

Review of compliance

<p>Bromfield House Rest Home Limited Bromfield House Rest Home</p>	
<p>Region:</p>	<p>South East</p>
<p>Location address:</p>	<p>316 Minster Road Minster on Sea Sheerness Kent ME12 3NR</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>October 2012</p>
<p>Overview of the service:</p>	<p>Bromfield House Rest Home is a registered care home providing accommodation, personal care and support for up to ten older people. It is situated on a main road at Minster on the isle of Sheppey, Kent.</p>

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

Our current overall judgement

Bromfield House Rest Home 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 2 October 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 said they liked living at Bromfield House Rest Home. They said they had been involved in discussions about the help they needed and their preferred day to day routines. People said they had enough to do and could join in with activities if they wanted to. They said they were happy with the support they received, that the staff were kind, caring and on hand to help when needed. People said they liked the food and there was a choice of menu. They said they knew who to speak to should they have any concerns.

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

The provider was meeting this standard

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.

The provider was meeting this standard.

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

People were protected from the risks of inadequate nutrition and dehydration.
The provider was meeting this standard.

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

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

The provider was meeting this standard.

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 to an appropriate standard.

The provider was meeting this 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 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 said that they were happy living in the home. They told us that they were supported to do what they wanted and staff spoke with people in an informal and polite manner. We observed that people were treated with kindness, consideration and respect. One person said 'Staff assist with all that is needed'.

Other evidence

People expressed their views and were involved in making decisions about their care and treatment.

People were provided with the information they needed to make an informed choice about moving into the home. An assessment of their needs was carried out by the registered manager, prior to the person moving into the home. We viewed a completed assessment for the most recent admission to the home. The assessment information included details such as 'has been managing her own personal care needs at home and wants to continue to do as much as she can for herself', 'informs that she finds it difficult to chew tough meats so usually avoids bacon' and 'usually has prunes and porridge for breakfast and likes yoghurt poured over the porridge'. Families were encouraged to be involved with the admission process and relatives spoken with confirmed that they had been involved.

There was a friendly but respectful atmosphere in the home. We saw that staff interacted well with the people and spoke with people in a gentle manner in a way that people could understand. People were free to move around the home and do whatever they wished.

We saw that the staff respected people's privacy; they knocked on doors and were polite and respectful to each person. Any personal assistance or prompting for personal care that was needed was given in a kind and discreet way. On the day we visited everyone in the home was nicely dressed in clean clothes that were appropriate for the weather and the activities they were doing.

The care plans included information about past interests and life history, so that people benefited from being supported by staff who knew about their interests and were able to give them the respect of talking to them about things that interested them. People said that they took part in social activities that included bingo, skittles, dominoes, word association and chair exercises. Birthdays and special occasions were celebrated with parties and outside entertainers visited every month, providing a variety of music, from classical to pop, that people could join in.

Our judgement

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

The provider was meeting this 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

All the people we spoke to said that they liked the home. Comments included 'Very homely', 'Happy with bedroom' and 'Very well looked after by staff who are good and kind'.

Other evidence

People's needs were assessed, and care and treatment was planned and delivered in line with their individual care plan.

We spent time observing the care and support provided, spoke to the people who used the service, talked with staff and looked at a selection of records in order to make a judgement about how well the service met this outcome.

There were nine people living at the home and we looked at three care plans. We saw that the plans provided information on how people needed and wanted to be supported. Numerous risk assessments had been completed, these included medication, bathing, falls, stairs and electrical equipment. One entry seen stated 'X has full mental capacity and makes her own decisions'. There were end of life plans in place. These plans had been agreed with the people who used this service. Where this was not possible, families had been consulted. We saw that the care plans were well maintained and up to date and staff signed to say they had read the care plan when any changes had been made.

Records showed that the home accessed health and social care professionals such as

general practitioners (GPs), district nurses, specialist nurses, chiropodists, dietitians and care managers on behalf of the people who used this service. We saw an entry that stated 'X requires eye test'. The person in charge at the time of the visit checked and stated that a test had been arranged within the next two weeks. People's weights and nutrition was carefully monitored. Those people at risk of dehydration were identified and fluid charts were maintained as appropriate.

Our judgement

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

The provider was meeting this 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

The people we spoke with said that they enjoyed their meals and had plenty to eat. They said that there was plenty of choice and that they could ask for something different if they did not like what was on the menu. One person said 'they liked the food'.

Other evidence

People were supported to be able to eat and drink sufficient amounts to meet their needs.

The home did not employ a cook and care staff took responsibility for preparing meals. These staff members had received additional training for this role. We looked at the menus and saw that there was a choice offered at each meal. There was a choice of two main meals at lunchtime and we saw that other choices were available. Food records seen for the day before the visit showed that at lunchtime four people had chicken hotpot, three people had toad in the hole and two people had a jacket potato. Special diets, such as those for diabetics and vegetarians, were catered for. One person told us that they were vegetarian and had a vegetarian choice every day. At the time of our visit no person required a special diet for religious reasons but we were told that this would be catered for if required.

We saw that people were offered plenty of drinks and snacks throughout the time we were in the home. Anyone who needed help and encouragement to eat their meals was given this discreetly and in a calm and supportive manner that respected their dignity. Most people chose to eat at the tables. This created a friendly and homely atmosphere at mealtimes so that it was an enjoyable social occasion for people. We saw that this

was a time when there was plenty of conversation and friendly banter.

Nutrition was carefully monitored and there had been training in how this should be done. People were weighed regularly and Body Mass Index (BMIs) was recorded. When there was any concern more regular weighing was introduced and professional advice sought. This was confirmed by inspection of the care plans and records of weights.

Our judgement

People were protected from the risks of inadequate nutrition and dehydration. The provider was meeting this standard.

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 who use services were relaxed in the company of staff. When they needed assistance they asked for this without any reluctance. People said that they felt safe. Where people were not able to make decisions for themselves the staff made sure that decisions were made for them in line with the law about how this should be done safely. People said that the staff were very kind and helpful and acted in their best interests.

Other evidence

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

There were safeguarding policies and procedures in place and staff received training in safeguarding and the prevention of abuse during their induction period. All the staff we spoke to had a good understanding of the safeguarding policies and procedures and what constituted abuse.

People who used services and staff said who they would go to if they had any concerns. They all said that they had no complaints. They said that the registered manager had an open door policy and they felt that any concerns would be acted upon.

There were procedures in place to protect people's money. The home only looked after small amounts of people's money. These were stored securely and all monies were

accounted for and supported by receipts.

Our judgement

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

The provider was meeting this standard.

Outcome 14: Supporting workers

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 workers

Our findings

What people who use the service experienced and told us

We saw positive interactions between people and staff. People were observed to be assisted by staff who adopted a kind and caring attitude. Staff told us they received induction training and regular training updates, for example moving and handling and health and safety.

Other evidence

Staff received appropriate professional development.

Records showed that there was a training programme for staff that included statutory training such as infection control and moving and handling as well as training in some specific areas such as nutritional monitoring and diabetes. Staff told us that they were offered training opportunities and that they were encouraged to work towards the National Vocational Qualifications (NVQs) in care. One member of staff said that they had completed NVQ and medication training during the past year. The training records showed that mandatory training such as infection control and moving and handling were up-to-date.

There were systems in place for individual supervision and for observing care practice. Staff told us that there was a handover at the beginning of each shift. Staff said that the registered manager was very much involved in the day-to-day running of the home.

Our judgement

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

The provider was meeting this 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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