

Review of compliance

Folkestone Nursing Home Folkestone Nursing Home	
Region:	London
Location address:	25 Folkestone Road East Ham London E6 6BX
Type of service:	Care home service with nursing
Date of Publication:	January 2012
Overview of the service:	Folkestone Nursing Home is a forty-three bedded nursing home for older people with dementia. The service occupies a purpose built premises in East Ham, within the London Borough of Newham. The building has three floors and is served by a passenger lift. It is near to bus routes and within walking distance of some local amenities. The service is privately owned.

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

Our current overall judgement

Folkestone 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, 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

Many of the people living at Folkestone Nursing Home were unable to tell us their views about the service due to having dementia. Some people could verbally express some information, such as they liked the staff and enjoyed their food. We also gathered other views through speaking to visitors and reading their comments, and by conducting a short observation (Short Observation Framework Inspection) to enable people to tell us their views. Comments from relatives included "I am very pleased with the way my husband is being cared for; also the respect for him and the family when they visit" and "Our wishes are that more care homes should follow Folkestone's care system".

What we found about the standards we reviewed and how well Folkestone 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 can be assured that Folkestone Nursing Home will promote their entitlements to dignity and individualised care.

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

People living at Folkestone Nursing Home receive good quality of care to meet their health care and social care needs.

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

Suitable systems are in place to protect people from abuse.

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

People are assured that they will receive care from staff that receive suitable training and support, although it is important that staff undertake the proposed dementia training.

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

People benefit from receiving a well managed service, although this needs to be strengthened through independent monitoring of the service.

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

"They are all a very nice crowd"

"Everything is good, everything"

(Comments from people living at the service).

"The staff are polite and caring"

"The care X received whilst here was exceptional. The home was always clean and the staff always willing to help".

(Comments from current and former relatives of people living at the service).

We observed how people and staff interacted during our observations at lunchtime and teatime. We noted that people were addressed in a respectful and friendly manner. We saw that a person demonstrated a particular behaviour due to having dementia. Staff were very supportive to this person and explained how they discretely and safely managed this behaviour whilst maintaining the person's entitlement to dignity and choice.

Other evidence

We read four care plans during this inspection visit, and found that these records demonstrated that people received an individualised and respectful service. For example, the care plans to identify and address personal care needs specified if a person preferred to receive this support from a care worker of the same gender. The vast majority of the people living at Folkestone were not in a position to sign their care plans due to having dementia. Care plans were discussed with people and their representatives to ensure that individual needs and wishes were identified, and then signed by a relative.

Some staff have had Mental Capacity Act training and the service intends for more staff to receive this training. The deputy manager explained that the service has sought external professional support when they have identified issues regarding Deprivation of Liberty.

The relatives that we spoke to confirmed that they had received information about the service, including how to make a complaint.

Our judgement

People can be assured that Folkestone Nursing Home will promote their entitlements to dignity and individualised 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

We conducted a short observation during teatime. We found that good practices took place, such as people being offered individualised support and choices. For example, staff provided some people with verbal encouragement whereas others needed varying levels of physical assistance with their food and/or drinks. The deputy manager and a senior care worker displayed a good knowledge of people's interests, such as initiating a conversation with one person about their favourite football team. A member of the catering team came up to the unit to check with people whether they were enjoying the meal; a relative visiting at the time confirmed that they were accustomed to this practice.

People presented as receiving suitable support to meet their hygiene, clothing and hair care needs.

Other evidence

The four care plans that we read were well written and up-to-date. There were risk assessments in place for people's care needs, including risk assessments specific to the needs of people with dementia.

Information obtained from the service's General Practitioner indicated that there was a good working relationship and no concerns about the nursing care.

We spoke to the service's activities organiser. Activities are offered daily, such as indoor games, cooking and baking, movie afternoons, bingo, arts, reminiscence,

singing and gentle exercises. There is a monthly sherry morning that families are invited to attend. We were informed by staff and visitors that the service had arranged a number of Christmas activities, including a visiting pantomime company, a party, a children's choir and another choir of young people. We were told about an International Day at the care home, where people dressed in clothes that reflected their cultural identities and shared international cuisines. A relative described the occasion as being very successful. One of the recent activities was to support people to make Christmas cards for families and friends.

A religious service is held once a month by a visiting minister and other arrangements were in place for people to meet their religious needs.

Our judgement

People living at Folkestone Nursing Home receive good quality of care to meet their health care and social care needs.

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 living at the care home were not able to tell us their views. Visitors expressed their confidence in the management and staff team.

Other evidence

The service uses the Adult Safeguarding policies and procedures of the local authority, Newham. The registered manager is a Safeguarding trainer and staff are provided with training. The service demonstrated that it has taken appropriate actions following safeguarding concerns.

Our judgement

Suitable systems are in place to protect people 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 demonstrated during our observations that they have developed good relationships with staff.

Other evidence

We looked at the staff training and supervision records, which were satisfactory. Staff have received a range of training including nutrition (from the local health service), working with families, self-neglect, equality and diversity, supervision skills and training from a Speech and Language Therapist. Some of the longer-serving staff have received training in dementia care, such as the Yesterday, Today and Tomorrow course. We were informed that Newham Council will be providing dementia training for all staff and the service was awaiting this.

Our judgement

People are assured that they will receive care from staff that receive suitable training and support, although it is important that staff undertake the proposed dementia training.

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 living at the service could not verbally tell us their views about the monitoring of the quality of the service.

We observed how people were cared for and how they responded. At lunchtime we noted that people could dine communally if they wished to. The staff created a friendly and relaxed environment within the pleasantly decorated dining room. There was good consultation with people; for example, meal choices were made by people in the morning and staff checked again at lunchtime if people were still happy with their initial choices. People were shown the food at lunchtime so that they could be guided by the visual appearances and aromas of the main courses and desserts, of which there were three choices for each.

Through discussions with the deputy manager and staff, we found that the service was continually looking at ways to improve upon its delivery of care.

Other evidence

The registered manager and the deputy manager have both been in their posts at Folkestone Nursing Home for a few years. Both are registered nurses and the manager is an experienced dementia care trainer.

The service had conducted quality questionnaires, which had been responded to by the relatives of people living at the care home, and by visiting professionals (such as the GP, specialist nurses, social workers, and speech and language therapists). There was very positive feedback, stating that the staff were very good and the standard of the service was very good.

We found that the service was up-to-date with the sample of health and safety records

that we checked.

We noted that the service had received an interesting audit by Speech and Language therapists, which looked at ways of supporting people within the care home setting and areas that could be improved upon. However, we found that the service did not have a person to conduct unannounced monthly visits. The provider needs to consider and establish ways of externally monitoring the day to day running of the home.

We met a member of staff who had received a national award for their care work at Folkestone Nursing Home.

Our judgement

People benefit from receiving a well managed service, although this needs to be strengthened through independent monitoring of the service.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and 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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA