

Review of compliance

Walton Manor Ltd Walton Manor	
Region:	Yorkshire & Humberside
Location address:	187 Shay Lane Walton Wakefield West Yorkshire WF2 6NW
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	Walton Manor is a splendid Grade II listed Georgian Manor House that provides accommodation and personal care for up to 47 older people. Setback in extensive gardens the home provides individual en-suite bedrooms and some self contained living areas.

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

Our current overall judgement

Walton Manor 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 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 and carried out a visit on 4 May 2012.

What people told us

People say they enjoy living in the home. One person said 'Moving into the home was the best thing they had ever done'. Another said the 'staff are very good and nothing is too much trouble'. Another says the food is really very good indeed. Another says the food is better than good it is excellent and they have a choice of menu. One visiting General Practitioner says the care provided by the home is very good indeed. Two visiting District Nurses said they are always made to feel welcome and the care provided by the home is very good.

People say they like living in the home. One person said if they have any concerns they can speak to the manager who will sort things out.

One person said their 'bedroom is very good' and they 'have everything they need'. People said the home is 'always clean' and 'nice for when their visitors come to see them'.

One person said 'moving into the home is the best thing they have ever done'. People living in the home were observed to be comfortable relaxing in a homely, well maintained and safe environment.

People say they like the people caring for them. One person said the carers are 'brilliant' and 'very caring'. Another says 'there is always someone there when you need them'. One person said they can go and talk to the manager whenever they want. A visiting District Nurse said the staff are always very helpful and accommodating.

People say they like the people caring for them and supporting them. One person said the "girls are wonderful) they are "always polite and caring". Another says nothing is ever too much trouble for them. Two visiting District Nurses said the staff are very good and that they have very good working relationships with staff and the management team in the home.

A visiting General Practitioner said that the carers in the home are very good and meet peoples care needs.

People living in the home said the people caring for them and supporting them are very

good. One person said they are always very polite and courteous and nothing is too much trouble for them.

One person said the 'quality of the services is second to none', The surroundings are 'fantastic' the 'care is excellent' and the food is 'marvellous'. Another said after coming to the home it has 'exceeded their expectations'. Another person said 'it's like living in a five star hotel'.

What we found about the standards we reviewed and how well Walton Manor was meeting them

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

The service is compliant in this outcome area as peoples care and welfare is promoted and protected.

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

The service is compliant in this outcome area as people are Safeguarded from any kind of abuse.

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

The service is compliant in this outcome area as people live in a homely environment that is well decorated, well maintained, clean and safe.

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

The service is compliant in this outcome area as people are protected by the way staff are selected and recruited.

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

The service is compliant in this service area as peoples care and support needs are met by trained and competent staff.

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

The service is compliant in this outcome area as staff are confident and feel supported in the work they do.

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 service is compliant in this outcome area as the quality of the services provided

continues to be assessed and monitored..

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 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 say they enjoy living in the home. One person said 'Moving into the home was the best thing they had ever done'. Another said the 'staff are very good and nothing is too much trouble'. Another says the food is really very good indeed. Another says the food is better than good it is excellent and they have a choice of menu. One visiting General Practitioner says the care provided by the home is very good indeed. Two visiting District Nurses said they are always made to feel welcome and the care provided by the home is very good.

Other evidence

To make sure peoples care needs are met a sample of peoples records show comprehensive assessments of their care needs, including physical and emotional wellbeing.

The care plans contain lots of information for staff to follow. The reviews show that people and their relatives and other professionals such as Specialist Social Workers, District Nurses and General Practitioners are involved and have a say in how people are to be supported.

To make sure peoples healthcare needs continue to be met, there is a weekly GP surgery held in the home. The visiting General Practitioner said that the homes management team are very good and very helpful. They also commented on the good care provided by the home.

To make sure people have enough to eat and drink there are nutritional assessments and risk assessments that are updated and reviewed to reflect peoples changing

needs.

People living in the home said the meals are very good indeed and have choice of menu which they complete the day before. One person confirmed there is a choice of three main courses and a variety of sweets or puddings.

They said that they order their newspapers the day before and they are brought to them with their breakfast

The dates and the signatures on the reviews show that peoples' assessments, risk assessments and care plans are looked at regularly and updated.

People were observed relaxing in the lounges and dining rooms. There was the opportunity to meet and speak to some people living in the home. People appeared to be happy and there was a relaxed and homely atmosphere created. People were observed having their care needs met in a relaxed and unhurried manner.

The daily records give information showing what people have done and how their care and support needs have been met, they also contain descriptive words to reflect and show peoples' choices and preferences and any decisions they make about how they live there day to day lives.

The home arranges regular activities for people to participate if they so wish including visits to the theatre, local schools and luncheon clubs.

Some people choose to go out into the local community independently

The care staff said they know what is in peoples' assessments and care plans and how to meet peoples care needs.

All staff spoken to also said they feel peoples care and support and nursing needs are being met by the home and there are support systems in place to ensure they continue to be met.

Our judgement

The service is compliant in this outcome area as peoples care and welfare is promoted and protected.

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 say they like living in the home. One person said if they have any concerns they can speak to the manager who will sort things out.

Other evidence

To protect people using the service from any kind of abuse there is a Safeguarding Policy and Procedure available for staff to follow.

To further protect people from any kind of abuse records show that all staff has Safeguarding and Safeguarding update training.

The staff training records and in particular the training matrix confirms that everyone working in the home has Safeguarding training and update training is planned for them to attend.

Discussion with the Registered Manager, suggests they have a good understanding of what constitutes abuse and how to report any incidents to the local Authority Safeguarding Team.

The incidents reported to the CQC show the home continues to report any Safeguarding concerns to the appropriate authorities

The records show that any complaints are properly recorded, investigated and appropriately dealt with.

The Home's complaints policy and procedure is accessible to people living in the home

and their relatives as it forms part of the Service User Information pack and is available around the home.

Our judgement

The service is compliant in this outcome area as people are Safeguarded from any kind of abuse.

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

One person said their 'bedroom is very good' and they 'have everything they need'. People said the home is 'always clean' and 'nice for when their visitors come to see them'.

One person said 'moving into the home is the best thing they have ever done'. People living in the home were observed to be comfortable relaxing in a homely, well maintained and safe environment.

Other evidence

Peoples' bedrooms were observed to be homely well maintained and well decorated. The bedrooms are personalised and people are surrounded by their own possessions.

A tour of the premises found all areas of the home to be well decorated and maintained to a good standard including the lounges and dining rooms are homely and well decorated.

To make sure people remain safe the maintenance records show the fire alarm and emergency lighting systems are checked regularly. They also show the passenger lifts and hoists are serviced regularly.

To further protect people living in the home records show the water temperature is tested regularly.

The Registered Manager said that improvements continue to be made to the home and in particular there are plans to extend the home. The service provider said that these improvements are not increase the numbers of people registered but rather to improve

the quality of life and environment for those currently living in the home.
This investment is to be commended.

All parts of the home were observed to be clean and free from any unpleasant odours.
Staff training records show they have Health and Safety, Infection Control and Fire Safety training.

Records show the Domestic's have Control of Substances Hazardous to Health (COSHH) and infection control training.

The Domestic's are to be commended for the particularly high standard of cleanliness maintained throughout the home for the benefit of people using the service.

The chef and kitchen staff are to be commended for the high standard of and the variety of the menus provided for those living in the home.

Our judgement

The service is compliant in this outcome area as people live in a homely environment that is well decorated, well maintained, clean and safe.

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

People say they like the people caring for them. One person said the carers are 'brilliant' and 'very caring'. Another says 'there is always someone there when you need them'. One person said they can go and talk to the manager whenever they want. A visiting District Nurse said the staff are always very helpful and accommodating.

Other evidence

People living in the home are protected by the way staff are recruited and selected as a sample of staff records show references and appropriate checks including proof of identity and police checks are taken up before they are employed.

To further protect people records show that staff interviews are recorded and any gaps in employment are discussed and the outcomes recorded.

To continue to protect people living in the home staff records also show that all staff has induction training and their work is supervised until they are deemed competent.

The Registered Manager said staff selection is very important and it is crucial when employing people with the right skills to care for older people.

They went on to say that Walton Manor has great expectations of the staff they employ and only employ the staff that can demonstrate they can meet the homes high standards of caring.

Our judgement

The service is compliant in this outcome area as people are protected by the way staff are selected and recruited.

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

People say they like the people caring for them and supporting them. One person said the "girls are wonderful" they are "always polite and caring". Another says nothing is ever too much trouble for them. Two visiting District Nurses said the staff are very good and that they have very good working relationships with staff and the management team in the home.

A visiting General Practitioner said that the carers in the home are very good and meet peoples care needs.

Other evidence

The Registered Manager said that they feel peoples care and support needs are being met by the numbers and skill mix of staff working in the home. The staffing rotas confirmed the numbers and skill mix of staff available to meet peoples care and support needs.

To fully meet the care and support needs of people living in the home, staff training records show staff has specialist training including how to care for older people, the Mental Health Act and Deprivation of Liberty Assessment training.

Records also show other specialist support is provided by visiting Tissue Viability Nurses, Speech Therapist, General Practitioners and hospital based Consultants, and Specialist Social Workers.

Records show people are protected by the way the medicines are administrated as staff has training in how to do this safely.

Records also show and in particular the training Matrix shows other mandatory training is provided to make sure people remain safe. This training includes, Health and Safety, Fire Safety, Safeguarding, Moving and Handling, Pressure Care and Food Hygiene. Other training includes Diabetes Awareness, Contenance, Infection Control, and Dementia Awareness training.

People living in the home are cared for and supported by staff that are trained and qualified as records show most staff has a National Vocational Qualification at Level 2 or Diploma 3 (Health and Social Care)

The Registered Provider and Registered Manager said that now the NVQ Training is at Diploma Level they are considering an award ceremony that involves people living in the home to reflect all the hard work undertaken by carers to improve standards within the home.

The service providers are to be commended for their investment in the staff team and in maintaining care standards for people living in the home.

Staff said they are happy with the training provided and feel confident and comfortable in their work. Throughout the visit positive relationships were observed being fostered between those living in the home and those caring for them.

Our judgement

The service is compliant in this service area as peoples care and support needs are met by trained and competent staff.

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 in the home said the people caring for them and supporting them are very good. One person said they are always very polite and courteous and nothing is too much trouble for them.

Other evidence

A sample of peoples' records show they and those caring for them are supported by a range of healthcare professionals including Specialist Social Workers, Hospital based Consultants, General Practitioners, District Nurses and Community Mental Health Team.

Records show the work staff do is supervised and all staff receive regular line management supervision and appraisals of their work and performance and a record is kept and is available for inspection.

Records show there are staff meetings when staff have the opportunity to comment on the running of the home.

The Registered Manager said that they are hands on and work alongside other staff working in the home and continually monitor carer's performance.

They went on to say that staff have observed Supervision and an assessment of their competency is made before they are employed and as part of ongoing monitoring

Those working in the home said they feel they have the training they need and require and feel supported by the Registered Manager.

Our judgement

The service is compliant in this outcome area as staff are confident and feel supported in the work they do.

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

One person said the 'quality of the services is second to none', The surroundings are 'fantastic' the 'care is excellent' and the food is 'marvellous'. Another said after coming to the home it has 'exceeded their expectations'. Another person said 'it's like living in a five star hotel'.

Other evidence

The Registered Manager said they complete monthly audits to make sure peoples care and nursing needs are met and to make sure people remain safe.

To make sure peoples support and care needs are met the Registered Manager audits peoples care plans, risk assessments and reviews.

To make sure people are protected by the way medicines are administered there is a monthly audit of peoples' medicines and of the medication administration systems.

To make sure people live in a safe environment there are regular Fire Safety and Health and Safety Audits completed. Including Bedrail, Hoist and passenger lifts servicing.

To make sure people receive the care and support they need and require all staff receive regular planned line management supervision and annual appraisals.

The results of the Satisfaction Survey for 2011 shows the service seeks the views of

people living in the home and those of their relatives on the quality of the care provided.

The record of Complaints shows that peoples concerns are properly recorded and appropriately dealt with in a timely manner.

The minutes of the staff and relatives meetings show they have the opportunity to comment on the running of the home.

The minutes of the Registered Managers and service providers visits show the service providers are fully involved and influence the quality of care provided by the home.

Our judgement

The service is compliant in this outcome area as the quality of the services provided continues to be assessed and monitored..

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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