

# Review of compliance

Mrs T Rayner Badgers Holt Residential Care Home	
<b>Region:</b>	South East
<b>Location address:</b>	Butts Ash Lane Hythe Southampton Hampshire SO45 3QY
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	Badgers Holt Residential Care Home is a care home without nursing. The home is registered to accommodate 25 people. It provides residential care for people who require long term care.

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

## Our current overall judgement

**Badgers Holt Residential Care 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 because concerns were identified in relation to:

Outcome 01 - Respecting and involving people who use services

Outcome 04 - Care and welfare of people who use services

Outcome 05 - Meeting nutritional needs

Outcome 08 - Cleanliness and infection control

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 27 October 2011, checked the provider's records, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

### What people told us

During our visit we spoke with people who told us that they were happy with the care they received at the home. They told us that members of staff were friendly and helpful.

People also told us that they liked the food and were happy with the choices they had for their meals. People told us that their rooms were cleaned regularly and they were happy that the home was kept clean.

### What we found about the standards we reviewed and how well Badgers Holt Residential Care 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 using the service are treated in a sensitive and respectful manner and they are involved in decisions about their care and treatment.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential standard.

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

People using the service experienced appropriate care and support. Care plans are reviewed and involved all relevant members of staff and people using the service.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential standard.

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

People who live at the home had their nutritional needs and preferences assessed and met. The home ensured that people had choices about what to eat and drink.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential standard.

**Outcome 08: People should be cared for in a clean environment and protected from the risk of infection**

The home had arrangements in place to protect people from the risk of infection and maintained appropriate standards of cleanliness and hygiene.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential 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.

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

People who use the service told us they were supported and encouraged to express their views and make decisions about their care and treatment. They told us members of staff were polite, friendly and helpful.

##### Other evidence

During our visit, we saw that members of staff supported people in a sensitive and respectful manner. We observed that they respected the privacy and dignity of people who use the service and promoted their independence as much as possible. For example, members of staff assisted people who needed help during meal times. We spoke with members of staff who understood the needs of the people who use the service and had been trained in aspects of dignity in care and equality and diversity.

We were shown examples of care plans which had been developed for each individual. They documented their wishes and preferences for how their care was provided. The care plans gave information about how people liked to spend their time and how they preferred to be supported.

We spoke with the registered manager who confirmed that the care plans, including risk assessments, were developed and regularly reviewed in consultation with the

individual. They helped members of staff to give ongoing care and support in a consistent manner.

**Our judgement**

People using the service are treated in a sensitive and respectful manner and they are involved in decisions about their care and treatment.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential standard.

## 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 spoke with five people who use the service. They told us they were well cared for and supported to take part in a range of social activities and to follow individual hobbies and interests. One person we spoke with told us they visited a local social club every fortnight.

People told us that members of staff "took care of them" and were "very helpful." One person told us that members of staff "treat us like family."

##### Other evidence

People who live at the care home each had an individual plan of care that recorded their needs, wishes and interests. Each of the care plans contained guidance for members of staff on how to support people with their personal and healthcare needs including nutrition, eating, drinking, personal hygiene, social interaction, sleeping, continence, mobility and daily activities. The plan had been signed by the person using the service or their representative.

Care plans were reviewed by the appointed key worker on a monthly basis or more frequently if required. We saw evidence of meetings where people who live at the home and their representative reviewed their care with the appointed key worker.

There was a planned programme of activities for people who use the services. During the visit, we saw people who use the service involved in activities such as quizzes and crosswords. We spoke with the activities coordinator who told us the home provided



activities such as crosswords and singing.

We also spoke with two health care professionals (a GP and a district nurse) who visited the home on a regular basis and they told us that the home provided appropriate care and met the needs of the people. They told us that they had no concerns about the home.

**Our judgement**

People using the service experienced appropriate care and support. Care plans are reviewed and involved all relevant members of staff and people using the service.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential standard.

## 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 who live at the home told us that they liked the food they were served. They told us that the food served was "tasty" and "home made." People told us there was always "plenty" to eat.

People who use the service told us their likes and dislikes were always taken into consideration when the menus were set.

##### Other evidence

We saw that each person had a nutritional risk assessment which recorded their individual needs. Specialist dietary needs were recorded in care plans. People had their weight monitored monthly and action was taken if people's nutritional needs changed.

During mealtimes, we saw people were provided with equipment to ensure they could maintain their independence when eating and drinking. Members of staff helped people to eat their food if assistance was required.

We spoke with two relatives who told us that they found members of staff always encouraged people to eat their food. They told us that assistance was given where necessary.

We visited the kitchen and spoke with the chef and the kitchen assistant. Both members of staff had received training in food hygiene. The kitchen was found to be clean and well maintained. A range of food including healthy snacks, such as fruits,

was available for people to eat when they want.

**Our judgement**

People who live at the home had their nutritional needs and preferences assessed and met. The home ensured that people had choices about what to eat and drink.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential standard.

## Outcome 08: Cleanliness and infection control

### What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

### What we found

#### Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

#### Our findings

##### What people who use the service experienced and told us

People told us that their room was cleaned regularly and they were happy that the home was kept clean.

##### Other evidence

We toured the premises during our visit and saw that it was clean and tidy. There was antiseptic gel available and hand-washing facilities for members of staff and visitors were in place and well stocked. We saw that the laundry was being collected in appropriate bags and disposed of appropriately. For example, members of staff knew that soiled laundry needed to be placed in red bags and washed separately.

The home was using the Health and Social Care Act 2008 Code of Practice on the prevention and controls of infections and other related guidance. Members of staff we spoke with understood their responsibilities in relation to this document.

During our visit, we saw that there were a range of policies in place to prevent and control infections. We saw that members of staff had signed to say that they had read and understood them and the policy was regularly monitored. An identified lead for infection control had also been appointed and when we spoke with them they understood their responsibilities. The home had a plan for isolating people when there was an infection in the home and members of staff were aware of the plan. The resident manager confirmed to us that there had been no outbreak of any infections for over two years.

We saw recent records of audits of cleaning. The home told us about changes that had been implemented as a result of these audits. For example, the home recently

increased the frequency of cleaning the lounge and dining areas from twice a day to three times a day.

Staff we spoke with told us they had been trained in the prevention and control of infection and the staff training records confirmed this.

There was information available to people using the service and visitors about the prevention and control of infection.

**Our judgement**

The home had arrangements in place to protect people from the risk of infection and maintained appropriate standards of cleanliness and hygiene.

Overall, we found that Badgers Holt Residential Care Home was meeting this essential 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.

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

<b>Document purpose</b>	Review of compliance report
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## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA