

Review of compliance

Swanton Care and Community Limited Eden View

Region:	East
Location address:	High Street Bottisham Cambridgeshire CB25 9BB
Type of service:	Care home service with nursing
Date of Publication:	July 2012
Overview of the service:	Eden View provides care to ten adults with complex care needs. It is registered to provide the regulated activities of accommodation for persons who require nursing or personal care; the treatment of disease, disorder or injury; and diagnostics and screening.

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

Our current overall judgement

Eden View was meeting all the essential standards of quality and safety inspected.

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

Why we carried out this review

We carried out this review 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 28 June 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

All the evidence we received from people using the service, their relatives and visiting health care professionals clearly demonstrated that this was a well run unit where people received good quality care. People particularly liked the unit's environment and facilities and one person described it as "A palace". They told us it had been designed well for people who used wheelchairs, making it very easy for them to mobilise around. We received several comments about the good quality of the food: one person was pleased that, despite having to have a liquidised gluten free diet, the food she was given was, "Very tasty". One person told us, "It's excellent here- it's the combination of nice staff, good care, a fantastic building and tasty food".

We received many positive comments from people's relatives that we spoke with. One told us, "My wife's had respite care in many places, and Eden View is by far the best, I really can't think of anything they could do better". They told us that staff were really good at communicating with them and always rang them if there was a problem, one commented, "They don't do anything without my knowledge". Another stated, "We've had no problems in the three years my wife's been in there, it really is a good place and my wife's content there".

A community based tissue viability nurse (a nurse who specialises in managing people's pressure ulcers) told us that her team had a very good opinion of the unit and one of her patients there had been, "Extremely well looked after". A visiting chiropodist told us, "It's one of the best places I visit and people are always really cheerful".

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

View was meeting them

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

The provider was meeting this standard because people received good quality care and support that maintained their well-being.

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

The provider was meeting this standard because records made when medication were given to people were thorough, accurate and complete demonstrating that people received their medications as prescribed.

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

The provider was meeting this standard because recruitment procedures ensured that only the right people were employed to look after vulnerable adults.

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

The provider was meeting this standard because people's needs were met by sufficient numbers of appropriate staff.

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

The provider was meeting this standard because people received their care from well trained staff who were supported in their job.

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 was meeting this standard because people received a service that was regularly monitored and audited with the information gathered used by the provider to ensure its quality.

Other information

Please see previous reports for more information about previous reviews.

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

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

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

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

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

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

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

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

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

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

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People we spoke with told us they received good quality care from staff, and that staff always treated them respectfully and with dignity. One person was pleased that staff were able to accompany him on holiday to Sandringham, and also to take him to concerts at Newmarket race course.

Relatives told us they felt involved in making decisions about their family member's care and that staff were good at keeping them informed of what was happening. One relative told us that his wife gets easily upset but that staff were very skilled at calming her down. Another told us, "My wife has been having great difficulty with her diet and the nurses and doctors have been working really hard to address it". However, one relative felt there was not much opportunity for people to visit places in the wider community.

Other evidence

The quality of Information in people's care plans that we viewed was good. There was detailed information for staff to follow about people's individual care needs and how to meet them, ensuring that people received their care in the specific way they liked. People's care plans showed that their health and welfare was monitored closely and their plans had been reviewed regularly to ensure that any changes in their needs were picked up quickly. Daily notes were comprehensive and clearly recorded the care and support people had received.

We sat with two people and went through their care plans with them. They told us the information in the plans accurately reflected their needs and the care they received

from staff. However, one person told us he didn't like having bedrails; that he had never actually fallen out of bed, and in his previous home where he had lived for 10 years he had never needed them. It was not clear from his care records why bedrails were required for him. We spoke with the manager about this who agreed to re-assess this person's need for bedrails.

We viewed detailed and up to date risk assessments in place to help keep people safe and we noted that people had signed their risk assessments where possible to show their agreement of them.

The unit had recently employed a specific member of staff to co-ordinate activities and people told us there were regular sing songs, gardening and bingo. During our visit we noted that people were helped outside to the pleasant garden surrounding the unit to play skittles, which they were clearly enjoying. However, opportunities for trips outside the unit were limited, despite staff having access to a minibus. The manager was well aware of this shortfall and told us of plans in place to remedy it.

Our judgement

The provider was meeting this standard because people received good quality care and support that maintained their well-being.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

One person told us that staff were good at making sure he took his medication with him when he went home for the day.

Other evidence

We checked medication storage and medication administration records medication administration records (MARs) for people living at Eden View. We found that medicines were stored securely and the temperature of both the room and fridge where medicines were held was monitored regularly.

Recording on the MARs was good: there were no staff signature omissions; reasons for why people had not received their medication had been clearly explained and all medication codes had been used correctly. However, the provider might like to note that some handwritten additions to the printed MAR had not been signed, dated or checked by a second person to ensure their accuracy. The date on which bottles of liquid medication had been opened had been recorded and medication stock control was good. The medicine trolley and shelves were clean and well ordered.

Files we viewed showed that staff had received training in the safe administration of medication and their capacity to do it was regularly assessed. One nurse told us that her competency to administer medication had been tested as part of her induction to the job.

Our judgement

The provider was meeting this standard because records made when medication were given to people were thorough, accurate and complete demonstrating that people received their medications as prescribed.

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 spoke to people during our visit but their feedback did not relate to this outcome.

Other evidence

We checked the personnel files for two recently employed members of staff, which contained appropriate application forms, interview notes, job descriptions and employment contracts. Pre-employment checks and references had been obtained before the person had started working at the home and we saw evidence that the manager had followed up one person's reference that had raised concerns.

One staff member who had recently been employed told us that her recruitment and been fair and thorough, and that she had received a good induction to her new job.

Our judgement

The provider was meeting this standard because recruitment procedures ensured that only the right people were employed to look after vulnerable adults.

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

People we spoke with during our visit told us there was enough staff to meet their needs and that they never waited a long time for help. People told us it was the same stable group of staff who cared for them, many of whom they had known for a long time.

None of the relatives we spoke with had any concerns about staffing levels on the unit, and told us there was always plenty staff around when they visited. One relative commented. "I'm always able to talk to the nurse when I visit, it's such a small unit that I usually bump into her in the corridor". Some relatives told us there had been a few changes in the unit's managers recently but that these had had little impact on the overall quality of care.

Other evidence

There was one nurse and four care staff on duty each morning, and one nurse and three care staff on duty in the afternoon to meet the needs of ten people on the unit. At night, there was one nurse and a carer. In addition to this, the unit manager was available on site Monday to Friday and actually worked on the unit two days a week. Scrutiny of the unit's duty rota confirmed these levels were maintained. Agency staff were rarely used which meant that people received their care from staff who knew their needs well.

Staff told us they felt staffing levels allowed them to spend time with people and that they were rarely short staffed. Throughout our visit we noted that people's requests for

help were met promptly by staff. Staff were not rushed and the atmosphere on the unit was calm and relaxed.

Our judgement

The provider was meeting this standard because people's needs were met by sufficient numbers of appropriate staff.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

We spoke to people during our visit but their feedback did not relate to this outcome

Other evidence

Staff we spoke with told us they enjoyed their work and that they felt well supported in their role. They confirmed that there were regular staff meetings where they could raise issues of concern. Staff told us they received regular supervision from their line manager which they found useful and records we viewed also demonstrated this. One staff member described morale on the unit as "Brilliant", another commented that staff morale was "Really good, we have a good team here".

One staff member described their training they received as, "Really good but hard work" and training records we viewed showed that they had undertaken a wide range of training relevant to their role. Staff had undertaken additional training specific to the needs of the people they cared for such as Huntington's disease, tracheotomy management and PEG care (a form of artificial feeding). We saw evidence that there was also training planned for staff on supra pubic catheter care and coroner's court training.

Our judgement

The provider was meeting this standard because people received their care from well trained staff who were supported in their job.

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

Two relatives told us they regularly attend meetings on the unit, where they could discuss their concerns. One commented, "The manager is very open and really wants to hear any concerns we have, at the last meeting she encouraged us to talk about the quality of staff".

Other evidence

There were a number of systems in place to monitor the quality of service provided to people living on the unit. Regular monitoring and audit visits were undertaken by one of provider's senior management team to check that standards of care were being maintained and regular checks were completed covering many aspects of the service including care planning, the management of medication and night time care.

In addition to the audits and visits by senior managers, people's views about the service were gathered via a yearly satisfaction survey that had been completed by both people using the service and their relatives. The results of these surveys had been analysed by the provider and the unit was currently rated 'green' as a result, meaning it provided a good standard of care to people.

There was also a suggestion box and comments book in the entrance to the unit to gather people's views and we noted that one person had recently written in the book, "I cannot speak highly enough of Eden View and its staff. It is fabulous, with a friendly atmosphere and excellent care".

Our judgement

The provider was meeting this standard because people received a service that was regularly monitored and audited with the information gathered used by the provider to ensure its quality.

What is a review of compliance?

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

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

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

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

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

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

Information for the reader

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Author	Care Quality Commission
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