

Review of compliance

Church Walk Health Care Limited Church Walk	
Region:	North West
Location address:	Cavendish Road Kirkholt Rochdale Lancashire OL11 2QX
Type of service:	Care home service with nursing
Date of Publication:	May 2012
Overview of the service:	The company, Exemplar, owns Church Walk Care Home. The home is a purpose built two-storey building that offers nursing care and support for up to 18 adults, who have been diagnosed with a mental disorder.

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

Our current overall judgement

Church Walk 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 to check whether Church Walk had taken action in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 13 - Staffing

Outcome 14 - Supporting staff

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 13 April 2012, talked to staff and talked to people who use services.

What people told us

The purpose of this visit was to follow up on areas of improvement identified during our previous review in October 2011. This included care records, staffing qualifications, skills and experience.

During this visit we did not ask people specific questions about these outcome areas. However we observed staff interactions with people. People at the home appeared to continue to have a good relationship with staff. The atmosphere was relaxed and friendly.

People were able to follow a lifestyle of their choosing. However where necessary additional monitoring and support was provided for some people as part of their placement agreement.

Staff were aware of the specific needs of people and of the need for specific interventions where there were concerns about their behaviour.

What we found about the standards we reviewed and how well Church Walk was meeting them

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

There were enough qualified, skilled and experienced staff to meet people's needs.

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.

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

We did not ask people specific questions about this outcome area. However we observed staff interactions with people. People at the home appeared to continue to have a good relationship with staff. The atmosphere was relaxed and friendly.

People were able to follow a lifestyle of their choosing. However where necessary additional monitoring and support was provided for some people as part of their placement agreement.

Staff were aware of the specific needs of people and where there were concerns about their behaviour.

Other evidence

During our last visit we identified that care records needed to be signed and dated to provide evidence that they reflected the person's current needs. Assessments and plans in areas of specific care and support were also required.

During this visit we examined two care records. Both contained relevant information about the individual needs of people. Records included an individual plan, risk assessment checklist and risk management plans where concerns had been identified, daily reports and a record of all health appointments. Records had been signed by the people involved, their key worker and their named nurse. Information was dated and had been reviewed on a monthly basis.

People living at Church Walk required a wide range of care and support, varying from full personal and nursing care to those people who would like to move onto more independent living. At the time of this visit staffing ratios allowed for people to be supported in a way which met their individual needs.

Our judgement

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

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

We did not ask people specific questions about this outcome area.

Other evidence

Since our last visit there had been a further management change at the home. Occupancy levels had also decreased to 6 people. We had been told that the provider was exploring other areas of care and support which could be provided at Church Walk.

We previously identified that the staffing arrangements did not ensure that a mental health nurse was available at all times to support the clinical needs of people. At the time of this visit, these arrangements had remained unchanged. Whilst the provider was aware of this, we had been told that no further recruitment had taken place due to the low occupancy levels. Current staffing arrangements were appropriate to meet the physical and health care needs of people. However as the service develops staffing arrangements would be kept under review and any future appointments would be based on the needs of the service.

We did find on examination of the rotas that either a registered mental health nurse (RMN) or a registered general nurse (RGN) was available on each shift. They were supported by 4 care staff during the day and 2 carers at night. In addition to this the service employed two activity staff, domestic and catering staff. Therefore a high staffing ratio was available to support people on an individual basis.

Generally the staff team has remained settled with little turnover. Staff spoken with felt

things were very settled however felt that occupancy needed to increase.

Our judgement

There were enough qualified, skilled and experienced staff to meet people's needs.

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

We did not ask people specific questions about this outcome area.

Other evidence

Staff training and development records were looked at to see what training had been provided for staff since our last visit.

We looked at staff files for a nurse, care worker and a member of staff from the kitchen. The majority of training provided was facilitated by the internal trainer employed by the Exemplar group.

Records showed that training had been completed by some members of the team. Courses include: infection control, moving and handling, non-abusive psychological and physical intervention (NAPPI), safeguarding, first aid, fire safety, cognitive rehabilitation, mental health awareness, and dementia. The manager had previously provided training sessions covering areas of mental health within the team meetings.

We saw that further training had been planned for the forthcoming month. Posters were displayed in the staff office showing that updates were to be provided in NAPPI, safeguarding and fire safety.

The provider may find it useful to note that as the service develops, consideration should be given to the needs of any new people who move into the home.

Our judgement

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

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

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