

Review of compliance

Avonpark Care Centre Limited Ryedale Court Nursing Home

Region:	London
Location address:	Victoria Road Barking Essex IG11 8PE
Type of service:	Care home service with nursing
Date of Publication:	June 2012
Overview of the service:	Ryedale Court Nursing Home (in administration) is a purpose built care home for older people with dementia and/or physical frailties. The care home is located within the London Borough of Redbridge and is close to bus routes, amenities and Barking station. The care home comprises of two floors with accommodation and has a passenger lift. There is a garden area. All of the 67 bedrooms provide an en-suite toilet.

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

Our current overall judgement

Ryedale Court Nursing 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 because concerns were identified in relation to:

Outcome 01 - Respecting and involving people who use services

Outcome 04 - Care and welfare of people who use services

Outcome 07 - Safeguarding people who use services from abuse

Outcome 14 - Supporting staff

Outcome 16 - Assessing and monitoring the quality of service provision

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 11 May 2012, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

At the time of this inspection there were 55 people living at the service.

People using the service told us,

"I am 82 and have a good life. We are very well looked after here. They have worked hard to improve my health".

"The staff are wonderful. I enjoy the food; there are always choices".

Relatives told us,

"Everybody seems very helpful. They get a good selection of entertainers and get people out and about".

"The carers are marvellous, absolutely. I have a good rapport with staff and can have a laugh with them".

All of the people that we spoke to were pleased with the quality of the service.

Some of the people living at Ryedale Court were not able to tell us their views due to having complex needs. We used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk with us. Our observations demonstrated that people were positively supported.

What we found about the standards we reviewed and how well Ryedale Court 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 is compliant. People's privacy, dignity and independence were respected.

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

The provider is compliant. 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 is compliant. 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 is compliant. 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 is compliant. The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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 joined people for lunch. One person told us that they now needed to be fed by staff due to their physical disabilities. This person explained that they never felt awkward about requiring this level of assistance as staff were always polite and sensitive. We noted that several people required varying levels of assistance during mealtimes and observed that there was an organised approach to ensuring that people's needs were met in a dignified and discrete manner.

Other evidence

We looked at six care plans during this inspection. We found that the care plans recorded individualised information about how people wished to be cared for, such as how they wished to be addressed and whether they wanted to be assisted with their personal care by staff of the same gender. The staffing rotas indicated that there was a satisfactory number of male and female staff on duty to give people a choice.

The care plans contained information about people's life histories, including hobbies and interests.

Staff had been provided with training in the Mental Capacity Act and Deprivation of Liberty safeguards, in order to support people to make their own choices wherever possible whilst promoting people's safety and wellbeing.

Our judgement

The provider is compliant. People's privacy, dignity and independence were respected.

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 told us that they were well cared for at Ryedale Court. We used a number of different methods to help us understand the experiences of people using the service, because some of the people using the service had complex needs which meant they were not able to tell us their experiences. We spoke to the relatives of three people, who told us that they were happy with the quality of the care. We used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk to us. We observed that staff interacted well with people and supported people to engage in activities and conversations.

Other evidence

We found that the care plans were predominantly up-to-date and focused upon people's identified health and social care needs. Some of the care plans were more personalised and demonstrated that people's preferences had been discussed. The manager has a system in place to audit the quality of a rotating sample of the care plans every month. Gaps in the care planning had been noted earlier this year by the Local Authority contracts and monitoring visit and this was being addressed.

We received anonymous information before this inspection regarding alleged concerns with the management of the service and the quality of the care. One of the issues of concern was that people were unnecessarily sent to hospital instead of being cared for within the service. We spoke to the service's GP, who told us that there had been a limited number of admissions that could have been avoided. The GP told us that they

had addressed the procedures for hospital admissions with the manager and there had now been an improvement. We noted in the care plans that staff worked appropriately with external visiting professionals, such as the tissue viability nurse.

We spoke to the activities organiser and observed an activities session. We noted that there is a daily programme of activities including quizzes, baking, coffee mornings, film afternoons, visiting entertainers and outings. People had recently visited the Greenwich Maritime Museum and the tea rooms at Valentines House. The service organised shopping trips to Romford and events for families and friends to also take part in, such as the Jubilee celebrations, buffets and fetes. There are links with the local community, including visits from ministers of worship, schools and choirs.

Our judgement

The provider is compliant. 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 at Ryedale Court and that they felt confident about making a complaint.

Other evidence

The service has introduced a new and updated Safeguarding policy and procedure. Arrangements are in place for staff to have refresher training in Safeguarding. People are provided with information about how to make a complaint. We looked at how complaints were dealt with, which was found to be satisfactory.

Our judgement

The provider is compliant. 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 outcome.

Other evidence

We looked at the staff training matrix and staff supervisions. Through looking at records and speaking to staff, we found that training needs are identified and met through mandatory and other training. Staff received individual supervision, although the frequency of this needed to be improved upon. However, there was also evidence of regular team meetings and other meetings for staff to discuss and reflect upon their knowledge and practice.

Our judgement

The provider is compliant. 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

We spoke to people using the service but their feedback did not relate to this outcome.

Other evidence

We received anonymous information before this inspection, which alleged that effective systems were not in place to support staff in the absence of the manager and that staff were employed without appropriate evidence of their entitlement to work. We did not find any evidence to support these allegations.

We looked at the records for falls, accidents and incidences and did not find any concerns with the record keeping and follow-up actions.

The service is monitored by an external provider and there is a system in place for the manager to conduct internal audits. The service had already arranged a meeting for people using the service and their relatives and friends in May 2012, in order to share information and find out people's views about Ryedale Court. Surveys were due to be sent out to relatives. We looked at the surveys carried out since the last inspection, which were positive about the quality of the service.

We noted that some improvements were being planned for the environment, such as increased security for the main entrance and a new heating system. We observed that the interior of the building was now looking tired and plans need to be made for redecorating and refurbishment, in order to provide people with a more welcoming and comfortable home.

Our judgement

The provider is compliant. The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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

Document purpose	Review of compliance report
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