop House, are based on the providers main site in Hartwell , the

	other three offer less intensive support in smaller homes. Hilltop House is registered to accommodate 23 people.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**The Oakleaf Care Group (Hartwell) Limited was meeting all the essential standards of quality and safety.**

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

### Why we carried out this review

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

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 6 January 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

We spoke with four residents from Hilltop House. All spoke very highly of the care and support they received. One person explained that staff help him to be involved in reviewing the support that he receives "I tell my named nurse what I would like to contribute to my reviews."

One person told us that the "staff are brilliant". Another said that the "Occupational therapy support is amazing" and described how he had been helped to budget his money. All four people told us that there were enough staff and that they did not have to wait if they needed assistance.

### What we found about the standards we reviewed and how well The Oakleaf Care Group (Hartwell) Limited was meeting them

#### **Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People's independence and autonomy were encouraged, they were treated with respect and involved in making decisions about their care and support.

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

People living at Hilltop House received the care and support they needed in a manner that promoted their well-being and respected their individuality.

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

People who used the service were protected from the risk of abuse.

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

There were sufficient numbers of suitably qualified and trained staff to meet the assessed needs of people living at Hilltop House.

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

There were systems in place at Hilltop House to monitor quality and to act on feedback from people who live in the home.

**Other information**

Please see previous reports for more information about previous reviews.

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

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

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

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

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

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

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

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

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

# Outcome 01: Respecting and involving people who use services

## What the outcome says

This is what people who use services should expect.

People who use services:

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

## What we found

### Our judgement

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

### Our findings

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

We spoke with four residents from Hilltop House. All spoke very highly of the care and support they received. One person explained that staff help him to be involved in reviewing the support that he receives "I tell my named nurse what I would like to contribute to my reviews."

Another resident explained that he would talk to the manager or the owner if he had any concerns. He said if he had any comments about the food he would speak to the chef. He told us that he felt confident that his concerns would be listened to and addressed.

#### Other evidence

We spoke with seven members of staff, some of whom worked within Hilltop House, some also worked in the other three homes in the area owned by the same company.

The manager explained that when people moved to Hilltop House they were given a pack containing information about the home and the service offered. They were also given information about how to raise any complaints or concerns they may have.

Staff told us that each person living at Hilltop House had an individual timetable of activities. An occupational therapist who works in the home explained that these were

put together with the person and based on their individual interests, needs and goals. We saw that people had their own timetable displayed on a whiteboard in their bedroom as well as being displayed in the lounge area to ensure that people were aware of what they were doing each day.

We saw that people were encouraged to develop their independence. We saw evidence in people's care records of how staff supported people to develop the skills they needed to increase their independence. For example, by re-learning daily living and social skills. Staff explained that people were able to work within the grounds of the home to learn horticultural and building skills which assisted them to gain either voluntary work or paid employment. We spoke with a horticultural therapist who told us that people were often able to achieve things whilst working in the grounds which helped build their self esteem. He gave examples of building gazebos and garden furniture and learning to drive the tractor.

Within the group of homes owned by Oakleaf there were different living options available, and people were able to move between the options as their independence increased. This gave people the opportunity to progress towards more independent living if they wished to do so. One member of staff gave us examples of one person who had recently moved from Hilltop House to a smaller house owned by Oakleaf with less support and another person who had moved home to live with his family. He explained that it was "good to see people progressing."

We saw that part of the quality monitoring carried out for Hilltop House involved checking how often people were going out into the local community. Staff told us that people go on holiday each year explaining that people were able to choose where they go and who they go with.

We observed staff talking with people who live at Hilltop House in a respectful way.

We saw that the spiritual, religious and cultural needs of each person were detailed within their care records. This included details of the support that they needed from staff to meet these needs. We saw that one person had stated that they wished to go to a specific church each week. The manager explained that speech and language therapy staff accompany the person to church and have developed strategies to help him understand the service and communicate with other members of the congregation. We saw that his care plan noted that he should be given the opportunity to wear traditional dress for his culture when attending church. We saw that arrangements were in place to ensure that the person's received a cultural appropriate diet in line with their individual preferences.

Each person living at Hilltop House had a file containing their care plans and other information staff need to care for and support them. We saw the person's ability to understand and consent to each care plan had been assessed and documented.

We saw that everyone living at Hilltop House had a review meeting approximately every six months. We saw that people's views were documented as part of the review process. The manager explained that people were invited to attend their review meetings.

## **Our judgement**



People's independence and autonomy were encouraged, they were treated with respect and involved in making decisions about their care and support.

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

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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

#### Our findings

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

We spoke with four residents from Hilltop House. All spoke very highly of the care and support they received. One person told us that the "staff are brilliant"

One person told us that he wanted to be a chef so was doing cookery sessions. Another person told us about the help he was receiving with budgeting. Another person told us that he enjoyed working in the grounds to the home.

##### Other evidence

Each person living at Hilltop House had a file containing their care plans and other information staff need to care for and support them.. We saw that care records gave good levels of detail about people's individual needs and how staff should support them. We saw that care records were reviewed and updated regularly as people's needs changed.

We saw records showing that risks to individuals and to staff supporting them had been assessed and steps taken to reduce these risks. This included the risk of malnutrition and the risk of developing pressure ulcers.

Records showed that people living at Hilltop House had regular sessions with occupational therapists, physiotherapists, speech and language therapists, dieticians, horticultural therapists, psychologists and psychiatrists. All of the staff we spoke with told us they all worked well together and supported each other's roles. One member of staff told us that because there was a therapy team working at Hilltop House it meant

that people could receive the support they needed without having to put in a referral and wait for support.

Training records showed that all staff attended training in brain injury as part of a comprehensive programme of training. This helped to ensure that people had a good understanding of the needs of people living in Hilltop House. We spoke with seven members of staff. They had a good knowledge of people's individual care needs. One member of staff told us that "good quality staff showed in how people are cared for and supported."

Staff told us that people's care plans were put together using information from all of the significant people in the person's life including staff and family members. One of the staff explained that talking to families helped to "build a rounded picture of the person." The manager told us she is in the process of putting together a file for each person that will detail their life histories, hobbies, interests and preferences to give a holistic picture of the person.

We saw evidence in people's care plans to show that they were supported to maintain good mental and physical health. Care records showed that people who live at Hilltop House attended regular appointments with healthcare professionals such as GPs, dentists and opticians. We saw that people have their weight and blood pressure checked regularly. Staff told us that people were encouraged to take exercise.

We saw records that showed meetings were held at least fortnightly for the nursing and therapy staff to discuss people's needs and to review their care and support. This meant that people's needs were reviewed on a regular basis and that the support they received was appropriate to their individual needs.

We saw that people living at Hilltop House had comprehensive review meetings every six months. These included a report from each of the therapy staff on their progress as well as information from the person themselves. The manager told us that some people attend their review meetings and others prefer to attend a summary at the end of the meeting.

### **Our judgement**

People living at Hilltop House received the care and support they needed in a manner that promoted their well-being and respected their individuality.

## Outcome 07: Safeguarding people who use services from abuse

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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

#### Our findings

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

We spoke with four residents from Hilltop House. All spoke very highly of the care and support they received and said that they felt safe.

##### Other evidence

We spoke with five staff who told us that they received training in how to safeguard adults from abuse. Staff explained the signs and indicators which could suggest abuse and told us how they would deal with any concerns that they had. Staff told us that they have also attended training on safeguarding children to ensure that any children visiting their relatives at Hilltop House were safe.

The staff we spoke with said that they had no concerns about the safety or well-being of anyone living at Hilltop House. We saw that the home has a policy on "Whistle blowing" which explained how staff should raise any concerns. Three staff told us that the management of the service were very supportive and that they could go to them with any concerns. One staff member told us that the company was "very hot on whistleblowing."

We saw that each person had a care plan which detailed any areas of vulnerability and how staff should support the person to remain safe and in good health. For example, the care plan for one person identified that their lack of verbal communication may make it difficult for them to tell anyone if they had any concerns or if they felt any symptoms of ill health.

The manager explained that when people move to Hilltop House they and their relatives were given information about safeguarding and who to contact if they have any concerns.

We saw from training records that staff received training in how to safely support people who become agitated or aggressive.

**Our judgement**

People who used the service were protected from the risk of abuse.

## 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 spoke with four residents from Hilltop House. All spoke very highly of the support they received. One person told us that the "staff are brilliant". Another said that the "Occupational therapy support is amazing" and described how he had been helped to budget his money. All four people told us that there were enough staff and that they did not have to wait if they needed assistance.

##### Other evidence

We spoke with seven members of staff. All told us that there were enough staff working in the home. All of the staff told us that the staff team worked well together and that the nursing staff, care staff and therapy staff supported each other in order to provide the appropriate support to the people living in the home. One staff member told us that there was "good communication" between staff and "opportunities for informal discussions" about residents needs as well as formal meetings.

Staff explained that any gaps in the staffing were covered by overtime, bank staff or staff from a care agency who know the residents well to ensure people receive consistent support and care.

The manager explained that she uses her knowledge of residents needs to determine the number of staff needed and any particular qualification, skills or experience.

##### Our judgement

There were sufficient numbers of suitably qualified and trained staff to meet the

assessed needs of people living at Hilltop House.

## 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 spoke with four residents from Hilltop House. All spoke very highly of the care and support they received.

One resident explained that he would talk to the manager or the owner if he had any concerns. He said if he had any comments about the food he would speak to the chef. He told us that he felt confident that his concerns would be listened to and addressed.

##### Other evidence

We saw records to show that the manager and identified members of the staff team had clear responsibilities for monitoring different aspects of the service provided at Hilltop House. We saw that the manager had a plan for 2012 of which checks and audits were carried out each month and who was responsible.

We saw records of medication audits, environmental audits, audits of care records and audits of the activities offered to people. We saw that residents and their relatives were given the opportunity to comment on the service through satisfaction surveys.

One staff member told us that managers were always available and that they could take any concerns to them or seek advice if needed.

We saw records to show that the manager had gone through each of the standards that providers of health care and adult social care must meet to comply with the Health and Social Care Act 2008 to assess whether Hilltop House was compliant. We looked at



these assessments and saw that she had identified how the home was meeting the standards.

We spoke with a senior member of staff who explained that he has attended national and international conferences to make sure that he has up to date knowledge of research and developments in the area of brain injury.

We saw recent reports written by the quality monitoring nurse from the primary care trust and by the Local Involvement Network (LINKs which is made up of individuals and community groups, such as faith groups and residents' associations). Both reports were very positive.

**Our judgement**

There were systems in place at Hilltop House to monitor quality and to act on feedback from people who live in the home.

# 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

<b>Document purpose</b>	Review of compliance report
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## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA