

Review of compliance

Baba Sawan Lodge Limited Hambleton House	
Region:	East Midlands
Location address:	Hambleton House 337 Scraftoft Lane Leicester Leicestershire LE5 2HU
Type of service:	Care home services without nursing
Publication date:	April 2011
Overview of the service:	<p>Hambleton House is a registered care home providing care and support for up to 18 people.</p> <p>Hambleton House is situated on Scraftoft Lane in a residential area. It is close to a range of local amenities, including shops, pubs and sports facilities. There is regular bus service from Scraftoft Lane to Leicester City Centre.</p>

	<p>The home is on three floors. All communal areas and some bedrooms are situated on the ground floor, and the remaining bedrooms are on the first and second floors. At the back of the home is a terrace and lawn.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Hambleton House was not meeting one or more essential standards. Improvements were needed.

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

Why we carried out this review

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

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 22 March 2011, observed how people were being cared for, talked with people who use services, talked with staff, checked the provider's records, and looked at records of people who use services.

What people told us

People told us that they were treated well, one person explained, "Its alright here, the staff are nice and I am treated well and I feel safe now". Another person told us, "They treat you very well; they don't make you feel at all uncomfortable".

People told us that they felt safe living at Hambleton House, one person told us, "I feel safe now", another person added, "I feel safe, if I was worried about anything I would talk to the staff, there's always someone you can talk too".

People told us that they felt that there were enough staff around and they were able to enjoy different activities, one person told us, "I'm going down the supermarket today", whilst another person explained, "they take me out to do some shopping, they look after me".

People told us that they were asked their thoughts on the service they received, one person explained, “We have meetings, they ask us, how do you feel and ask what we want to do” another person told us, “We have meetings to talk about holidays and talk about work, we’re going on holiday soon!”

What we found about the standards we reviewed and how well Hambleton House was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People who use the service are supported to make choices about the care and support they receive.

- Overall, we found that Hambleton House was meeting this essential standard.

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

People are able to decide on what care and support they receive.

- Overall, we found that Hambleton House was meeting this essential standard.

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

Although peoples’ support needs are currently being met, they are being put at risk due to the lack of up to date risk assessments and care plans.

- Overall, we found that improvements were needed for this essential standard.

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

People are provided with a choice of suitable and nutritious food and drink

- Overall, we found that Hambleton House was meeting this essential standard.

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

People receive coordinated care, treatment and support where more than one provider is involved.

- Overall, we found that Hambleton House was meeting this essential standard.

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

People feel safe living at Hambleton House however; lack of staff understanding with regard to the reporting of safeguarding issues puts people at risk.

- Overall, we found that improvements were needed for this essential standard.

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

People are provided with a clean environment in which to live.

- Overall, we found that Hambleton House was meeting this essential standard.

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

People are at risk of not receiving their prescribed medication due to the procedures for the ordering, storing and recording of medication not being followed.

- Overall, we found that improvements were needed for this essential standard.

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

Although people are provided with an environment which is adequately maintained, further work to improve certain areas would ensure that people are provided with a comfortable and homely place to live.

- Overall, we found that Hambleton House was meeting this essential standard.

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

Appropriate equipment is available to enable staff to meet the current support needs of those living at Hambleton House.

- Overall, we found that Hambleton House was meeting this essential standard.

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

People are protected by the recruitment process that is in place.

- Overall, we found that Hambleton House was meeting this essential standard.

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

Staffing numbers were sufficient to meet peoples support needs, however, an increase in staff numbers at certain times of the day would provide people with the opportunity to engage in meaningful activities.

- Overall, we found that Hambleton House was meeting this essential standard.

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

Peoples' health and welfare needs are met by competent staff.

- Overall, we found that Hambleton House was meeting this essential standard.

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 to monitor the quality of service provided however, these need to be completed on a regular basis to ensure that they are effective.

- Overall, we found that Hambleton House was meeting this essential standard.

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

People who use the service are confident that any concerns would be listened to and dealt with.

- Overall, we found that Hambleton House was meeting this essential standard.

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

Lack of accurate records could put people at risk.

- Overall, we found that improvements were needed for this essential standard.

Action we have asked the service to take

We have asked the provider to send us a report by 18 April 2011, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

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

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

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

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

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

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

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

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

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

Outcome 1: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People using the service told us that they were treated well, one person explained, "Its alright here, the staff are nice and I am treated well and I feel safe now". Another person told us, "They treat you very well; they don't make you feel at all uncomfortable".

People are supported to be as independent as possible and are encouraged whenever possible to care for themselves. Some people were able to prepare their own breakfast and make hot drinks when they wished, for those who were unable to do this, the staff were seen supporting them in a friendly and respectful manner.

People were encouraged to make choices throughout our visit, these included what to have for breakfast, where and with whom to sit and for one person, what activity to complete.

On the day of our visit a number of people attended day services, for those who did not, they spent their time either sitting watching the television or spending time in the garden. Two people spoken with explained that they had part time jobs and worked on a Monday, Wednesday and Thursday.

We were told that people were involved in how the service was run, one person explained, "We have meetings to talk about things, like going on holiday", another person told us "They ask us how we feel and what we want to do".

Other evidence

We were told that before anyone moves into Hambleton House, all the necessary information is sought and visits to the service are made. This ensures that each person knows what support they will be provided with and staff working at the service know what support they will need to provide to meet the persons needs.

The records belonging to two people using the service were checked and it was evident that they had been involved in making decisions about the support they received.

Our judgement

People who use the service are supported to make choices about the care and support they receive.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant
with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People told us that they had discussed and agreed the care and support they needed before they moved into the service and staff gained their consent before they supported them with anything. One person explained, “They always ask if it’s OK before they do anything”, another person told us; “They asked me first”.

Other evidence

People are consulted about the care, support and treatment they require and prefer and where applicable, relatives are consulted on the person’s behalf.

Where people are unable to give consent to care or support, the registered manager ensures that an appropriate advocate is sourced to assist in the decision making process with regards to their health and well being.

Staff have been provided with in house training on the Mental Capacity Act and Deprivation of Liberty’s and further training on these subjects has been arranged for

April this year.

A questionnaire has recently been developed called 'how I give permission to treatment' and this is completed by everyone using the service. This shows how consent to support and treatment is obtained and shows the choices that people are given.

Our judgement

People are able to decide on what care and support they receive.

Outcome 4: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

There are moderate concerns
with outcome 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People living at Hambleton House told us that they were happy with the care and support they were receiving, one person told us, "I'm happy here, I like my room" another person explained, "They treat me very well".

We observed support being provided throughout our visit, staff showed a good understanding of peoples' needs, they were aware of their individual likes and dislikes and they treated people with respect.

There was a relaxed atmosphere throughout the service and staff were observed carrying out their work in a friendly and unhurried manner.

We had the opportunity to speak with a community psychiatric nurse during our visit and we were told that the service provided was, "very, very good", they explained, "The clients are the happiest they have been since being there, they are proactive with the clients, and the changes in them have been immense".

Other evidence

We looked at the records for two people currently using the service. Both included an assessment from their social worker, information from which had been transferred to their plan of care and risk assessment documentation.

One of the files checked had been reviewed on a regular basis; however, the second file had not been reviewed since 2008. It was also noted that a number of their records, including risk assessments, were neither signed nor dated.

One file showed that the person displayed both physical and aggressive behaviour; this was not included within the risk assessment or the care plan documentation, though staff were aware of this.

Both files included a health action plan which had been completed in March this year.

People living at Hambleton House are supported by a wide range of professionals who are available to them as and when required, these include, local GP's Community Psychiatric Nurse's, Chiropodist's and Dentist's.

Our judgement

Although peoples' support needs are currently being met, they are being put at risk due to the lack of up to date risk assessments and care plans.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant
with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

People told us that they liked the food that was provided and they had a choice at each meal time. One person told us, “the foods good, it’s great and they know what I like”, another person explained, “the foods nice, you can choose what you want”.

One person explained that they were currently unable to eat hard foods so the staff made sure that they were given a soft diet, they told us, “I can’t chew hard things so they give me soft things like fruit, yogurt and salad sandwiches, I love salad”.

Other evidence

We were supplied with a copy of the weekly menus prior to our visit and these confirmed that choices are offered at each meal time and the menus have been created to include peoples’ individual preferences.

Our judgement

People are provided with a choice of suitable and nutritious food and drink.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant
with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People are encouraged and supported to see relevant professionals involved in their care, this includes the local GP, chiropodist, dentist and community psychiatric nurse.

One person spoken with told us, “I visited the dentist, I get to see the doctor and the psychiatrist, xxxxx [support worker] takes me and the chiropodist comes here”.

We spoke with a community psychiatric nurse during our visit and we were told, “They work well with us, and the service is needs lead”.

Other evidence

Records are kept of visiting professionals and any relevant actions that are taken.

We were told when people need to access other services such as going into hospital; an accident and emergency grab sheet is used. This document provides relevant details about the persons care and support needs and this is sent with them for information. Of the two files we looked at only one had this sheet completed.

The registered manager stated that this would be rectified.

Our judgement

People receive coordinated care, treatment and support where more than one provider is involved.

Outcome 7: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People told us that they felt safe living at Hambleton House, one person told us, “I feel safe now”, another person added, “I feel safe, if I was worried about anything I would talk to the staff, there’s always someone you can talk too”.

We spoke with a community psychiatric nurse during our visit and we were told, “When we go on holiday, we know they will be safe”.

Other evidence

We spoke with staff on duty during our visit, to check if they understood their responsibilities around protecting those in their care. Those spoken with showed a good awareness of what they would do if they suspected someone was being abused. They told us “I would tell the manager straight the way”.

We checked the records for one person living at Hambleton House and noted that an incident had occurred between them and another person. This incident occurred on a Friday, and although staff acted appropriately to manage the situation, the records showed that the incident had not been reported to the adult safeguarding

team until the Monday morning when the registered manager came on duty. This demonstrates that not all staff are aware of their responsibilities around the reporting of safeguarding issues.

The Care Quality Commission had also not been notified of this incident as required by regulation.

Training in the safeguarding of vulnerable adults has been arranged for all staff to attend on the 28th and 29th April 2011, which will address this issue.

Our judgement

People feel safe living at Hambleton House however; lack of staff understanding with regard to the reporting of safeguarding issues puts people at risk.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant
with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People told us that the service was always clean and no cleanliness issues were noted during our visit.

Other evidence

Staff are provided with protective equipment, gloves are used when providing personal care and coloured tabards are worn when carrying out certain tasks, this includes the wearing of a green tabard when in the kitchen.

Policies and procedures are in place and all staff are required to read these and become familiar with the expectations of the service with regards to infection control.

Training in infection control has been arranged for all staff to attend on the 28th and 29th April 2011.

Our judgement

People are provided with a clean environment in which to live.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

There are minor concerns
with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us

No direct comments were received from people who use the service in relation to this outcome.

Other evidence

We looked at the medication for two people using the service. We checked to see that medication had been signed for when it was received into the service, which it had, and we checked that medication had been signed for when given to those using the service, which it had.

We then checked the stock of medicines to see how much of each medication was being stored and whether this corresponded with the records held. We found that for one liquid medication, there was a shortfall of approximately 162 ml. When we discussed this with the registered manager, she was unable to explain this. A telephone call to the service's pharmacist showed that in fact a staff member had called her a few days before, to inform her that a bottle had been smashed however, no record of this was made,

It was also evident that running totals for other medication were not being kept; therefore it was impossible to work out how much stock should be available for use. The registered manager contacted the local pharmacist and arranged for them to visit the service for advice and guidance.

Staff responsible for the administration of medicines had received the relevant training and further training in the safe management of medicines has been arranged for all staff to attend on the 28th and 29th April 2011.

Our judgement

People are at risk of not receiving their prescribed medication due to the procedures for the ordering, storing and recording of medication not being followed.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant
with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People told us that on the whole, they were happy with the accommodation provided at Hambleton house, though some were a little less happy with the discoloured flooring and numerous cracks in the kitchen wall, in the annexe. One of the cupboard doors was also broken and needed of fixing.

One person spoken with told us, “I was down stairs but I didn’t like it so they moved me upstairs, it’s quieter and I can see the scenery out of my window, I’m happy with my room”, another person stated, “I like my room, I have my own toilet”.

Other evidence

We undertook a partial tour of the service; the service is separated into two units. Ten people can be accommodated in the main unit, and eight in the adjoining annexe. Both units have their own kitchens, lounges and dining areas. At the rear of the home is a secluded garden with a terrace and lawn, which the people who use the service help to maintain.

Bedrooms are located both on the ground floor and first floor of the building, some bedrooms have ensuite facilities.

We were invited to see the bedrooms of two people using the service, both were in good order and included their own belongings.

Whilst walking around the service we did note that some of the corridor carpets were looking rather tired and the dining tables in the main part of the service would benefit from being re varnished.

Our judgement

Although people are provided with an environment which is adequately maintained, further work to improve certain areas would ensure that people are provided with a comfortable and homely place to live.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant

with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

No direct comments were received from people who use the service in relation to this outcome.

Other evidence

People who are unable to use the stairs are able to access the first floor bedrooms via a stair lift, this piece of equipment is regularly checked to ensure its continued suitability.

Regular checks are carried out on all appliances within the service, to ensure that they remain safe to use.

We were told that staff are provided with moving and handling training when they start working at the service and further training has been arranged for the 28th and 29th April 2011.

Our judgement

Appropriate equipment is available to enable staff to meet the current support needs of those living at Hambleton House.

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 observed staff going about their work in a competent manner and all were aware of the care and support needs of those in their care.

No direct comments were received from people who use the service in relation to this outcome.

Other evidence

An effective recruitment process is in place and all the required checks including references and a CRB (criminal records bureau check) are carried out to make sure that each new member of staff is suitable to work at Hambleton House.

Records for the most recent person to join the staff team showed that the appropriate checks had been carried out.

Our judgement

People are protected by the recruitment process that is in place.

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 told us that they felt there were enough staff around and they were able to enjoy different activities, one person told us, “I’m going down the supermarket today”, whilst another person explained, “they take me out to do some shopping, they look after me”.

Other evidence

Most of the staff employed at Hambleton House have worked there for a long time. This has helped them to build up good relationships with the people who use the service and provide them with continuity within their daily routines.

We looked at staffing rotas and spoke with staff about the numbers of staff on each shift. Staff felt that staffing numbers were sufficient and this enabled them to do their jobs in a safe and appropriate way and could meet people’s individual needs.

On the day of our visit a number of people attended day services, for those who did not, there was no real encouragement seen to involve them in meaningful activities, with most people either sitting watching the television or walking around the garden.

Our judgement

Staffing numbers were sufficient to meet peoples support needs, however, an increase in staff numbers at certain times of the day would provide people with the opportunity to engage in meaningful activities.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant
with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

No direct comments were received from people who use the service in relation to this outcome.

Other evidence

When people begin working for the service they are provided with a period of induction, this provides them with all the relevant information they need regarding working practices, the aims and objectives of the service and the care and support needs of the people living there.

Relevant training is also provided to enable the staff to meet the needs of those in their care. This includes food hygiene, safe handling of medication and infection control.

Further training has been arranged for all staff to attend in April this year to ensure that they have the knowledge and understanding to provide a good standard of care. Training arranged includes: health and safety training, Infection control, safeguarding of vulnerable adults, manual handling, palliative care, medication, fire training and food hygiene.

Staff are supported by the management team through the supervision sessions and team meetings which are provided.

Staff explained, "I had a supervision a week or two ago, I feel very much supported, the manager is easy to talk too, approachable and has always got time for you" .

Our judgement

Peoples' health and welfare needs are met by competent staff.

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

There are minor concerns
with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People told us that they were asked their thoughts on the service they received, one person explained, “We have meetings, they ask us, how do you feel and ask what we want to do” another person told us, “We have meetings to talk about holidays and talk about work, we’re going on holiday soon”.

Other evidence

We were told that regular meetings were held for both users of the service and the staff. We were provided with the minutes of the last meetings to be held prior to our visit, and these showed that everyone has the opportunity to be involved in how the service is run.

Regular monitoring systems were in place to check that the environment was safe for people; these included the monitoring of water temperatures and maintenance of portable appliances.

We were told that user questionnaires should be completed at each care plan review, which is carried out either monthly or three monthly, however care plans weren't always being reviewed so these questionnaires weren't always being completed.

Our judgement

Appropriate systems are in place to monitor the quality of service provided however, these need to be completed on a regular basis to ensure that they are effective.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement
The provider is compliant with outcome 17: Complaints

Our findings
What people who use the service experienced and told us <p>People told us that they were asked their thoughts on the service they received, one person explained, “We have meetings, they ask us, how do you feel and ask what we want to do” another person told us, “We have meetings to talk about holidays and talk about work, we’re going on holiday soon”.</p>
Other evidence <p>We were told by staff that any concerns received by them would be passed to the manager straight the way, they told us, “I would have no hesitation to go to the manager, she would deal with anything”.</p> <p>There is a formal complaints procedure in place and everyone is made aware of what to do if they aren’t happy about something. The procedure is available in easy read and a copy is displayed in the main dining room.</p> <p>The registered manager told us that no complaints had been received in the last twelve months.</p>

Advice and advocacy support is available to those who wish or need such support.

Our judgement

People who use the service are confident that any concerns would be listened to and dealt with.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

There are moderate concerns
with outcome 21: Records

Our findings

What people who use the service experienced and told us

No direct comments were received from people who use the service in relation to this outcome.

Other evidence

During our visit we looked at the care files for two people currently using the service. One of these files was up to date with regular reviews being carried out, but the second file was very out of date, with it not being reviewed since 2008. Not all records were dated or signed and other records were missing, as stated in outcome 4 and outcome 9.

Records were securely stored but were accessible to staff and to the person the record was about, if this was requested.

Appropriate records were being kept in relation to the recruitment of staff and these were kept secure.

Our judgement

Lack of accurate records could put people at risk.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	10(2)(e)	16 Assessing and monitoring the quality of service provision
	Why we have concerns: Appropriate systems are in place to monitor the quality of service provided however, these need to be completed on a regular basis to ensure that they are effective.	
Accommodation for persons who require nursing or personal care	13	9 Management of Medicines
	Why we have concerns: People are at risk of not receiving their prescribed medication due to the procedures for the ordering, storing and recording of medication not being followed.	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us by 18 April 2011.

CQC should be informed in writing when these improvement actions are complete.

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	9(1)(b)(ii)	4 Care and Welfare of people who use services.
	How the regulation is not being met: Although peoples' support needs are currently being met, they are being put at risk due to the lack of up to date risk assessments and care plans.	
Accommodation for persons who require nursing or personal care	11(1)(b)	7 Safeguarding people who use services from abuse
	How the regulation is not being met: People feel safe living at Hambleton House however; lack of staff understanding with regard to the reporting of safeguarding issues puts people at risk.	
Accommodation for persons who require nursing or personal care	20(2)(a)	21 Records
	How the regulation is not being met: Lack of accurate records could put people at risk.	

The provider must send CQC a report that says what action they are going to take to achieve compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us by 18 April 2011.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance actions are complete.

What is a review of compliance?

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

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

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

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

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

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

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

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and 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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