

# Review of compliance

## The Alice Butterworth Charity Tynwald Residential Home

|                                 |                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Region:</b>                  | South East                                                                                                                                                                                                                                                                                                                                              |
| <b>Location address:</b>        | Tynwald Residential Home<br>Hillside street<br>Hythe<br>Kent<br>CT21 5DJ                                                                                                                                                                                                                                                                                |
| <b>Type of service:</b>         | Care home service without nursing                                                                                                                                                                                                                                                                                                                       |
| <b>Date of Publication:</b>     | January 2012                                                                                                                                                                                                                                                                                                                                            |
| <b>Overview of the service:</b> | <p>Tynwald Residential Home is registered to provide accommodation and personal care for a maximum of for 24 people.</p> <p>The home is situated a short distance from the town centre of Hythe where there are shops, health centres, churches, a library and other local amenities. The seafront promenade and beach are within walking distance.</p> |

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|  | <p>Accommodation is provided on two floors, with a passenger lift or stair lift providing access between floors. There is limited car parking space available.</p> |
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Tynwald Residential Home was not meeting one or more essential standards. Improvements are needed.**

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.

### What people told us

People living at the home, relatives and visitors all commented on how good the care was. People told us they were happy with the care and support they received. One person said "I think it is very pleasant, staff are lovely, all lovely". Other comments received were "I love it, lovely home", and "It's the best one I have ever been in. When you walk in all you smell is food cooking", and "I could not praise it enough".

People told us that sufficient staff were on duty and staff were kind and caring. People had access to health care such as opticians, chiropodists, doctors and dentists.

People told us the food was very good and had a choice menu with plenty of fresh vegetables and homemade cakes. Comments received were "The food is very good, I am very fussy", and "I like old fashioned food, they do their best here."

### What we found about the standards we reviewed and how well Tynwald Residential Home was meeting them

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

People received care and support that met their needs. Overall, we found that Tynwald Residential Home is meeting this essential standard.

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

People had a varied, balanced and nutritious diet.

Overall, we found that Tynwald Residential Home is meeting this essential standard.

### **Outcome 08: People should be cared for in a clean environment and protected from the risk of infection**

People lived in a home which was clean. However, we found that commodes were not being decontaminated to a good standard.

Overall, therefore, we found that that there are areas of non compliance with this outcome.

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

People received care that met their assessed needs. Staff were sufficient in number. Overall, we found that Tynwald Residential 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**

Whilst the health and welfare needs of the people are met, staff are not receiving an acceptable level of supervision and support to ensure the staff have the chance to develop and improve their skills.

Overall, therefore, we found that that there are areas of non compliance with this outcome.

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

We have asked the provider to send us a report within 14 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 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 living at the home, relatives and visitors all commented on how good the care was. People told us they were happy with the care and support they received. One person said "I think it is very pleasant, staff are lovely, all lovely". Other comments received were "I love it, lovely home", and "It's the best one I have ever been in. When you walk in all you smell is food cooking", and "I could not praise it enough".

People had access to health care such as opticians, chiropodists, doctors and dentists.

People told us that they were able to choose how they spent their time. One person said "I like to sit and read my paper in the day", and another person said "I like to sit and do puzzles".

##### Other evidence

We saw that people had their own individual routines which were respected. The atmosphere was relaxed with people interacting with the staff.

There were care plans in place for each individual which included risk assessments where risks were apparent. Risk assessments included actions to be taken to reduce the identified risk.

We looked at their care plans and saw that they reflected the needs of the individual with information of how this was managed. For example, one person had become

aggressive towards both staff and other people using the services. The local GP and care manager were contacted by staff and the person was referred and seen by a psychiatrist. The person has further been referred for an assessment to be moved into another home for people suffering from dementia.

We spoke with the manger who told us that the staff in the home have not had specialist training to care for people with dementia.

We saw that another person using the home had been confused and disorientated. Staff contacted the GP and a urine specimen was requested. A specimen was obtained, temperature taken and fluids promoted. The observations were telephoned through to the GP and the specimen delivered to the surgery so that the doctor was then able to prescribe the correct medication.

The home employs an activities co-ordinator for two days per week. We looked at the activity records for November and saw that people had been involved in manicures, Christmas shopping, bingo, a pampering day and flower arranging. We saw an activity planner for December which included cubs and scouts singing Christmas carols, sing along with Angie, music for health and Saltwood bell ringers.

On the day of our visit we saw the hairdresser visiting people who wanted their hair either cutting or setting.

We saw people sitting in the lounges reading their newspapers or in the library where there were large print activities such as playing cards, scrabble, books and jigsaw puzzles. We spoke to the manager who told us that the home could also request talking books from the local library.

### **Our judgement**

People received care and support that met their needs.  
Overall, we found that Tynwald Residential Home is meeting this essential standard.

## 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 the food was very good and had a choice menu with plenty of fresh vegetables and homemade cakes. Comments received were "The food is very good, I am very fussy", and "I like old fashioned food, they do their best here."

##### Other evidence

On the morning of our visit, we saw the staff talking with people to ask them their preference from the menus.

We spoke with the cook who told us that menus were planned on a monthly basis.

We looked at menus and saw that people had a choice of cereals, toast, fruit or a cooked breakfast if they wanted it.

The main meal was at lunch time. We saw that people had a choice of a hot or cold main course and a pudding or yogurt. Evening meal was a light meal of a selection of sandwiches or omelette and a choice of something sweet. The meals served on the day looked appetising and hot. We saw that people were able to have their meals in their own rooms, and were served drinks throughout the day. We saw that people who needed a special diet were catered for.

We saw that protective equipment such as disposable aprons were used by staff when serving meals in the dining room.

We saw that staff were supportive and helped people meet their eating and drinking

needs.

**Our judgement**

People had a varied, balanced and nutritious diet.  
Overall, we found that Tynwald Residential Home is meeting this essential standard.

## Outcome 08: 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

There are minor concerns with Outcome 08: Cleanliness and infection control

#### Our findings

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

People told us the home was always clean and tidy.

##### Other evidence

We looked around the home and saw that there was liquid soap and paper hand towels in the toilets. Hand hygiene gel was available at the entrance to the home.

When we walked around the home during our visit, we saw that it was clean and tidy with no unpleasant odours. We saw cleaning schedules for all parts of the home. We saw cleaning records that showed what had been cleaned in each room and signed by the cleaner.

However, we looked at some commodes and saw they were stained with brown matter. We spoke to the manager who told us that care staff cleaned commodes as and when they were used and that during the afternoon all commodes would be cleaned by a member of staff. We saw a memorandum to all care staff which stated that during the afternoon shift the senior carer would delegate a member of staff to clean all commode frames, door handles and wipe down plastic arm chairs with anti-bacterial wipes. However, there were no records to evidence the decontamination of commodes available on the day of our visit.

We saw that protective equipment such as disposable gloves and aprons were available and used if people needed help with their personal care.

Tynwald Residential Home did not have copy of the Health and Social Care Act 2008 Code of Practice on infection control and other related guidance available on the day of

our visit.

**Our judgement**

People lived in a home which was clean. However, we found that commodes were not being decontaminated to a good standard.

Overall, therefore, we found that that there are areas of non compliance with this outcome.

## 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 that there were sufficient staff in place and that staff were very caring and responsive.

##### Other evidence

Staff spoken with stated that there were sufficient staff in place to be able to give the care that people needed, to a good standard. We observed that call bells were being answered efficiently and that staff were able to spend time with and interact with people in a positive manner.

We looked at staffing rotas and noted that there was an appropriate level of core staffing in place.

##### Our judgement

People received care that met their assessed needs. Staff were sufficient in number. Overall, we found that Tynwald Residential 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

There are minor concerns with Outcome 14: Supporting staff

#### Our findings

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

People who used the service told us staff looked after them well.

##### Other evidence

We looked at training records which showed that staff had undertaken training in subjects such as safeguarding vulnerable adults, infection control, food hygiene, manual handling, fire and health and safety. Senior staff had all received training for the safe handling of medicines.

There were 18 care staff in total and 11 had obtained a National Vocational Qualification (NVQ) level 2 or 3 and two staff had obtained an NVQ level 4.

We looked at staff records and saw that staff had received formal supervision, however, not all staff had received annual appraisals.

##### Our judgement

Whilst the health and welfare needs of the people are met, staff are not receiving an acceptable level of supervision and support to ensure the staff have the chance to develop and improve their skills.

Overall, therefore, we found that there are areas of non compliance with this outcome.

## Action we have asked the provider to take

### 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 | Regulation 12<br>HSCA 2008<br>(Regulated Activities)<br>Regulations 2010                                                                                                                                                                                  | Outcome 08:<br>Cleanliness and infection control |
|                                                                | <b>How the regulation is not being met:</b><br>People lived in a home which was clean. However, we found that commodes were not being decontaminated to a good standard.                                                                                  |                                                  |
| Accommodation for persons who require nursing or personal care | Regulation 23<br>HSCA 2008<br>(Regulated Activities)<br>Regulations 2010                                                                                                                                                                                  | Outcome 14:<br>Supporting staff                  |
|                                                                | <b>How the regulation is not being met:</b><br>Whilst the health and welfare needs of the people are met, staff are not receiving an acceptable level of supervision and support to ensure the staff have the chance to develop and improve their skills. |                                                  |

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 within 14 days of the date that the final review of compliance report is sent to them.

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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| <b>Document purpose</b>    | Review of compliance report                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Author</b>              | Care Quality Commission                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Audience</b>            | The general public                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <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<br>Citygate<br>Gallowgate<br>Newcastle upon Tyne<br>NE1 4PA |