

# Review of compliance

<p>Tudor Bank Limited Tudor Bank Nursing Home</p>	
<p><b>Region:</b></p>	<p>North West</p>
<p><b>Location address:</b></p>	<p>2 Beach Road Southport Merseyside PR8 2BP</p>
<p><b>Type of service:</b></p>	<p>Care home service with nursing</p>
<p><b>Date of Publication:</b></p>	<p>March 2012</p>
<p><b>Overview of the service:</b></p>	<p>Tudor Bank is registered to provide care and accommodation for up to 46 younger and older adults who have mental health needs. There are separate units within the home for older and younger adults.</p> <p>Care is provided on a 24 hour basis including waking watch care throughout the night by qualified nursing staff and carers.</p>

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

## Our current overall judgement

**Tudor Bank 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, carried out a visit on 14 February 2012, checked the provider's records, 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

When we arrived at the home we were pleased to be greeted at the front door by a resident. The resident showed us where to sign in and introduced us to the manager. We told the resident about our inspection and he said, "You will not find any problems here!"

Throughout our visit we saw residents moving freely around the home and coming and going. One resident told us he was on his way out to meet a friend, he said that this was something he liked to do regularly.

We found the atmosphere of the home was very relaxed and homely and residents appeared to be content and comfortable. We spoke to a number of residents during our visit and received some extremely positive feedback about the service provided at Tudor Bank. People expressed satisfaction with all aspects of life at the home and were happy with the standard of care they received. Comments included;

"They (the staff) are always good to me."

"We are lucky here – everyone is really nice."

"The carers are ever so good. They bring me a nice cup of tea to cheer me up."

"I like the food we have some nice things."

"We have a lot of activities – they are all on the board so we know what's happening."

"The cleaners keep it nice, it's always nice and tidy."

We were also fortunate enough to speak to some visiting relatives during our inspection. Again, we received some very positive feedback and relatives expressed satisfaction with all aspects of their loved ones' care. One relative commented "They cannot do enough for you here – and there is always someone to speak with if you have any concerns."

Another relative told us he was delighted with his loved one's care. He told us that his relative was very settled and content at the home. He went on to explain that the home had supported her to reduce her medication and that she had benefited from this greatly. "She seems so much brighter now, but really calm as well," he said.

## **What we found about the standards we reviewed and how well Tudor Bank 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 are encouraged to be involved in the running of the home and to make choices and decisions about their own care.

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

People are provided with safe, effective care that is in line with their individual needs and wishes.

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

Clear procedures and a positive reporting culture help to protect people who live at the home from abuse.

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

People receive their care from well trained, well supported staff.

### **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 home is well managed which means that residents receive safe and effective care.

## **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

Residents that we spoke with and were able to comment, told us that they felt involved in the planning of their care. One resident said "I have my own care plan in my bedroom, it's all about the help I need."

Relatives felt that the home kept them up to date about their loved ones' progress and they were satisfied that the home would contact them immediately if there were any issues.

##### Other evidence

In discussion, staff and managers spoke of the importance in ensuring that residents were enabled to be involved in the running of the home. One carer said "Sometimes it can be just as simple as someone being involved in setting the tables. We have to remember it is the residents' home."

We also saw a number of examples of how residents were encouraged to express ideas and opinions about the service. For example, we saw minutes of regular residents' and relatives' meetings during which a variety of areas were discussed including activities, laundry services and menus.

We saw some examples of developments that had been actioned as a result of listening to residents, such as changes to the breakfast routines in the home.

We viewed a selection of residents' care plans and noted that they contained a good level of information about their individual choices and wishes. We also saw that people's preferred daily routines and things that were important to them were well detailed in their care plans. This helps carers to provide person centred care that is tailored to the individual.

**Our judgement**

People are encouraged to be involved in the running of the home and to make choices and decisions about their own 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

Everyone we spoke with expressed satisfaction with their care and the way it was provided. People felt confident that staff understood their needs and were able to meet them.

One resident commented, "I know I will get everything I need here and I feel safe." "The carers are very good, they all seem very competent," commented a relative.

##### Other evidence

We viewed a selection of people's care plans and found them to be comprehensive, well written documents. People's care plans contained a good level of information about their individual needs and personal preferences. In addition, we saw that time had been taken to explore people's social histories and areas such as important relationships, significant events and valued hobbies and pastimes. Gathering this sort of information helps staff to understand people and provide support that is tailored to them in an individualised way.

We viewed the plan of one resident who had some complex mental health needs. We saw that her needs were well documented and there was a good level of guidance for staff in how to support her in this area.

We also viewed the plan of a resident who had a lot of physical health care needs. These were also well documented and regularly reviewed to ensure that his changing needs were met.

We saw that there were risk assessments in place which covered a number of areas related to personal safety. Where it had been identified that a resident was at risk in a particular area, for example, in relation to mobility or falling, there were clear written guidelines in place to help staff keep people safe.

Care plans also provided evidence that the service worked well with other professionals such as community health care professionals.

In all the plans we viewed, we saw that the need to promote people's opportunities for choice and independence had been included. It was pleasing to see that all residents had their own copy of their care plan.

We spoke with the home's activities coordinator who advised us that every resident had their own lifestyle plan in place. These plans detailed their individual needs and preferences in relation to activities and pastimes. We saw that all residents had their own activities programme in place which took into account their individual needs. For example, residents who preferred not to take part in group activities were regularly provided with the opportunity to take part in activities on a one to one basis.

**Our judgement**

People are provided with safe, effective care that is in line with their individual needs and wishes.

## 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 that we spoke with and were able to comment, told us that they felt safe living at the home. People also told us that staff treated them with kindness and respect.

A relative commented "I would have no hesitation in raising any concerns I had with any of the staff."

##### Other evidence

The service has a safeguarding policy and associated procedures in place that are to be followed in the event that concerns are identified about a resident's safety or wellbeing. We were able to confirm that this policy and procedures are regularly reviewed to ensure that they are in line with any new developments and good practice.

In discussion, all the staff we spoke with demonstrated a good understanding of safeguarding procedures as well as a genuine commitment to protect the safety and wellbeing of people who live at the home.

All the staff we spoke with told us that they had done training in the area of safeguarding. One carer told us "Everyone that works here does that training, it's classed as very important."

We saw that all staff were provided with information about whistleblowing at the start of their employment. This information reminded staff of their duty to report any concerns and also provided assurance that they would be supported in this event.

In discussion, carers showed that they were well aware of whistle blowing procedures. One staff member said "I would report anything that I did not think was right in a heartbeat. No question about it."

Staff also told us that they felt confident that managers would be supportive and deal with any concerns they raised effectively. "The manager is very clear about that sort of thing. I know it would be dealt with immediately," said one staff member we spoke with.

**Our judgement**

Clear procedures and a positive reporting culture help to protect people who live at the home 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

All the residents and relatives we talked with spoke very highly of staff and managers. Words used to describe them included 'kind', 'caring' and 'patient.'

One relative said "The carers are very good, they all seem very competent."

##### Other evidence

We spoke with a number of staff during our visit. All the staff we spoke with told us that they were very satisfied with the training they received at the home. One carer commented "The training is really very good. It couldn't be better. I've done my NVQ levels 2 and 3."

Staff also advised us that they received training in important health and safety areas such as moving and handling and that this training was updated every year. In addition to health and safety training, records showed that training in areas such as end of life care, falls prevention and mental health was also provided to staff on a regular basis.

All the staff we spoke with told us they felt well supported. One carer told us that the manager was not just supportive about work, but was always approachable about any issues. Another carer said "You would have no hesitation in approaching her, she's very supportive."

Other comments from staff included;

"They listen to you, if you have ideas they want to hear them."

"This is the best place I have worked at. It's the only place I've worked where you actually have time to spend with people."

"I could retire but I don't want to leave – I can't wait to get to work in the mornings!"

**Our judgement**

People receive their care from well trained, well supported staff.

## 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 that we spoke with told us they found managers approachable and easy to talk to. People told us that they were confident managers would sort out any concerns they had.

##### Other evidence

At the time of our visit the registered manager was on annual leave. We were assisted by two deputy managers who were very helpful and able to provide us with all the information we requested straight away.

We saw that there were a number of processes in place to monitor standards and ensure quality across the service. These included audits in a variety of areas including medication, care planning, environment and health and safety. Records demonstrated that these audits were carried out on a regular basis.

We also saw that the home has worked toward the Gold Standard Framework (enabling a gold standard of care for all people nearing the end of life). This process has involved residents, families and care staff.

We were able to confirm that the manager consults with people who use the service on a regular basis. We saw that service user meetings and relatives forum were regularly held during which areas such as activities, menus and laundry were discussed.

Staff that we talked with spoke very highly of managers. One person told us "We are

never left alone to struggle, any problems and there is always a manager to support us. Everyone mucks in here and the manager will do anything that is needed to help."

**Our judgement**

The home is well managed which means that residents receive safe and effective care.

# 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

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