

Review of compliance

Westlive Limited Farthings Nursing Home	
Region:	North West
Location address:	Wilson Square Blackpool Lancashire FY5 1RF
Type of service:	Care home service with nursing
Date of Publication:	August 2011
Overview of the service:	<p>The Farthings Nursing Home is registered to accommodate 64 people for nursing and personal care. It is a large purpose built building that provides passenger lift access to both floors. There are a number of lounge areas on each floor and dining rooms located on the ground and first floor.</p> <p>There are 54 single bedrooms and five doubles, the majority of which have en-</p>

	<p>suite facilities. There is a large parking area at the front of the property. It is located in a residential area of Bispham.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Farthings Nursing 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 21 June 2011, checked the provider's records, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We spoke to people about their experiences living in the home and were told the staff team provided sensitive and flexible personal care support and they felt well cared for.

"The staff are all very kind and do their best for you".

"Very good nursing and you get all the attention you need. I was worried about coming into care but had no need. I feel I have chosen one of the better homes and wouldn't hesitate to tell people how good it is".

"My mum looks really well and is very contented. There is a good atmosphere in the home. The staff are all friendly and welcoming when you visit. I cannot praise them high enough".

"I have been very impressed with my parents care and have no concerns about the home. They are both settled and happy. All the staff are kind and friendly".

"I looked around a number of homes and liked this one the best. The staff who showed me around were so helpful. We discussed the care my mum would need and I felt so reassured she would be well looked after".

"I was really poorly when I moved into the home but have been so well looked after I feel really well".

"The food is excellent, plenty of variety and choices available".

"I am well fed the food is lovely".

" Mum has put weight on since she came into the home and is thriving".

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

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

The service provides a high level of personal care and support with policies , procedures and documentation available to underpin this.

Outcome 05: Food and drink should meet people's individual dietary needs

People are supported to have adequate nutrition and hydration.

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

Robust safeguarding procedures are in place to protect people from abusive practices.

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

People are living in safe, accessible surroundings that promote their wellbeing.

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

People are supported and protected by the robust recruitment procedures in place.

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

People are supported by a well trained and competent staff team.

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

Appropriate systems are in place for monitoring the quality of service people receive.

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 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 to people about their experiences living in the home and were told the staff team provided sensitive and flexible personal care support and they felt well cared for.

"The staff are all very kind and do their best for you".

"Very good nursing and you get all the attention you need. I was worried about coming into care but had no need. I feel I have chosen one of the better homes and wouldn't hesitate to tell people how good it is".

"My mum looks really well and is very contented. There is a good atmosphere in the home. The staff are all friendly and welcoming when you visit. I cannot praise them high enough".

"I have been very impressed with my parents care and have no concerns about the home. They are both settled and happy. All the staff are kind and friendly".

"I looked around a number of homes and liked this one the best. The staff who showed me around were so helpful. We discussed the care my mum would need and I felt so reassured she would be well looked after".

"I was really poorly when I moved into the home but have been so well looked after I feel really well".

Other evidence

The people we spoke to during our visit said they had discussed their care needs with the manager or a member of her management team before they moved into the home and they had agreed on the level of support to be provided. They told us their views about how they wished their support to be delivered had been listened to and was being respected. One person told us they couldn't have chosen a better home and wouldn't hesitate to tell people how good it was.

During our visit we observed examples of good practice with people who required support with their personal care needs being treated with respect and dignity. The care practices confirmed people were receiving effective, safe and appropriate care which was meeting their needs. The staff members we spoke to told us they had access to people's care plans. They said these clearly described the level of support that people required and had documented their views about how they wanted their care to be delivered. The people we spoke to during our visit told us they were happy with the care and support they were receiving. They said they were being well looked after and their welfare and wellbeing was being promoted by the support they were receiving.

People who were being cared for in bed had been provided with a special mattress that was suitable for the relief of pressure and prevention of pressure sores. They looked comfortable and well cared for and were observed receiving their care from attentive staff. Records being completed by staff members were well maintained clearly describing the food and fluid intake being given and the catheter care being provided.

During our visit we observed staff members supporting people who were attending outpatient appointments at hospital. The staffing levels that the manager had in place confirmed she had responded to this level of support and had sufficient staff numbers in place for people to feel safe and have their health and welfare needs met. The people we spoke to during our visit said there was always plenty of staff on duty and they found the staff were responsive to their needs and were kind and patient.

We spoke to people about the routines within the home and were told these were being arranged around their individual and collective needs. They said they were provided with the choice of spending time on their own or in the lounge areas and the manager and staff respected their privacy. Three people playing dominoes in the dining room told us the activities organised by the home were very good and they always looked forward to the weekly entertainers. They told us the home had a relaxed atmosphere and the staff were kind, caring and patient with them.

Medication practices observed during our visit were safe and good records had been maintained confirming people received their medicines as prescribed by their doctor.

Prior to our visit we contacted the Blackpool Primary Care Trust's Continuing Care Team who told us there had been no concerns identified with the care being provided during their recent visit. They told us care plans were well documented recording the pain relief and catheter care being provided.

We also spoke to Blackpool Council's Contracts Monitoring Team who told us they currently had no concerns with the service being provided by the home

Our judgement

The service provides a high level of personal care and support with policies , procedures and documentation available to underpin this.

Outcome 05: 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 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

People told us they enjoyed the quality and variety of food being provided and always get plenty to eat.

"The food is very good. The manager comes around every morning telling us about the choices available. You can ask for whatever you want as long as they have it".

"The food is excellent, plenty of variety and choices available".

"I am well fed the food is lovely".

" Mum has put weight on since she came into the home and is thriving".

Other evidence

The people we spoke to told us they enjoyed the food provided by the home and they always get plenty to eat. The staff member responsible for the preparation of meals was able to confirm they had information about people with special diets and personal preferences. The home operates a three week menu and people are informed each morning about the choices available. The main meal is provided at lunchtime and on the day of our visit consisted of fisherman's pie with meat and potato pie being provided as an alternative. The meal was well presented which looked and smelt appetising.

People were being provided with the choice of where they wished to eat their meal and some chose to eat in the privacy of their own room or the lounge. The people we spoke to after lunch all said they had enjoyed their meal.

We observed lunch being served in a relaxed and unhurried manner. Staff members were very attentive to the needs of people who required assistance.

Records being completed for people being nursed in bed confirmed staff were monitoring their food and fluid intake after each meal. Any concerns identified and the action that had been taken to resolve these were recorded confirming people were being supported to have adequate nutrition and hydration.

Information received prior to our visit from Public Protection Officers representing the Environmental Health Sections of Blackpool Council's Quality Services Directorate confirmed the home received a good inspection when they recently visited. They told us there had been no concerns identified during their visit and the procedures in place were safe and records well maintained.

Our judgement

People are supported to have adequate nutrition and hydration.

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 use the service told us the staff were very kind and treated them well. They told us they felt safe and liked living at the home.

Other evidence

The home has procedures in place for dealing with allegations of abuse. The staff members we spoke to confirmed they had access to these and told us they had read and understood them. They told us they had received training in the protection of vulnerable adults and showed a good understanding of the procedures to be followed in the event of any allegations or suspicion of abuse or neglect. Staff members spoken to said they wouldn't hesitate to report any concerns they had about care practices to ensure people living at the home are protected from potential harm or abuse.

At the time of this visit the Care Quality Commission had not received any safeguarding referrals about staff working at the home. A recent safeguarding investigation undertaken by social care professionals had been upheld having identified concerns about the moving and handling practices of some staff members. During our visit we were able to establish that the home had responded to this situation appropriately with the staff members concerned being retrained in moving and handling techniques and assessed to confirm they are competent and safe to provide this level of support.

Our judgement

Robust safeguarding procedures are in place to protect people from abusive practices.

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

There were no specific comments made by people who use the service with regards to this outcome.

Other evidence

The home has been well maintained and decorated for the comfort of the people living there. Spacious corridors and communal areas enable wheelchair users to get around without any difficulty. Aids and adaptations are available around the home to meet the needs of people who live there. There are two floors comprising of bedrooms with some en-suite facilities, toilet and bathing facilities, lounge and dining rooms, a reception area and hairdressing salon.

The home has grounds which are attractive, well maintained and are accessible to the people who live there including wheelchair users and people with mobility problems.

Hot water temperatures were checked throughout the home and found to be delivering water at a safe temperature in line with health and safety guidelines.

On the day we visited the home it was clean, tidy and free from any offensive smells. A tour of the building confirmed bathroom and toilet area's were clean and hygienic. Hand washing dispensers and paper towels were readily available in all rooms. Hand gel and information regarding hand washing was available on the ground floor hallway for people entering and leaving the building.

Prior to our visit we spoke to an Infection Control Specialist at Blackpool Primary Care

Trust about the home. They told us there had been no outbreaks or concerns about infection control brought to their attention.

Information received prior to our visit from Public Protection Officers representing the Environmental Health Section of Blackpool Council's Quality Services Directorate confirmed the kitchen was maintained to a very good standard when they recently visited and good hygiene procedures were in place.

Lancashire Fire & Rescue Service told us they hadn't recently visited the home.

A tour of the building during our visit confirmed the home was being well maintained. Records for the testing of electrical appliances throughout the home were up to date confirming they were safe to use. Equipment being used by the staff such as hoists etc were well maintained and found to be in good working order. Policies and procedures in place were relevant to legislation. Risk assessments were up to date and appropriate.

Our judgement

People are living in safe, accessible surroundings that promote their wellbeing.

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

There were no specific comments made by people who use the service with regards to this outcome.

Other evidence

During discussion with the manager she confirmed robust recruitment systems were in place. These procedures ensure all new staff are suitable and safe for the role and relevant checks are completed including Criminal Record Bureau checks and references. The staff members we spoke to told us they had undergone all appropriate checks before commencing their employment confirming the home has thorough and robust recruitment systems in place to ensure the protection of people living there. We looked at the personal file of one recently recruited staff member and found all relevant documentation was in place before they commenced their employment.

People spoken to said they were happy with the care they were receiving and they were well treated by the staff. We observed care practices throughout our visit and saw staff members being kind, patient and understanding with the people they were supporting.

Our judgement

People are supported and protected by the robust recruitment procedures in place.

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

There were no specific comments made by people who use the service with regards to this outcome.

Other evidence

Discussion with the manager, staff members and observation of staff training records confirmed all staff have access to a structured training and development programme ensuring the people in their care are being supported by a well trained and competent staff team. These include mandatory training covering health and safety, manual handling techniques, food hygiene and safeguarding vulnerable people. Observation of practice and discussion with staff members confirmed the staff team had been provided with appropriate training to assist them in understanding and meeting the needs of people they are supporting.

All staff have access to National Vocational Qualifications (NVQ) training. When we undertook this review 60% of their staff had achieved NVQ qualifications at level 2 or above ensuring people are being supported by a well trained and competent staff team. The staff members we spoke to felt the training they were receiving was excellent and provided them with the skills and knowledge to provide a service which is achieving positive outcomes for the people in their care.

The staff members we spoke to said they were well supported and attended regular meetings held by the centre. They told us they were happy with the support structure in place which included individual supervision with their manager when they can discuss issues about their role and their training and development needs.

Our judgement

People are supported by a well trained and competent staff team.

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

There were no specific comments made by people who use the service with regards to this outcome.

Other evidence

During this review the manager was asked to complete a 'Provider Compliance Assessment' (PCA), relating to key outcomes. A Provider Compliance Assessment is a self assessment against the Essential Standards, where the provider explains how they are maintaining compliance with the standards. The information we received from the provider confirmed she has appropriate systems in place for assessing, monitoring and evaluating the quality of service she is providing for the people in her care.

The manager told us robust policies and procedures are in place to monitor the quality of their service and these are reviewed annually. She told us the views of the people they support are important to them and these are sought by a variety of methods including surveys. In addition the home participates in an annual quality assessment undertaken by a professionally recognised organisation who complete an audit of the care being provided and seek the views of the people who live in the home and their relatives. This assessment was being renewed when we undertook our visit and the home was informed they would retain recognition with the organisation.

The people we spoke to told us they had been involved in decision making about their care from the day of their admission and they felt supported and listened to.

Our judgement

Appropriate systems are in place for monitoring the quality of service people receive.

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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA