

Review of compliance

Redwalls Care Services Limited Redwalls Nursing Home	
Region:	North West
Location address:	80 Weaverham Road Sandiway Northwich Cheshire CW8 2ND
Type of service:	Care home service with nursing
Date of Publication:	October 2011
Overview of the service:	Redwalls is a care home providing nursing and personal care for up to 44 older people. It is close to local amenities in the village of Sandiway, approximately five miles from Northwich. There are forty-one single and two double bedrooms the majority of which have en-suite facilities.

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

Our current overall judgement

Redwalls 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.

What people told us

We spoke with people living at Redwall's and they said that the care they received was very good. They said that they felt supported by the staff and comments made were;
"staff are very helpful"
"staff are caring and considerate"
"the home is friendly and homely."

People spoken with also said that they felt safe and happy living at Redwall's. One person said, "I can speak to the staff about anything".

We spoke to people and they said that there is always staff around when you need them and they told us that they are consulted about their care and support and they feel their wishes are listened to.

What we found about the standards we reviewed and how well Redwalls 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

People are involved in their care and their views are respected.

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

People experience safe and appropriate care and treatment.

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

People living at the home are protected from abuse

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

People are supported to maintain their health, safety and welfare by a staff team who are aware of the needs of the people they support.

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

Redwalls has procedures in place to monitor the quality of service offered to people.

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

When we visited Redwalls we spoke with people who live there and they told us; "This is a really good place to live"; "the staff are very helpful and can't do enough for you" and "the staff explain things to me". They told us that staff were very respectful and always knocked on their bedroom door and waited to be invited in and said that they knew the staff well as some of them had been there a long time. They also said that they were encouraged to express their views and that they received care as they wanted. They said staff asked them when they wanted to get up, where they would like to sit and what time they wanted to have a bath.

Other evidence

People were given information about the service in the form of a service user guide which was displayed in the main entrance hall. Most of the people have been living at the home for quite some time.

We saw that there were good positive interactions between the staff and people who live at Redwalls, and we saw that they were treated with patience and kindness and that people's privacy and dignity were respected.

We looked at care plans and records of people's individual needs and noted that these

had been obtained before they moved into the home so that the home would know it was the right place for them to live. We saw that staff had recorded the preferred time of rising and retiring, likes and dislikes of food and drinks, how the person would like to be addressed, past hobbies, work and experiences and what and who was important to the person.

Meetings were held with people that live in the home and discussions were recorded and displayed on the notice board. Questionnaires were also sent out to gain the views of residents and their relatives.

Our judgement

People are involved in their care and their views are 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

We spoke with people living at Redwalls and they said that the care they received was very good. They said that they felt supported by the staff and comments made were; "staff are very helpful"; "staff are caring and considerate" and "the home is friendly and homely".

Other evidence

Each person had an individual plan of care and all the care plans seen were up to date with had a good range of information so that staff knew how to care for people. Risk assessments were in place so that staff knew how best to move people safely and how many staff were needed to look after each person.

Assessments were also completed with regard to nutrition and people were weighed monthly so that a check could be kept on any weight loss or gain.

Visits from other health professionals such as GPs or district nurses were recorded with the reason for the visit and any action staff need to take.

A dentist who was visiting the home at the time of our visit said "staff are always helpful, this is a very good home".

Our judgement

People experience safe and appropriate care and treatment.

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 spoken with said they felt safe and happy living at Redwalls.

One person said " I can speak to the staff about anything". Another one said, "I have no problems but if I did Carol (the manager) or any of the staff would sort it out for me".

Other evidence

Training for staff to understand how to identify signs of abuse, how to prevent it and how to report it commenced as soon as possible as part of their initial induction. The Safeguarding training was revisited by all staff annually and staff spoken with were aware of the of the local authority's safeguarding procedures.

Our judgement

People living at the home are protected from abuse

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

People living at Redwalls said that there were always staff around when they needed them. They said they did not have to wait too long if they wanted to use the toilet or for help with anything they needed.

Other evidence

Staff spoken with said that it was a lovely place to work and that they received good training and support so that they could care for people and give them the support they need. One said, " this is a lovely place to work and we have the time to care for people properly". Another said "I love it here, the people are looked after really well".

Staff spoken with also said that they received regular formal supervision. Supervision is important for all grades of staff, as an opportunity to discuss work practices and training needs and to reflect on the service's aims and objectives and how staff are contributing to achieving them. We looked at the files of staff members and found that supervision records were completed and that staff had received up to date training in medication; safeguarding adults; moving and handling; fire safety; dementia and infection control. Seventy eight per cent of care staff working at the home had completed a national vocational qualification in caring for people (NVQ) at level 2 and 3. The housekeeping staff had also completed NVQ training with regard to their role.

Our judgement

People are supported to maintain their health, safety and welfare by a staff team who are aware of 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

We spoke with people who use the service and they told us that they are consulted about their care and support and they feel their wishes are listened to.

Questionnaires had been completed and comments such as "staff are most kind, helpful and considerate" and "I am very happy with my relatives care" were made by relatives completing the forms. One person who had gone home wrote "The excellent care and attention given to me enabled me to return home".

Other evidence

We looked at various checks the manager and provider had in place to help them work towards better outcomes for people living there.

The provider had detailed checks in place to gather information about the quality of the service such as audits of care plans, medication, cleanliness and environment amongst others. These had all been fully completed each month by the home staff. These audits showed good evidence of regular checks being carried out by the provider to ensure they were providing the right support for people living at the home.

The manager had an open door policy and held an open evening each month so that any relatives could see her to discuss any concerns they had regarding the care or the running of the home. People were complimentary about her and the support received.

Our judgement

Redwalls has procedures in place to monitor the quality of service offered to people.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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