

# Review of compliance

Aermid Healthcare (UK) Ltd  
Barrock Court

<b>Region:</b>	North West
<b>Location address:</b>	Barrock Park, Low Heskett, Carlisle, CA4 0JS
<b>Type of service:</b>	Care Home service Regulated Activities Accommodation with nursing or personal care
<b>Date the review was completed:</b>	03/2011
<b>Overview of the service:</b>	Barrock Court Nursing Home is purpose built and is situated near Low Heskett at the end of a long driveway with fields and trees surrounding it. It provides nursing care and accommodation for up to 28 people. The home has its own internal courtyard that people are able to enjoy in warmer weather. The building is on one level, divided into three units. These units accommodate people of varying levels of dependency and each unit has its own lounge and bathing facilities.

	Written information is available in the form of a service users guide pack.
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# Summary of our findings for the essential standards of quality and safety

## What we found overall

**We found that Barrock Court was meeting all the essential standards of quality and safety we reviewed.**

The summary below describes why we carried out the 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.

- Respecting and involving people who use services
- Consent to care and treatment
- Care and welfare of people who use services
- Meeting nutritional needs
- Cooperating with other providers
- Safeguarding people who use services from abuse
- Cleanliness and infection control
- Management of medicines
- Safety and suitability of premises
- Safety, availability and suitability of equipment
- Requirements relating to workers
- Staffing
- Supporting workers
- Assessing and monitoring the quality of service provision
- Complaints
- Records

## How we carried out this review

We reviewed all the information we hold about this provider, this included information from other agencies, carried out a visit on 4<sup>th</sup> March 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services. We also requested the provider to complete and return a self assessment outlining the care, support and facilities' provided at this service.

## What people told us

We spent some time in this service talking to residents and staff and in discussion with the manager. We were told that people enjoyed living in Barrock Court and that they were happy with their accommodation. This was evidenced by observations and records kept.

Comments made included,

'I really enjoy living here'

'I like my room'

'I enjoy all my meals'

'The staff are lovely and so kind'.

## What we found about the standards we reviewed and how well Barrock Court was meeting them

### **Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People who use this service know their wishes will be listened to and acted upon. Privacy and dignity are respected at all times.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it**

Procedures are in place to ensure that, as far as possible, people using this service give valid consent to their care and treatment.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights**

The service provides a high level of personal care and support with policies, procedures and documentation to underpin this.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 5: Food and drink should meet people's individual dietary needs**

People using this service are given a choice of nutritious and healthy meals which meet their care and support needs.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 6: People should get safe and coordinated care when they move between different services**

This service has an excellent working relationship with external agencies. This helps to ensure those using the service receive the best possible care.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 7: People should be protected from abuse and staff should respect their human rights**

People using this service are protected, as far as possible, from any form of abuse or neglect. There are policies and procedures in place to underpin this.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 8: People should be cared for in a clean environment and protected from the risk of infection**

Those using this service are protected from infection by rigorous infection control policies and procedures.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 9: People should be given the medicines they need when they need them, and in a safe way**

People using this service receive their prescribed medication at the right time and in the correct dosage. This helps to ensure medication is given in a safe and planned way.

- Overall, we found that Barrock Court was meeting this essential standard.

### **Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare**

People who use this service live in a safe and comfortable environment which meets their needs and requirements.

- Overall, we found that Barrock Court was meeting this essential standard.

**Outcome 11: People should be safe from harm from unsafe or unsuitable equipment**

The staff who work in this home are provided with suitable and well maintained equipment which means they can easily support those people they care for.

- Overall, we found that Barrock Court was meeting this essential standard.

**Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

Recruitment and selection policies and procedures ensure only suitable people are employed to care and support those using this service.

- Overall, we found that Barrock Court was meeting this essential standard.

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

There are staffing levels and skill mix are sufficient to meet the needs of those using this service.

- Overall, we found that Barrock Court was meeting this essential standard.

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

Staff are well trained which ensures they have the necessary skills to provide a good standard of care to meet the needs of the people they support.

- Overall, we found that Barrock Court was meeting this essential 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**

There are appropriate and comprehensive procedures in place for monitoring the quality of care and support people receive.

- Overall, we found that Barrock Court was meeting this essential standard.

**Outcome 17: People should have their complaints listened to and acted on properly**

The relevant policies and procedures are in place to ensure residents, relatives and staff know how to raise any issues of concern.

- Overall, we found that Barrock Court was meeting this essential standard.

**Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential**

Record keeping in this service is good with confidentiality adhered to. This protects the well being of those people who use this service.

- Overall, we found that Barrock Court was meeting this essential standard.

**Action we have asked the service to take**

We found Barrock Court was meeting the sixteen essential standards we reviewed

**Other information**

**This is the first Planned Compliance Review for this location.**

**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 1: 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 1:  
Respecting and involving people who use services

### Our findings

**What people who use the service experienced and told us**  
There is plenty of information about the home and opportunities to visit, to look around and meet the staff and other people living there.

**Other evidence**  
People we spoke to told us how much they enjoyed living in Barrock Court. The routines were very flexible and they could make up their own minds about how they wished to spend their day. They could remain in their own room if they wanted to and just come to the dining room for their meals. They were also given a choice about joining in any arranged activities.

During a visit to the home we observed examples of good practice in the way that care was provided. Staff treated the residents with respect and ensured their dignity was preserved at all times. Staff were seen knocking on residents' doors and assisting with meals in a sensitive manner.  
The staff we spoke to told us they were involved in the care planning system and if, when they were caring for the residents, noticed any difference they would report

this to a qualified nurse so it could be discussed and if necessary the care plan could be reviewed and updated.

The manager told us that all the residents received support from external agencies such as adult social care and healthcare professionals. All staff have a training programme and the majority of staff have already completed their NVQ level 2 training. She also confirmed that the staff understand the importance of maintaining the independence of those using this service and this was evidenced through observation of the care practices.

**Our judgement**

People who use this service know their wishes will be listened to and acted upon. Privacy and dignity are respected at all times.

# Outcome 2: Consent to care and treatment

## What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

## What we found

### Our judgement

**The provider is compliant** with outcome 2:  
Consent to care and treatment.

### Our findings

**What people who use the service experienced and told us**  
We did not ask for a self assessment for this outcome and did not discuss this with people using this service. We did, however, observe staff speaking to residents when they were giving assistance and support. It was evident that residents were asked how they wanted their care to be delivered and if they required any help.

**Other evidence**  
The manager said that all the care plans are person centred and wherever possible residents were asked to contribute to their care plans. The level of care and support required is discussed during the initial assessment prior to admission and if the person concerned is only able to contribute limited information, family members become involved if this is appropriate.  
We did look at a small sample of care plans that indicated those using this service were involved as much as possible. Care planning documentation is reviewed at least monthly, more often if there is a change in the level of support required. Staff go out of their way when caring for people with limited communication to ensure they retain as much of their independence and individuality as possible.

Staff are currently working towards implementing the 'Best Interests' paperwork as recommended by NHS to ensure all people involved with care are in agreement and understand the clients' wishes

There are copies of any power of attorney paperwork on file and information is documented in the notes

**Our judgement**

Procedures are in place to ensure that, as far as possible, people using this service give valid consent to their care and treatment.

# Outcome 4: 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 4:  
Care and welfare of people who use services

### Our findings

**What people who use the service experienced and told us**  
People using this service told us that they were very happy with the care and support they received and that the staff were very helpful indeed. One gentleman told us 'all the staff deserved two ticks' he also told us that he specially enjoyed his meals.  
We were not able to speak to any visitors during our time in the service.

**Other evidence**  
We asked the provider to complete a self assessment for this outcome and she supplied a well written and comprehensive report. It gave details and evidence how the care for those living in the home is assessed and provided.  
During a tour of the building we noticed that people were relaxed in their surroundings and most were chatting to the staff. Some people remain in their rooms, only coming to the dining room for their meals or to take part in activities if they wished.  
The manager told us that every person has a full person centred care plan, life history, and healthcare action plan and there are full risk assessments in place covering inside and outside the building.  
Observations during our visit confirmed that care and support was given in a calm and sensitive manner. The atmosphere was relaxed and people we met on the

corridors were pleased to chat. We were in the service for part of the lunch period and observed staff assisting people requiring extra assistance with eating their meal. This was given in a calm and unobtrusive manner with the staff ensuring those they were helping enjoyed their meal.

Although there is no designated dementia care unit in this service there are those people suffering from some forms of dementia and staff have completed training in the provision of this specialist care. There is much work being undertaken in respect of best interest reviews for those people having little or no capacity.

The service works closely with external agencies such as Social Services adult social care, health care professional and other more specialist professionals. Advice is sought from physiotherapists dieticians and other specialist nurses and practitioners.

The site visit confirmed that those using this service receive the care and support necessary to promote their welfare and independence.

### **Our judgement**

The service provides a high level of personal care and support with policies, procedures and documentation to underpin this.

# Outcome 5: 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 5:  
Meeting nutritional needs

### Our findings

**What people who use the service experienced and told us**  
'I had a full breakfast this morning and I am now going to enjoy my lunch'.  
'The food is always good'.

**Other evidence**  
People we spoke to during our visit clearly enjoyed their meals. These can be taken in one of the dining rooms or in their own rooms. The choice is theirs. We were able to observe meals being served and it was obvious that all were enjoying their lunch. Those people requiring assistance were given help in a calm unhurried way with staff ensuring as far as possible that the experience of eating lunch was enjoyable. The menus are varied and nutritious with choices for residents to make. A full cooked breakfast is available for anyone who wants it. The main meal is served at lunch time and there are snacks available through the day. There is always a choice of meals, which ensures everyone has a meal that they will enjoy. The manager showed us where snacks and fresh fruit are made available in the lounges for residents to help themselves. She told us that this was becoming popular with those using the service.

We were able to speak to the cook on duty on the day of our visit and discuss the menus and where provisions are purchased. Local suppliers are used for fresh fruit and vegetables.

Nutrition and weights are monitored carefully and recorded on the care plans. The manager will ask advice from a dietician if ever this is necessary. Fluid intake is also monitored.

After the last inspection from Environmental Health the service was awarded 4 stars an increase from the previous inspection. Information received prior to our visit confirmed that the kitchen areas are, in the main, compliant with current legislation.

**Our judgement**

People using this service are given a choice of nutritious and healthy meals which meet their care and support needs.

# Outcome 6: Cooperating with other providers

## What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

## What we found

### Our judgement

The provider is compliant with outcome 6:  
Cooperating with other providers

### Our findings

**What people who use the service experienced and told us**  
People using this service made no specific comments regarding this outcome.

**Other evidence**  
We did not request a self assessment in respect of this outcome and this was not raised with any of the people using this service. However, evidence with regards to this outcome was provided by the manager in the assessment concerning outcome 16

The manager told us that all residents have access to a doctor of their choice and although most of those living in the home are supported by the same general practice there are those who have retained their own doctor. The manager also confirmed that the staff work with many other agencies to ensure the right level of care is provided. These include, physiotherapists, specialist nursing services, dieticians, mental health specialists, social services adult social care and other health care professionals. Multi-disciplinary meetings are held when necessary and the manager said she has never asked for help and advice and not received it.

**Our judgement**  
This service has an excellent working relationship with external agencies, which

helps to ensure those using the service receive the best possible care.

# Outcome 7: 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 7:  
Safeguarding people who use services from abuse

### Our findings

**What people who use the service experienced and told us**  
People who use this service told us they felt safe and secure and that the staff treated them with kindness and consideration.

**Other evidence**  
The home has a full set of policies and procedures relating to safeguarding and whistle blowing. Staff receive training and are aware of the procedure to follow should this be necessary.  
Prior to our visit we contacted social services adult social care who confirmed that there were no concerns regarding safeguarding or adult protection.

The manager has completed 'train the trainers' training in safeguarding and is able to pass on her knowledge to the staff during meetings and supervision.

At the time of this visit the Care Quality Commission had not received any safeguarding referrals from staff, relatives, the local authority or the primary care trust.

**Our judgement**

People using this service are protected as far as possible from any form of abuse or neglect. There are policies and procedures in place to underpin this.

# Outcome 8: 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 8:  
Cleanliness and infection control.

### Our findings

**What people who use the service experienced and told us**  
The people we spoke to during our visit made no specific comments regarding this outcome although they said they were happy with, and comfortable in their rooms.

**Other evidence**  
On the day we visited the home it was warm, clean, tidy and free from any unpleasant smells. We toured the building and found the communal bathing and toilet areas were clean and hygienic. Hand washing facilities were available and there is a plentiful supply of gloves and aprons for staff use to as protective clothing. There are cleaners employed to ensure a high standard of cleanliness throughout the building. All the bedrooms have ensuite facilities and those we inspected were all clean and sweet smelling. Staff complete training in infection control.

**Our judgement**  
Those using this service are protected from infection by rigorous infection control policies and procedures.

# Outcome 9: 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 9:  
Management of medicines

### Our findings

**What people who use the service experienced and told us**  
There were no specific comments regarding this outcome made by the people using this service.

**Other evidence**  
The senior nurse has delegated responsibility for the ordering, recording and disposing of all medication in this service. During our visit we spent some time with her, discussing the procedures in place for the safe handling of medication. In the past the home has held a very large amount of medication on stock and she has worked hard to ensure that, apart from some homely remedies, there is only 1 month's supply held at any one time.  
We looked at the medication records which were all in order and correctly completed. Information regarding prescribed medication was kept on the care plans including any allergic reactions that may occur. Regular audits are completed and monthly reviews are recorded in the care plans as well.

The manager has recently changed the pharmacy and medicines are now supplied by the dispensing surgery that supports the majority of those using this service. Both the manager and the senior nurse said the change was working well so far.

There have been no medication errors in this service for well over two years.

**Our judgement**

People using this service receive their prescribed medication at the right time and in the correct dosage. This helps to ensure medication is given in a safe and planned way.

# Outcome 10: Safety and suitability of premises

## What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

## What we found

### Our judgement

The provider is compliant with outcome 10:  
Safety and suitability of premises.

### Our findings

**What people who use the service experienced and told us**  
People told us they were happy with where they lived and in particular their own rooms.

**Other evidence**  
During our tour of the building we noticed that, on the whole, the environmental standards were good. The communal areas were warm and bright with different colours on the corridors and in the lounges. The corridors were spacious, which helped with mobility around the home for those who may have to use a wheelchair. We looked at a small number of bedrooms and found them to be well furnished and personal to the individual with pictures and ornaments. There are lounges and dining rooms at both ends of the building and those living there can use whichever one they want. Televisions are available in all lounge areas. The building is all on one level so there is no need for lift facilities and there is access to the external space, which is used during the summer months.

**Our judgement**  
People who use this service live in a safe and comfortable environment which meets their needs and requirements.

# Outcome 11: Safety, availability and suitability of equipment

## What the outcome says

This is what people should expect.

- People who use services and people who work in or visit the premises:
- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
  - Benefit from equipment that is comfortable and meets their needs.

## What we found

<b>Our judgement</b>
The provider is compliant with outcome 11: Safety, availability and suitability of equipment

<b>Our findings</b>
<p><b>What people who use the service experienced and told us</b> There were no specific comments made by people using this service with regards to this outcome.</p> <p><b>Other evidence</b> The manager confirmed that about half of the people using this service require the use of aids and adaptations to assist them with their mobility. As the building is all at ground level there are few, if any problems with people moving between their own rooms and the communal areas.</p> <p>There are hand rails on the corridors and all the toilets and bathing facilities are suitable for anyone who may have a physical disability. There is an ample supply of hoists and stand aids, all of which are maintained under annual service level agreements. There is a call system throughout that allows those living in the home to call for assistance at any time.</p> <p>Manual handling training for the staff is completed at regular intervals and the manager is arranging for some staff to be trained in facilitating this in the home which means staff do not have to go elsewhere.</p> <p>All risk assessments are in place and appropriate to each individual.</p>

**Our judgement**

The staff who work in this home are provided with suitable and well maintained equipment which means they can easily support those people they care for.

# Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

## What we found

### Our judgement

The provider is compliant with outcome 12:  
Requirements relating to workers

### Our findings

**What people who use the service experienced and told us**  
The people we spoke to all said how kind and helpful the staff were. One gentleman said 'they all deserve two ticks'.

**Other evidence**  
The staff we spoke to during our visit said that Barrock Court was a good place to work in. They all agreed that the manager was very supportive and had made a difference to the home since she was appointed.  
One member of the care staff told us that she was so pleased to have been asked to start her National Vocational Qualification training. She had worked in care previously for 5 years and had never been offered this opportunity.  
Observations during the visit confirmed that the staff treated those living in the home with kindness and patience.  
The recently appointed activities organiser said she was pleased that residents were coming to her with suggestions for activities they could enjoy.  
The home has comprehensive policies and procedures in place to ensure only suitable people are employed.

**Our judgement**

Recruitment and selection policies and procedures ensure only suitable people are employed to care and support those using this service.

# 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**  
Although the people using this service did not directly comment on staffing ratios they remarked there were always staff around to assist them when they asked.

**Other evidence**  
During the visit we discussed the staffing levels with the manager who confirmed that as well as ensuring there were sufficient numbers on duty at any one time she is also careful with the skill mix.of staff. The home was not full on the day of our visit but the number of staff on duty reflected the care and support required for those living in the home.

One of the units is for people with more complex needs and there are always two members of staff working in this area to ensure the right care and support can be provided. On two mornings a week there are always two qualified nurses on duty instead of one. This ensures there is time to concentrate on the medication, care plans and other adminisrtative duies that are the responsibility of the qualified staff.

**Our judgement**  
The staffing levels and skill mix are sufficient to meet the needs of those using this service.

# 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 using this service told us that the staff are 'lovely and very kind'.

**Other evidence**  
Discussions with the manager and observations during our visit evidenced that the staffing levels were sufficient to support and meet the needs of those living in Barrock Court. As well as making sure there are enough staff on duty the manager is also careful to make certain that the skill mix is suitable. The service employs qualified staff to work alongside the carers and support them in the provision of care.

We spoke to staff on duty and they all confirmed they were happy with the support they received from the manager and the qualified nurses. Staff supervision is important and there is a full staff training programme. Over 90% of the staff are qualified to NVQ level 2 with others working towards the award. Regular staff meetings are held and used as a forum for suggestions and training.

The care staff have input into the care plans and those we spoke to told us they read them and made suggestions if they noticed a change in the care needs of those using this service.

**Our judgement**

Staff are well trained which ensures they have the necessary skills to provide a good standard of care to meet the needs of the people they support.

# 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**  
There were no specific comments made regarding this outcome.

**Other evidence**  
Since her appointment the manager has moved her office to a more convenient place near to the front door. This has made it much easier for those using this service, their relatives and staff members to speak to her. She has an 'open door' policy so that she is available when needed.  
Regular relatives and staff meetings are held as are infomal coffee mornings, all of which give oportunites to discuss matters pertaining to the service and the care and support provided.  
Full assesments prior to admission are completed and relatives and prospective residents are encouraged to visit Barrock Court to look the accomodation and meet the staff.  
Quality audits are carried out on all aspects of the home and these include, weights, nutrition, medication, equipment, accident monitoring, water temperatures and infecion control.  
Relatives and staff have recently completed survey forms and these will be read and

analysed.

**Our judgement**

There are appropriate and comprehensive procedures in place for monitoring the quality of care and support people receive.

# Outcome 17: Complaints

## What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

## What we found

### Our judgement

The provider is compliant with outcome 17:  
Complaints

### Our findings

**What people who use the service experienced and told us**  
People who use or work in this service know who to speak to if they have a complaint or concern.

**Other evidence**  
The home has policies and procedures in place to monitor and investigate concerns and/or complaints raised by those living in the home, their relatives or members of staff. There is a complaints log in place that is audited monthly.  
Prior to our visit we contacted external agencies that have dealings with the home and were told that there have not been any complaints made for some considerable time. The Care Quality Commission has not received any complaints.

**Our judgement**  
The relevant policies and procedures are in place to ensure residents, relatives and staff know how to raise any issues of concern.

# Outcome 21: Records

## What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

## What we found

### Our judgement

The provider is compliant with outcome 21:  
Records

### Our findings

**What people who use the service experienced and told us**  
There were no specific comments made by people using this service concerning this outcome.

**Other evidence**  
We found, during our visit that the home has a full set of policies and procedures to ensure the smooth running of this establishment There were accurate and well maintained records pertaining to all aspects of the care and support provided. Documentation requested during our visit such as care plans and medication records were made readily available and these were found to be fully up to date. Copies of audits are kept as are copies of any notifications sent to the Care Quality Commission. Information requested prior to this review was sent to us within the requested timescale.  
All records are kept securely in line with data protection and privacy guidelines.

**Our judgement**  
Record keeping in this service is good and safety standards adhered to. This protects the well being of those people who use this 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 Adult 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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