

# Review of compliance

Wellburn Care Homes Limited St Catherine's Care Home	
<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	1 East Lane Shipton by Beningborough York North Yorkshire YO30 1AH
<b>Type of service:</b>	Care home service with nursing
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	<p>St Catherine's Care Home provides residential and nursing care, including a specialist dementia unit and respite and personal care, for up to 55 residents. The home is located in Shipton-by-Beningbrough, just off East Lane. It is close to local amenities and York is just a short drive away by car or public transport.</p> <p>The home has two distinct units,</p>

	Harewood and Mews. The Mews unit provides accommodation for people with dementia.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**St Catherine's Care Home was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.**

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 4 November 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

People we spoke with told us that they were happy at St. Catherine's and that staff supported them well. One person said "they look after me very well".

People told us they are asked about their views and preferences and that these are respected.

People told us that they were very happy with the staff at St. Catherine's and the care that they provided. People also told us that their needs were being met. If they were unhappy with anything they would tell the staff, who would then act upon this. Everyone that we spoke with said they didn't have any complaints or concerns about the home.

We also spoke with people's relatives who were visiting the home. They gave positive feedback on St. Catherine's, the staff and their competence in looking after their relatives.

### What we found about the standards we reviewed and how well St Catherine's Care 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 use the service can express their views and are involved in making decisions about their care, treatment and support. People have their privacy, dignity and independence protected.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

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

People are well cared for, with treatment and support meeting their individual needs and protecting their rights.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

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

People who use the service are protected from abuse and their human rights are protected and upheld.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

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

People's health and welfare needs are met by appropriately trained and competent staff, however staff appraisals that are planned need to be delivered as soon as is practicably possible.

Overall, we found that St. Catherine's Care Home 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**

Quality assurance systems are in place that ensures people are in receipt of a safe and good quality service. Overall, we found that St. Catherine's Care Home was meeting this essential standard.

#### **Actions we have asked the service to take**

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

#### **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

People told us that they were happy at St. Catherine's and that staff supported them well. One person said "I'm looked after well."

People told us they are asked about their views and preferences and that these are respected and acted upon. One person told us "I prefer to eat in the dining room so that I can talk to people."

#### Other evidence

People can express their views and are involved in making decisions about their care.

We spoke with a number of people who use the service in the communal areas and in their private rooms within the home. They were all able to express their views freely and told us that they are asked what they would like to do by the staff.

We also spoke with relatives of people who confirmed that they were happy with the care provided to members of their family at St. Catherine's. One relative said "They do a good job."

We spoke with staff who were able to provide examples of how people's privacy and dignity were respected. We observed staff treating people with respect and responding to people's needs in a caring manner. We observed people being helped into wheelchairs by staff using a hoist. These people's dignity was seen to be maintained and they were talked through the process by the members of staff providing help.

People's independence is promoted where this is possible. We observed people having lunch in the dining room within Harewood unit. People were supported to eat independently and offered assistance with their meal if they required it.

**Our judgement**

People who use the service can express their views and are involved in making decisions about their care, treatment and support. People have their privacy, dignity and independence protected.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

## 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 said that they were happy with the care they were receiving. People also told us that their needs were being met. One person told us "It's very good here, they look after me very well."

People told us if they were unhappy with anything they would tell the staff, who would put this right. Everyone looked clean, tidy and well cared for.

##### Other evidence

Records showed that people were involved in their assessments and were asked what care and support they needed. During our visit we looked at a number of care plans and assessments. These contained appropriate risk assessments and information about how peoples individual needs were to be met. Risk assessments included moving and handling, bed rail assessments, tissue viability and nutritional assessments. A pre-admission form is also completed to record each individuals needs, medical history and physical and mental health. All of the care plans that we looked at showed evidence of being reviewed and updated on a monthly basis. We also viewed daily record sheets for people and these were found to be detailed and person centred.

We observed staff providing care and support to people throughout the inspection. People were helped to move around the home as they wished. Staff always offered to assist people and respected their independence when help was not required. An example of this that we observed was a person being helped to their feet by a member of staff to enable them to use their walking frame to go for lunch in the dining room. The member of staff was then seen to check on this persons progress and well-being on their way to the dining room.

Adjustments were seen to have been made in the Mews unit to reflect people's needs. Doors to people's rooms have been designed to resemble coloured front doors to houses and memory boxes are in place on the wall next to each room. This is to help people with dementia recognise and be comfortable with their surroundings.

**Our judgement**

People are well cared for, with treatment and support meeting their individual needs and protecting their rights.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

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

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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

#### Our findings

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

We did not directly talk to people about if they felt protected from abuse. However, we did talk to staff and looked at records that told us how people were being protected and safeguarded.

##### Other evidence

Staff were aware of their roles and responsibilities with regards to protecting people from abuse or the risk of abuse. We spoke with a number of staff who cover different roles within the home about safeguarding. Every member of staff was able to demonstrate that they knew what to do when presented with a scenario of mistreatment.

We saw that people were being assessed to make sure that they had the capacity to make their own decisions. This is reviewed on a regular basis, in line with other assessments in peoples care plans.

We spoke with the manager of St. Catherine's who told us that all staff had received safeguarding training. An external training provider is used to supply this. Staff are also provided with a copy of the safeguarding policy during induction. The manager and deputy manager have both completed more advanced safeguarding training within the last year.

Safeguarding referrals and notifications have been submitted to the local authority and the Care Quality Commission in line with requirements.

##### Our judgement

People who use the service are protected from abuse and their human rights are

protected and upheld.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

## 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 with people who told us that they were very happy with the staff at St. Catherine's and the care that they provided. People told us there were always plenty of staff around to help.

We also spoke with people's relatives who were visiting the home. They gave positive feedback on the staff and their competence in looking after their relatives.

##### Other evidence

We talked with staff who told us that they feel very well supported by their manager and the provider. They confirmed that they receive regular supervision sessions and that they feel valued. One member of staff told us they receive "lots of support from management." Another told us "I believe in this home." We saw evidence of issues that were raised by members of staff during supervision sessions being followed through by the manager. Appraisals have yet to be completed for all members of staff this year, however a plan is in place to deliver this.

Staff also told us that they receive regular updates to their mandatory training including fire prevention, infection control and safeguarding training. This ensures that they are competent to carry out their roles safely.

We observed staff using moving and handling equipment appropriately with people. We spoke with the deputy manager who has responsibility for overseeing training for staff. A computer based package is used to help ensure that the need for staff training to be updated is managed and planned in a timely manner.

We looked at a number of staff files and these showed records of ongoing training taking place. The files also showed records of staff receiving induction training. This includes training in the call bell system, the care plan system and attitudes to residents

and visitors. The majority of staff working within St. Catherine's have NVQ qualifications at level 2 and above. All of the staff that we spoke with said that they felt well supported by the manager to acquire further skills and qualifications.

**Our judgement**

People's health and welfare needs are met by appropriately trained and competent staff, however staff appraisals that are planned need to be delivered as soon as is practicably possible.

Overall, we found that St. Catherine's Care Home was meeting this essential standard.

## 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 told us they were happy with the service and they knew how to raise issues, should they have any. We spoke with relatives of people living at St. Catherine's who told us that the manager operates an open door policy for raising issues. Everyone that we spoke with said they didn't have any complaints or concerns about the home.

##### Other evidence

During our visit we looked at the quality monitoring systems that St. Catherine's has in place. We found that St. Catherine's has systems in place to capture feedback from both people who use the service and members of staff. This allows the provider to monitor the quality of its service provision.

A 'residents requests' book was viewed, which contained details of changes that people would like to have made. These requests were seen to have been acted upon where possible and followed through. We spoke with a mobile library service who were visiting on the day of the inspection. They told us that they had reduced the frequency of their visits from once a fortnight to once every four weeks. This was in response to residents requesting this to allow them sufficient time to finish their books.

'Residents ongoing reviews' were seen to take place twelve weeks from admission and again at six monthly intervals. These involve a full review of care arrangements in place and are attended by senior workers of the home, people who use the service and their relatives. Any changes to care plans are documented and acted upon.

External auditors visit St. Catherine's on an annual basis. Their audits result in actions being left for St. Catherine's to follow through. There was evidence of these actions being addressed and put into place.

Evidence was seen of the area manager auditing 'key workplace standards' on a monthly basis. Findings from these audits were seen to be followed through and acted upon. For example, an audit of the environment in August 2011 highlighted the need for a room to be fully refurbished. We visited this room and found that this had been completed.

We spoke with the manager who told us that they 'work the floor' at least once a week. This helps them to monitor the quality of service that people are receiving. Assurance is also gathered through regular supervisions and training provided for staff.

**Our judgement**

Quality assurance systems are in place that ensures people are in receipt of a safe and good quality service. Overall, we found that St. Catherine's Care Home was meeting this essential standard.

## 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	Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<b>Why we have concerns:</b> People's health and welfare needs are met by appropriately trained and competent staff, however staff appraisals that are planned need to be delivered as soon as is practicably possible.	
Diagnostic and screening procedures	Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<b>Why we have concerns:</b> People's health and welfare needs are met by appropriately trained and competent staff, however staff appraisals that are planned need to be delivered as soon as is practicably possible.	
Treatment of disease, disorder or injury	Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<b>Why we have concerns:</b> People's health and welfare needs are met by appropriately trained and competent staff, however staff appraisals that are planned need to be delivered as soon as is practicably possible.	

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 within 28 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement 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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## Care Quality Commission

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