

Review of compliance

Northern Care Home Limited Stoneswood Residential Home	
Region:	North West
Location address:	Oldham Road Delph Oldham Lancashire OL3 5EB
Type of service:	Care home service without nursing Domiciliary care service
Date of Publication:	April 2012
Overview of the service:	Stoneswood provides accommodation and care for up to 41 people in a semi rural location on the outskirts of Oldham. It is set in large grounds together with the 'development of a retirement village'. Personal Care (that is care provided in a person's own home) is available to a small number of people living in 'assisted' flats which provide

	independent accommodation, but are attached to the main building.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Stoneswood Residential Home 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 31 January 2012, talked to staff and talked to people who use services.

What people told us

During our visit to Stoneswood we spoke to some visitors and people who were using the service. Without exception they were positive about the care provided by the staff at the home.

People told us that they felt involved in discussions about the way in which care was provided and that people using the service were treated with respect and had their dignity maintained.

People told us that they felt safe living at Stoneswood and if they did have any complaints they were confident they would be listened to.

We asked people what the best thing about Stoneswood was and comments included "being absolutely safe"; "staff, the way they smile and seem intensively concerned", "the quality of the care and the fact that you are always welcome ... It feels more like a home [rather than institution]", and "staff are very approachable."

What we found about the standards we reviewed and how well Stoneswood Residential Home 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 who used the service were able to be involved in and influence, decisions about their care and support. Their privacy, dignity and independence were respected.

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

People who used the service experienced safe and appropriate care and support that met their identified needs.

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

People who used the service were protected from abuse or exploitation within the home.

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

People who used the service had their needs met by staff who were carefully recruited and vetted.

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

People who used the service participated in effective assessment and management of risks and reviews of the quality of service. This helped them to benefit from safe care that did not undermine their independence.

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

Relatives of people who used the service, who we spoke to, all confirmed that they had been involved in choosing Stoneswood as the care home for their relative following a visit (or visits) to try to ensure that appropriate facilities were available. Relatives, who we asked, were particularly complimentary about the way in which the staff team had enabled the person moving to Stoneswood to settle in. One person was "amazed" at how well their relative had settled in, and another described the settling in period as "just wonderful."

Everyone who we spoke with confirmed that people living at the home were treated with respect and had their dignity maintained. This included observations of the way staff approached all people living at the home, not just their relatives.

People told us that they felt involved in decision-making and planning about individual's care needs. One person living at home said they could "discuss anything" and another said "if we asked for anything they come as soon as they can."

Visitors told us that they believed that staff communicated well and they could easily talk to staff and management.

Observation of interactions between staff and people using the service indicated a calm and relaxed approach to the provision of care.

Other evidence

We talked, in private, with several members of the care staff as well as with the manager and one of the owners of Stoneswood.

Staff told us that they believed that individuals were respected and had their dignity maintained. They also told us this was a clear expectation of the management team which was thoroughly addressed during their introduction period.

Staff members who we asked, were confident that people using the service could influence the way in which their care needs were met. We were told that this was addressed both through the formal reviewing procedure and informally on a daily basis. One member of staff, when talking about people's involvement in the way in which care was delivered, described the service as being about "quality not quantity... involvement in [their] care is important because people are individuals."

Our judgement

People who used the service were able to be involved in and influence, decisions about their care and support. Their privacy, dignity and independence were respected.

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 who we spoke to were very positive about the way in which their care needs were met. Staff were described as attentive and competent.

One person told us that "we get everything done for us" and "if we asked for anything they come as soon as they can." Another person told us that the "carers are wonderful, everybody is wonderful." This person also said "they don't mither you but they are there all the time."

Other evidence

We spoke to relatives of people using the service, who were visiting during this review. All were very positive about the way in which care was provided. One visitor was able to cite an example of when the continual review and assessment of their relative's needs had led to a discussion about changing the care plan. Another person told us that the care their relative had experienced was "exceptional" and, when asked what the best thing about Stoneswood was, cited the "quality of the care and the fact that you are always welcome."

We looked at a sample of files relating to people living at Stoneswood. All had a written plan of care that included documentary evidence of a range of assessments and reviews being regularly undertaken. In all the files we looked at there was some evidence that people using the service or their relatives had been involved in the care planning process. The progress together with any significant events relating to individuals was recorded regularly to minimise the risk of changing needs not being

identified.

All staff who we asked, told us that the overall system of care planning and review worked well. This included, in addition to the information held on the files, a verbal handover at each change of shift. Staff told us they were confident that they were aware of the up-to-date circumstances of each person living at Stoneswood, each time they started a shift. Staff also told us that they were very confident that information which they passed to senior staff was acted upon appropriately. Staff members also told us that there was a clear expectation from management that effective communication of any changes in an individual's circumstances was an important part of good caring.

Our judgement

People who used the service experienced safe and appropriate care and support that met their identified needs.

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

People who used the service, who we talked to, told us that they felt safe living at Stoneswood. One person cited as the best thing about Stoneswood "being absolutely safe". Another said "I am well done to – I'm all right." We asked people if they believed other people living at Stoneswood were safe too and they told us that their observation was that they were equally safe and well treated.

Other evidence

All visitors who we spoke to told us that they believed people living at Stoneswood were safe. One person described themselves as a frequent visitor and said they had "never heard a voice raised in anyway."

Another visitor when asked what the best thing about Stoneswood was said that staff were "very approachable" and that they were "not worried about anything."

Staff who we spoke with demonstrated an understanding of the need to be vigilant to protect people living at Stoneswood from the possibility of abuse or exploitation. Staff told us that they believed that people living at the home were safe. They were able to tell us about actions they would take in the event of them becoming concerned or hearing about an allegation of abuse or exploitation. This included an understanding of the need to "whistleblow", if necessary.

Staff who we asked, told us that they had received some training about the protection of vulnerable adults (POVA). We were shown a record of training undertaken by different

staff members (a training matrix) which indicated that a significant proportion of staff had received POVA training.

We were not aware of any safeguarding concerns in relation to Stoneswood.

Our judgement

People who used the service were protected from abuse or exploitation within the home.

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

This outcome relates to recruitment procedures for staff working at the home. We did not specifically ask people who used the service about this outcome. However, people spoke very positively to us about the approach and competency of the staff team.

Other evidence

We did not ask visitors about the recruitment procedures at Stoneswood. However, as with the people using the service, visitors who we spoke to were complimentary about the friendly attitude and competency of the staff members. Staff were described as "all different but caring" and "friendly" and "approachable." The attitude of the staff was cited as amongst the best things about Stoneswood by all the visitors who we asked.

Staff who we asked, told us that recruitment procedures had been followed thoroughly before they were allowed to start work at Stoneswood.

We looked at a sample of staff files relating to the vetting which had been undertaken as a part of the recruitment process. These files provided documentary evidence that a criminal records bureau (CRB) disclosure and written references had been obtained to allow an informed decision to be made that the person was suitable to work with vulnerable adults.

Our judgement

People who used the service had their needs met by staff who were carefully recruited and vetted.

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

People who we asked, told us that they felt confident to discuss anything with the staff team. People who used the service were confident that if they had any complaints they would be listened to and dealt with appropriately.

Other evidence

All visitors who we asked, were confident that they could raise any complaint and that it would be taken seriously. People told us that they were involved in discussions about the way in which the service was provided. People described positive relationships with the "friendly" and "approachable" staff and management. This would suggest that there were open channels available for people to discuss the quality of the service, should they feel that was necessary.

The manager told us that regular quality surveys were undertaken with a range of stakeholders. We saw documentary evidence of questionnaires been sent to relatives and professional visitors. Results from these questionnaires had been analysed and contributed to the overall quality assurance and monitoring systems in place.

The home had been quality audited by several external agencies, all with positive results. This included a quality audit undertaken by the local authority, as a major commissioner of services, which had a positive outcome.

There was documentary evidence that other aspects of the running of the home, including care planning and medication were internally audited. This would help to

identify, at an early stage, if any corrective action was needed to improve the processes within the home.

We looked at the complaints log which indicated that no complaints had been received since March 2011. All staff who we spoke to believed that any complaint which was made would be listened to and responded to appropriately.

Our judgement

People who used the service participated in effective assessment and management of risks and reviews of the quality of service. This helped them to benefit from safe care that did not undermine their independence.

What is a review of compliance?

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

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

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

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

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

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

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

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

Information for the reader

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Author	Care Quality Commission
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