

Review of compliance

Eastfield Farm Residential Home Ltd.
Eastfield Farm Residential Home

Region:	Yorkshire and Humber
Location address:	Southside Road Halsham Hull East Yorkshire HU12 0BP
Type of service:	Care home services without nursing
Date the review was completed:	26/11/2010
Overview of the service:	Eastfield Farm Residential Home offers accommodation and care to older people, including those with dementia related conditions. It is situated close to the small village of Halsham and is adjacent to the provider's farm, overlooking open countryside.

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

What we found overall

We found that Eastfield Farm Residential Home was meeting all the essential standards of quality and safety we reviewed.

A compliance condition was issued at the time of transition registration that requires the provider to have a registered manager in post by 01/04/2011; this timescale has not yet expired.

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 because concerns were identified in relation to:

- Respecting and involving people who use services
- Care and welfare of people who use services
- Safeguarding people who use services from abuse
- Management of medicines
- Safety and suitability of premises
- Requirements relating to workers
- Supporting workers

How we carried out this review

We reviewed all the information we hold about this provider, talked to the manager and checked the provider's records including Provider Compliance Assessments.

What we found about the standards we reviewed and how well Eastfield Farm Residential Home 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

The cultural issues of disrespect towards people who use the services within the staff group are being dealt with appropriately by the provider and manager.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

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

People have an individual plan of care in place that is based on their current assessment of need, including appropriate risk assessments.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

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

The provider declared compliance with this outcome of the essential standards of quality and safety, and informed us that all staff have had training on safeguarding adults from abuse and that safeguarding information is also made available to users of the service.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

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

The provider declared compliance with this essential standard of quality and safety and told us that all staff who have responsibility for the administration of medication have completed appropriate training and that a pharmacist visits the home each month to undertake a medication audit.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

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

The provider has undertaken the work required in the report of our key inspection of 30/06/2010 to ensure that the premises are safe.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

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

Staff are now recruited safely and only people considered safe to work with vulnerable people are employed.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

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

The manager told us that he understands the importance of staff being appropriately supervised and trained and has assured us that action has been and will continue to be taken to deal with any inappropriate behaviours from staff.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard.

Outcome 24: Requirements relating to registered managers

The manager is not registered with the Care Quality Commission and has not yet submitted the application. The timescale for compliance expires on the 1st April 2011.

- Overall, we found that Eastfield Farm Residential Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Action we have asked the service to take

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to ensure that the manager is registered with CQC by the required timescale.

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
No surveys are available as yet and no visit was made to the home as part of this compliance review.

Other evidence
People have a full care needs assessment in place and the manager told us that there is now information available about advocacy services for users of the service and others. Recent safeguarding investigations highlighted a culture of disrespect amongst the staff group; the manager is dealing appropriately with the issues raised.

Our judgement
The cultural issues of disrespect towards people who use the services within the staff group are being dealt with appropriately by the provider and manager.

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
No surveys are currently available and no visit was made to the service as part of this review.

Other evidence
The improvement plan submitted in August 2010 evidences that the provider and manager have carried out the required actions following our key inspection of 30/06/2010. All people living at the home have a current care needs assessment in place that is accompanied by appropriate risk assessments and an individual plan of care.

Our judgement
People have an individual plan of care in place that is based on their current assessment of need, including appropriate risk assessments.

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
No visit made to the service as part of this review and no surveys are available as yet.

Other evidence
The manager told us in the Provider Compliance Assessment (PCA), 'Regular team meetings to allow discussion on prevention and management of behaviours so that learning is shared and the risk of further incidents reduced' and 'Staff have been trained on Safeguarding of Vulnerable Adults which includes What is abuse and how to recognise the signs. Staff are aware of the homes policy on Whistleblowing. Service users and their representatives receive information on how to make a complaint including relevant contact details under the local Safeguarding procedures. Complaints procedure and POVA information displayed on the public notice board'. The manager also told us in the PCA that advocacy services have been sourced so that people living at the home can access these if needed.

Our judgement
The provider declared compliance with this outcome of the essential standards of quality and safety, and informed us that all staff have had training on safeguarding adults from abuse and that safeguarding information is also made available to

people living at the home.

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 are no surveys available as yet and we did not visit the service as part of this review.

Other evidence
The provider and manager completed a Provider Compliance Assessment (PCA) for Outcome 9. This declared compliance for all sections appropriate to the home. They told us in the PCA that staff who have responsibility for the administration of medication at the home have now received appropriate training and that a pharmacist visits the home on a monthly basis to undertake an audit.

Our judgement
The provider declared compliance with this essential standard of quality and safety; all staff who have responsibility for the administration of medication have completed appropriate training and a pharmacist visits the home each month to undertake a medication audit.

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
There are no surveys available as yet and we did not visit the service as part of this review.

Other evidence
The provider told us in the improvement plan submitted following the key inspection of 30/06/2010 that they have now completed the requirements listed in the key inspection report to ensure the safety of the premises, i.e. water temperature levels, window opening restrictors and risk assessments for the safe use of Steredent.

Our judgement
The provider has undertaken the work required in the report of our key inspection of 30/06/2010 to ensure that the premises are 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
There are no surveys available as yet and no visit was made to the home as part of this review.

Other evidence
The manager told us in the Provider Compliance Assessment that thorough recruitment practices are now followed at the home. Any person starting work prior to full CRB clearance works under supervision and checks are made on the authenticity of references. Following a period of probation, service users are consulted with as part of the decision to make the person a permanent employee at the home.

Our judgement
Staff are now recruited safely and only people considered safe to work with vulnerable people are employed.

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
There are no surveys available as yet and no visit was made to the home as part of this review.

Other evidence
Staff have now received training on moving and handling and health and safety. The manager told us in a telephone discussion that he has met with each staff member to discuss the principles of privacy, dignity and respect and has informed staff that not adhering to these would lead to disciplinary action. He has also observed staff practice and told us that he will take action if inappropriate behaviour is witnessed.

Our judgement
The manager told us that he understands the importance of staff being appropriately supervised and trained and has assured us that action has been and will continue to be taken to deal with any inappropriate behaviours from staff. Efforts are being made to ensure that staff who are employed understand the importance of the principles of dignity and respect.

Outcome 24: Requirements relating to registered managers

What the outcome says

This is what people who use services should expect.

People who use services:

- Have their needs met because it is managed by an appropriate person.

What we found

Our judgement

There are minor concerns with outcome 24: Requirements relating to registered managers

Our findings

What people who use the service experienced and told us

N/A

Other evidence

The provider was issued with a compliance condition as part of transition registration, as the manager is not yet registered with the Care Quality Commission. Discussion with the manager indicated that they were aware of the need to be registered with CQC by the 1st April 2011.

Our judgement

The manager is not registered with the Care Quality Commission and has not yet submitted the application. The timescale for compliance has not yet expired i.e. 1st April 2011.

Action we have asked the provider to take

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	6	24: Requirements relating to registered managers
	How the regulation is not being met: The manager is not registered with the Care Quality Commission and has not yet submitted their application. The timescale for compliance expires on the 1 st April 2011.	

The provider must send CQC a report that says what action they are going to take to achieve compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of this report being received.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance actions are complete.

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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