

# Review of compliance

<p>Pinford End Limited Pinford End House Nursing Home</p>	
<p><b>Region:</b></p>	<p>East</p>
<p><b>Location address:</b></p>	<p>Church Road Hawstead Bury St Edmunds Suffolk IP29 5NU</p>
<p><b>Type of service:</b></p>	<p>Care home service with nursing</p>
<p><b>Date of Publication:</b></p>	<p>July 2012</p>
<p><b>Overview of the service:</b></p>	<p>Pinford End House Nursing Home is a nursing service for older people in the village of Hawstead, providing the regulated activities of accommodation for persons who require nursing or personal care, diagnostic and screening procedures and treatment of disease, disorder or injury to 40 people. It is run by Pinford End Limited.</p>

# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Pinford End House Nursing Home was meeting all the essential standards of quality and safety.**

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

### Why we carried out this review

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

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 16 March 2012, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

The people living in Pinford End House Nursing Home told us that they liked living there, that the care staff showed them respect and protected their dignity. They also told us that they were comfortable in the service. A relative told us that the care staff were very helpful, that they understood their relative's needs and that they kept them safe.

### What we found about the standards we reviewed and how well Pinford End House Nursing 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 privacy, dignity and independence were respected. 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. People's needs were assessed and care and

#### **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 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.

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

The provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of service that people receive, and had an effective system in place to identify, assess and manage risks to the health, safety and welfare of the people who use the service.

**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 were supported in promoting their independence and community involvement.

People we spoke with told us that they were respected, had their privacy and dignity maintained, and that they were able to express their views and individuality.

They told us about the opportunities they had to be part of the local community and that the service organised outings and activities in the service they could take part in if they wanted to.

##### Other evidence

People expressed their views and were involved in making decisions about their care and treatment.

We observed staff supporting the people living in the service and saw that the interaction between staff and the people was enabling and ensured people's privacy and dignity. Staff took time to listen to people as they supported them, asking them questions rather than making decisions for them.

We spoke with visitors during our visit and the feedback was positive, one person told

us that their relative was well looked after, comfortable and that staff always knew what their relative needed.

We had the opportunity to talk with three staff members and found that they were thoughtful of people's needs.

**Our judgement**

The provider was meeting this standard. People's privacy, dignity and independence were respected. 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's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

People we spoke with told us that they thought the care staff knew their needs and made sure they got what they needed.

##### Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

We looked at three of the people's care plans and found that they were of a good quality, detailed and person centred, that they reflected people's needs and evidenced that people were seen by a doctor whenever they thought it was necessary and had access to other healthcare professionals such as psychiatrists, dentists and chiropodist.

We saw evidence that this service is proactive in providing activities, entertainment and interesting pastimes for the people who live there. Special activities were organised at the service, such as Christmas parties and we were told that they intended to help people celebrate the Queens Jubilee.

The manager told us that if relatives wanted to help someone celebrate their birthday by holding a party they were always able to facilitate it and that the service made an



effort to make birthdays special.

**Our judgement**

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights People's needs were assessed and care and

## 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 got on well with staff and that they treated them with respect. They also told us that they knew who to talk to if they felt they needed

##### Other evidence

The provider responded appropriately to any allegation of abuse.

The staff we spoke with were able to demonstrate that they had a good understanding of the safeguarding principles and the manager was able to explain the safeguarding referral process. This service has kept us informed of occurrences within the service by sending us statutory notifications.

Staff had attended safeguarding training and that they received updates at regular intervals.

##### 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 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 to people using the service but their feedback did not relate to this standard.

##### Other evidence

The staff on duty told us that the service carried out safeguarding checks on prospective staff before they started work, this was confirmed by the staff personnel files we examined. We also saw that there were sufficient numbers of staff on duty to ensure that the people living in the service had their health and welfare safeguarded. Staff told us that they were supervised regularly and had access to the manager if they needed to discuss any concerns they had.

Staff received appropriate professional development.

The manager and the staff we spoke with assured us that they received a good range of training including an induction, the mandatory subjects and other topics appropriate to caring for older people.

##### 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.

## 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 who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

People living in the service told us that they were consulted about all aspects of the running of the service and that they were asked their opinion on how well it was run. They also told us that they were given the opportunity to make any suggestions to improve the service during house meetings.

People said that if they had ever needed to make a complaint they had been listened to and that action was taken immediately.

##### Other evidence

People who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

The service carried out an annual quality assurance survey, a report would then be written which set out the results of the survey, actions to be taken and give some examples of what people said about the service.

The registered manager carried out audits covering a wide range of outcomes and talked with the people living in the service on a daily basis and monitored staff and the delivery of care closely.

**Our judgement**

The provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of service that people receive, and had an effective system in place to identify, assess and manage risks to the health, safety and welfare of the people who use the service.

# 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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