

Review of compliance

The Alice Butterworth Charity Tynwald Residential Home

Region:	South East
Location address:	Tynwald Residential Home Hillside street Hythe Kent CT21 5DJ
Type of service:	Care home service without nursing
Date of Publication:	October 2012
Overview of the service:	<p>Tynwald Residential Home provides personal care for up to 24 people. Accommodation is provided on two floors, with a passenger lift or stair lift providing access between floors.</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</p>

	<p>amenities. The seafront promenade and beach are within walking distance. 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 meeting all the essential standards of quality and safety inspected.

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 18 September 2012, 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 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 at Tynwald Residential Home.

People living at the home, visitors and relatives told us that they thought the home was clean and tidy.

People told us that they were treated with respect, kindness and dignity. Individual preferences concerning food were met, reviewed and changed if necessary.

People had the freedom of choice over how and where to spend their day in the home and were actively involved in the planning of the care they received.

We observed that people who used this service were very relaxed and comfortable within the environment. They interacted well with the staff who worked with them and staff encouraged their independence.

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

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

The provider was meeting this standard.

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard.

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider was meeting this standard.

People were cared for in a clean, hygienic environment.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

The provider was meeting this standard.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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

The provider was meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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

We were told that independence and individuality were promoted within the home. People living at the home told us they were supported and enabled to do things for themselves. They said they were encouraged to express their views and make or participate in making decisions relating to their care and treatment.

Other evidence

We saw examples of comprehensive person centred support plans. Care plans had been developed for each individual. They documented people's wishes and preferences in relation to how their care was provided, how they liked to spend their time and how they preferred to be supported. We saw that people and their relatives had signed their care plans to confirm they were happy with them.

The manager confirmed that the plans, including risk assessments, were developed and regularly reviewed in consultation with the individual. They provided structure and guidance for members of staff, to ensure that identified current and ongoing care and support needs could be met consistently and safely.

During our visit we saw that people were being spoken with and supported in a sensitive, respectful and professional manner. Individuals had their privacy and dignity

upheld.

The service employed an activity coordinator and people could get involved in arts and crafts, quizzes, shopping or pub lunches. During our visit we saw that some people were reading their newspapers and others were sitting chatting in the lounge.

We saw a high level of interaction between staff and people living in the home and staff were very aware of ongoing requirements for the people they supported and cared for.

Our judgement

The provider was meeting this standard.

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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 at Tynwald Residential Home.

Other evidence

We looked at individual care records for seven people. We found that people's needs were assessed before they moved into the home to make sure their needs could be met at Tynwald Residential Home.

We found that the care plans were sufficiently detailed to make sure staff knew how to provide the care each person needed. We saw that staff used each person's daily record to monitor and comment on progress and any changes in people's needs. We found that information was recorded clearly.

Care plans and risk assessments were individualised and covered particular needs such as mobility, nutrition and other personal care needs. This ensured that people's individual needs were well managed.

We saw that several people living in the home were having anti-coagulant therapy due to immobility. We saw that a specialist nurse visited the home to take blood so that the therapy could be adjusted. We looked at records and saw that different dosages of the medication needed to be given on certain days. We looked at medicines administration records (MAR) and saw that the correct doses had been given on the right days.

We saw that people had access to other healthcare professionals such as doctors, district nurses, physiotherapists, dentists and chiropractors.

We found that staff knew each person well and understood how to provide individualised care and support to make sure people's individual lifestyle choices were respected.

Our judgement

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People told us that they felt safe and were well cared for by staff.

Other evidence

The provider stated that safeguarding was taken seriously and people were treated with dignity and respect. We saw training records that confirmed that all staff had attended safeguarding of vulnerable adult training. This enabled staff to understand the aspects of safeguarding which were relevant to them.

Staff spoken with showed a good knowledge of safeguarding people from abuse. Staff knew how to recognise the signs of abuse and that they must report all cases of concern to the appropriate person.

We looked at the provider's safeguarding policy and procedure and found that it included the local authority multi-agency safeguarding procedures. The provider confirmed that it worked collaboratively with the local authority to safeguard and protect the welfare of people who use the service. We found that they reported any concerns appropriately and attended local authority safeguarding meetings when required.

Staff had received training regarding the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards. Therefore, people could be sure that any decisions were made in their best interests and were reviewed in line with appropriate guidelines.

Our judgement

The provider was meeting this standard.

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People told us that their room was cleaned regularly and they were happy that the home was kept clean.

Other evidence

Our inspection of December 2011 found that people lived in a home which was clean. However, we found that commodes were not being decontaminated to a good standard.

The provider wrote to us on 4 January 2012 and told us that that a new procedure was in place and that the commodes were being cleaned twice a day.

When we walked around the home during our visit, we saw that it was clean and tidy with no unpleasant odours. We looked at commodes and saw that they were being cleaned to an acceptable standard. There was antiseptic gel available and hand-washing facilities for staff and visitors were in place and well stocked. We saw that clinical waste was being collected and disposed of appropriately.

The home was using the Health and Social Care Act 2008 Code of Practice on infection control and other related guidance. The staff we spoke with understood their responsibilities in relation to this.

Staff we spoke with told us they had been trained in infection control and the staff training records confirmed this. The notes from recent staff meetings demonstrated that infection control was a regular agenda item. There was information available to people using the service, and visitors, about the control of infection.

During our visit, we saw that there were a range of policies in place to prevent and control infections. We saw that staff had signed to say they had read and understood these. We saw recent records of audits of cleaning and infection control standards in the home.

Our judgement

The provider was meeting this standard.

People were cared for in a clean, hygienic environment.

Outcome 09: 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

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People we spoke with told us that the staff gave them their medication.

Other evidence

We looked at 10 medicine administration records (MAR) and saw that people received the medicines they were prescribed when they needed them.

We saw that medicines were stored securely and records relating to medicines were kept properly and were up to date. When we looked around the home saw that medicines were stored securely in locked cupboards. We looked at medicines that needed to be stored in refrigerators and saw that staff were recording the temperatures of the refrigerators. This meant that medicines such as eye drops and insulin that needed to be stored at a temperature of 2-8C were being stored appropriately.

We looked at staff training records and saw that all staff who administered medicines had received training in the safe handling of medication.

Our judgement

The provider was meeting this standard.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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

People told us that staff were knowledgeable and helpful.

Other evidence

Our inspection of December 2011 found that staff were not receiving an acceptable level of supervision and support to ensure the staff had the chance to develop and improve their skills.

The provider wrote to us on 4 January 2012 and told us that that all staff appraisals were to be undertaken in January and February 2012. We looked at records and saw that all staff appraisals have been undertaken in January and February 2012.

The service provided an induction programme for staff which was based on the Skills for Care Common Induction Standards and included advocacy/residents rights and choices.

New staff were allocated a mentor for the first three weeks and worked under supervision for three months.

Records showed that staff had completed the induction programme and this was confirmed by staff.

The service had a learning and development plan in place and staff training needs were identified through one to one supervision and the appraisal system. Additional training, such as dementia care and parkinson's care was provided for staff to help them meet

the needs of people who used service. Some of the training, such as care planning was provided internally. Other training, such as safeguarding vulnerable adults, was provided by external organisations.

Staff were supported to undertake vocational qualifications. Several staff had completed NVQ (National Vocational Qualification) level 2, 3 or 4.

We saw records of training attended by staff and they were up to date and included reminders for refresher training. Staff we spoke with said they had attended all relevant training.

Staff told us they received regular ongoing supervision and the service supported them to attend training days.

Our judgement

The provider was meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

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

Information for the reader

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Author	Care Quality Commission
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