

Review of compliance

<p>Brancaster Care Homes Limited Clarendon Grange</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>Main Road Great Clifton Workington Cumbria CA14 1TR</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>May 2012</p>
<p>Overview of the service:</p>	<p>Clarendon Grange is an older property that has been extended and adapted to provide accommodation for older people. It is situated near to all village amenities and is served by a regular bus service.</p> <p>Accommodation is in mainly single rooms, most of which have ensuite toilet facilities.</p>

	The company own other homes and services in England.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Clarendon Grange 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, carried out a visit on 24 April 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People who live in the home were keen to talk to us about the experience of living at Clarendon:

"I am so glad I decided to come here...I am very happy...it couldn't be better...".

"I like living here...the staff are very nice...".

"We all get on well here...we are friends and the staff look after us well...".

"I get everything I need...good food, nice room and kind carers".

"It is very good and I feel safe and well looked after...no complaints at all".

What we found about the standards we reviewed and how well Clarendon Grange 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's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

People experienced care, treatment and support that met their needs and protected their rights.

Outcome 05: Food and drink should meet people's individual dietary needs

People were protected from the risks of inadequate nutrition and dehydration.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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

People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises and the provider acted swiftly to deal with a breach in the fire safety arrangements.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

Actions we have asked the service to take

We have referred the concerns to Cumbria Fire and Rescue Service. We will check to make sure that action is taken.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 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

We spoke to most of the people who live in the home and they were satisfied with the way they were treated and involved:

"The staff are very nice...all very polite and decent..."

"The way we are treated couldn't be any better..".

"Marvelous staff...I can have a joke and a laugh with them and they joke back...it is nice and easy going but they treat me with a lot of respect and the jokes are never against me..."

"We get surveys and we are asked our opinions all the time...I think we get consulted enough. [A senior member of staff] asks me every month about my care plan and my needs".

"The staff are polite and decent and I respond in the same way...respect is a two way thing here..."

"One of the first things they asked me was what I wanted to be called...I thought that

was really respectful...".

Other evidence

When we visited we saw people being treated with the proper level of respect. We saw numerous examples of dignified and caring interactions between staff and people in the home.

Relatives and professionals visiting on the day confirmed that staff behave in a respectful manner to all the people in the home and that care and treatment is given in a dignified manner. We also learned that people in the home have their cultural and religious beliefs respected. People's diversity, values and human rights were respected.

We saw that people were involved in the planning of their care needs and we learned that staff asked people their opinions on a daily basis.

The company makes sure that they send surveys to residents, relatives and other interested parties on at least an annual basis.

People told us they could influence what went on the menu, how the home was decorated and what kind of activities and outings they have.

Our conversations with staff gave us evidence that this team understood the rights of the individual and knew how to treat people. They told us that their practice was regularly monitored by more senior staff and that they felt able to comment on other people's practice so that people were always treated properly.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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 were keen to talk about the care they received:

"I have been feeling really great since I came here despite being in my nineties....".

"[One of the senior care staff] comes to see me every so often for a little talk and we update my care plan if needs be...".

"The staff are very good when they help me...I get looked after nicely...plenty of baths and they get the doctor if I need one...".

"The staff help me to get the right health care...they would come with me to the hospital if I have an appointment...or get the doctor...".

"The activities lass is very good...lively and we do a lot of things with her and I never thought I would join in...".

"Staff take time to listen if you are worried or feel a bit down...they reassure and help and that is good care too...".

"I am quite independent really and didn't think I would settle but I have and I can take help and I join in as I really like what is on offer here...I am very settled ...".

Other evidence

We measured this outcome by talking to people in the home and their visitors and by talking to visiting professionals.

We spoke to a community psychiatric nurse, a social worker, a podiatrist and a GP during our visit. They were all very positive about the care people received in the home.

We also spoke to relatives and friends who were visiting and again they had only positive responses:

"As a family we are delighted at how well [our relative] has settled...we didn't think that would happen but he is very happy here".

"I have no concerns at all...the staff are all very good and [my relative] and the other residents seem to be happy and content".

We spent time with people and we had lots of positives and plenty of detail about care received. People were smartly dressed and it was obvious that staff took time to give people the right kind of personal care. The hairdresser was visiting on the day of the inspection and most of the women in the home liked to have their hair set every week. Generally people were very well turned out and their personal grooming and clothing were important to them.

We spoke to people about the written files that staff kept so that they got good personal and health care support. We read a number of these plans. People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. These written care plans covered all the assessed needs of the people in the home. These were regularly reviewed and people told us they were involved with this. Some families were also part of this planning. Some files had life story work in them which helped give a rounded picture of the person. We discussed the care plans with the senior care assistant on duty and she had some ideas about how to continue to improve these and how to make them even more individual.

The plans, reviews and daily records showed that the staff team called on health care professionals so that people in the home could get the very best care possible. We saw that specialist nurses and other practitioners visited and that their advice was followed through. We met very alert and healthy older people who told us their care and welfare was dealt with appropriately.

We also learned from visitors, staff and from people themselves that emotional, social and psychological needs were very well met. The home had a very lively activities organiser who managed to encourage people to socialise and join in activities. We also saw from files and from interactions we saw on the day that staff supported people in a sensitive and caring way when they were ill or distressed.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

Outcome 05: 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 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

People were also very keen to comment on the food provided, the way it was prepared and presented, the amounts and the choice of food. some of the words used to describe the food were:

"wonderful"... "lovely"... "great"... "excellent"... "delicious"...

And people commented on how staff helped them to take an nutritious diet:

"There is no part of the day when I am not being encouraged to drink fluid...I didn't at home and am beginning to feel a lot better for it..."

"The food is really marvelous...very well prepared and the exact amount for me ! Wait until you try the cake!".

"I get plenty of choice...there is often fish on the menu and I find that easy to digest..."

"I have put weight on since I came here because the food is so nice...If I can't manage my dinner I can usually eat a snack or a nice home made cake...but I am getting better and the meat and things are so easy to eat as they are nicely cooked...".

Other evidence

We had very positive responses from people who live, work and visit this home. They praised the quality of food provided and the very high standards of the catering.

We saw a certificate from Environmental Health showing that their last visit had resulted in a 5* Excellent result for food hygiene.

We looked in the kitchen and saw plentiful supplies of fresh fruit and vegetables and good systems of ordering and dating food stored in the fridges and cupboards. There were enough stores to allow staff to make people a variety of nutritional snacks at any time of day or night.

We spoke to the cook about menus and about helping support people's nutritional needs. She was very knowledgeable about giving older people good nutrition. She said she fortified foods for people who were underweight and tried to tempt people with favourite foods. We saw her going round asking people what their lunch preference was only shortly before the meal. She was able to talk at length about how she prepared special diets for conditions like diabetes so that people still had good choices and never felt deprived.

Lunch was two courses with two choices and people ate very well and obviously enjoyed what was on offer. The meals were well presented and appetising and people could help themselves to savoury sauces and condiments. The tables were nicely laid and drinks were readily available. In the middle of the afternoon people had a very well prepared cake with tea and were then asked for their high tea choices. Three options were available at this meal and we were told by residents that they also had a supper later in the evening.

When we looked at care plans we saw that everyone in the home had regular assessments of their nutritional needs. We saw on the day that people were supported to be able to eat and drink sufficient amounts to meet their needs. People were weighed at least monthly or more often when there were problems. Where there were issues they were referred to a dietician or a health professional who specialises in swallowing difficulties. The district nursing service helped the staff to formulate special diets. We saw good evidence in files of nutritional plans and these were well known by the catering staff.

Our judgement

People were protected from the risks of inadequate nutrition and dehydration.

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

We spent time with groups of people and individuals in the privacy of their own rooms and we did ask them about abuse and neglect:

"We are not abused here at anytime by anyone...we get good help from all the staff. I feel very safe and well cared about...".

"I know this is in the news at the minute but it certainly is not happening here...someone should write to the press telling them some homes are really good places where you get really loving care and would never be abused...like here!"

"I am very secure here...I would not hesitate to talk to the manager if anything was wrong...no one is left unattended...no one is badly treated...".

"It just doesn't happen in this place...we are well protected ...never heard a cross word or seen anything worrying...by day or night...".

Other evidence

Staff told us that they had regular updates to their basic safeguarding training. We also learned from talking to the team that staff had a good working knowledge of what was abusive and what was good practice. We saw people being treated properly and we saw nothing of concern written in daily records.

We had received no notifications of any safeguarding issues from the home and the

local social work team had not received any concerns. Staff understood what needed to be reported and to whom but there had been nothing of the kind reported in the service.

The manager had a safeguarding file that explained the local protocols. Senior staff understood their responsibilities and knew that they would talk to the local adult social care team if they had any concerns. They were able to explain how they would inform us if there were any issues concerning the safety and well being of anyone in the service.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 09: 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 09: Management of medicines

Our findings

What people who use the service experienced and told us

People told us they were happy with the way staff supported them with medicines:

"I get my tablets on time and the staff deal with them so I don't have to worry".

"My pills are always here...they don't run out...the staff just deal with this".

"I take some things myself but am pleased the staff sort this out".

Other evidence

We measured this outcome by observing how medication was given out, by checking the medicines kept in the home and by looking at the records of administration. We also checked the written care plans to make sure people had the kind of medicines they needed.

The care plans showed that where people had specific health needs they were seen by their own GP or by a consultant and that these health professionals made sure their medicines were suitable. We noted that some people had dressings and ointments recommended by a district nurse or by a specialist nurse so that any skin problems were dealt with properly. We saw in the records that the staff asked for medicines to be reviewed on a regular basis.

We observed people being helped to take their medicine. The senior member of staff

on duty did this and she concentrated on getting people their medicines correctly and signed straight after giving these out. The medicine administration sheets showed that all the senior staff signed after giving out medicines. We checked the strong medication stored in the home. These controlled drugs were mainly for pain control or for night sedation. These were suitably accounted for and two members of staff signed the book kept for the purpose.

The drugs were stored in a double locked cupboard and in a trolley and these were kept in a locked room with only senior staff having access to the keys. Medicines that needed to be kept cool were in a locked fridge in this room.

People were given the chance to manage some of their own medicines and we observed someone asking very specifically for medicine to take themselves at a specific time. We also saw that staff kept a careful watch on any side effects of drugs and asked for a review if they were concerned.

There was evidence to show that the drugs in the home were regularly checked and audited and that the systems for ordering, storing, administering and disposing of drugs were managed correctly. We saw that those staff who gave medicines had received suitable training.

Our judgement

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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

We asked people about the areas of the home they use most:

"I have a very nice room...the sheets are always clean and everything is kept nicely..."

"I spend a lot of time in my room and that is written in my care plan. I prefer my own company and I have all my things around me..."

"I have no regrets about coming here. I am very happy here...staff do everything they can...your washing is done...the beds are clean, everything is clean. We have lovely food and my room and my clothes are well looked after..."

"I like spending time in the lounge...this is a beautiful room...and we have a nice big TV...and the dining room is nice too...The whole place is lovely, comfortable and nicely decorated...all good quality".

Other evidence

We visited all areas of the building during our inspection and we asked people their opinion about the suitability and safety of their home. Everyone we spoke to was very happy with the house.

There were two members of staff keeping the house clean when we visited. All areas of the home were fresh, clean and tidy. There were no unpleasant odours around the building and all areas were very well kept. The house had plenty of equipment to keep everywhere clean and free from infection.

The home was well furnished with good quality carpets, furniture and fittings. The communal areas were tastefully furnished and had a homely feel. People were very relaxed in these areas. There were two sitting areas and a small dining room and a conservatory that is used as a quiet room. Outside the garden had been improved and there was an easily accessible patio with good quality patio furniture.

The main kitchen was clean and well organised with suitable food safety measures in place. Fire safety measures were being taken and all fire fighting equipment was well maintained. We were told that the staff had regular fire practices and drills. We did however note that some bedroom doors were being wedged open. This could pose a hazard. The staff removed these wedges and the provider contacted us to say this matter would be dealt with as a matter of urgency. We passed this information to Cumbria fire and Rescue Service who arranged to visit the home and help them resolve this.

We also spoke to the provider about making more suitable arrangements for providing hairdressing facilities in the house. Currently this is done in a bathroom and this is not always satisfactory. Again the provider agreed they would look into this as they want to provide the best facilities possible.

Our judgement

People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises and the provider acted swiftly to deal with a breach in the fire safety arrangements.

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 readily volunteered their opinions about the competence of the staff team:

"I haven't met a carer who doesn't know their job...".

"Some of the staff have become friends as I feel I can really talk to them about anything...".

And a relative told us:

"When I have a question about my relative I am given a full and honest answer and I appreciate this...the staff are knowledgeable and open. I trust them with the care of my relative...".

"They get training and the older staff make sure the young ones know how to do things...the manager and [the senior care and deputy] run the home well...".

Other evidence

Staff told us that they were expected to attend the regular training on offer in the home. They said that most of the basic courses were done 'in house' and that they attended moving and handling, safeguarding, infection control, fire safety and other core training.

They also told us that sometimes they would have the opportunity to attend other more specialised training. Some people were currently attending end of life training and they had also completed some training on understanding and supporting people with

dementia. Senior staff undertake regular training on managing medicines.

We confirmed this by looking at the records of training received and by looking at individual files. These files also contained certificates from external training and National Vocational Qualification certificates.

We also saw records of one-to-one meetings where staff met with more senior members of the team to discuss their work and their training needs. Staff confirmed this was done regularly and that they could discuss any worries with the senior team at any time. We also saw that staff received appraisal and we were told that they were supervised while working by the team leaders and the manager.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

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

People told us:

"We do get asked our opinions about our care, the food and anything else that is going on...I get my say!".

"We do questionnaires...I think we did one in the summer but I had no issues as I talk to senior staff regularly...".

"I can influence the menu and the activities and can lead my life my own way so that is good enough for me...".

"The two lads who own the spot come around quite a bit...haven't spoken to them a lot but it is good to see that they come and check out what is going on...not that there is anything bad to find here...it is a great place".

"The staff are always trying to do their best...asking us what we want...spring cleaning rooms, painting...checking things out...that's quality but the way we are treated is the real quality here...".

Other evidence

We asked residents and staff about this and they told us that the manager and the operations manager were always around making sure that everything in the home ran smoothly. They also said that the owners of the company came on a regular basis to

look around the home. We had other evidence that the providers visited and were fully aware of what went on in the home.

We were shown various pieces of evidence that showed that the systems in the home were regularly audited. We saw the last audit completed by the providers and the operations manager. This had been done just a week before our visit and we saw others done throughout the year.

We saw audits of medication, fire safety, care planning and housekeeping. The kitchen had good regular checks on food safety and cleaning.

At least once a year the company seek the opinions of residents, relatives and visiting professionals. We saw evidence of how these surveys were analysed and how the suggestions made were carried out.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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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