

# Review of compliance

Derbyshire County Council Hazelwood Care Home	
<b>Region:</b>	East Midlands
<b>Location address:</b>	Skeavingtons Lane Cotmanhay Ilkeston Derbyshire DE7 8SW
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	July 2012
<b>Overview of the service:</b>	Hazelwood Care Home provides accommodation and personal care for up to 30 older people, male and female, including a respite care and re-enablement service.

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

## Our current overall judgement

**Hazelwood Care 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 to check whether Hazelwood Care Home had taken action in relation to:

Outcome 15 - Statement of purpose

### How we carried out this review

We reviewed all the information we hold about this provider.

### What people told us

We did not discuss the statement of purpose with people using the service.

### What we found about the standards we reviewed and how well Hazelwood Care Home was meeting them

#### Outcome 15: The service must tell us about what kinds of services it provides

The provider was meeting this standard.

The service was providing relevant and up to date information for people using the service in its statement of purpose, which meant it was complying with Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

### 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 15: Statement of purpose

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Will benefit from the knowledge that the Care Quality Commission is informed of services being provided.

### What we found

#### Our judgement

The provider is compliant with Outcome 15: Statement of purpose

#### Our findings

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

We did not discuss the statement of purpose with people using the service.

##### Other evidence

We looked at the service's statement of purpose. We found that it had been amended to ensure accurate information was in place, such as references to the correct legislation and using the correct name for the regulatory body. It stated which activities it was regulated for, its aims and objectives were clear and it detailed the kind of services provided.

##### Our judgement

The provider was meeting this standard.

The service was providing relevant and up to date information for people using the service in its statement of purpose, which meant it was complying with Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

# 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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