

Review of compliance

Mr M E & Mr P R Butterfield
Sotwell Hill House

Region:	South East
Location address:	Brightwell-cum-Sotwell Wallingford Oxfordshire OX10 0PS
Type of service:	Care home service without nursing
Date of Publication:	October 2011
Overview of the service:	Sotwell Hill House is registered to provide accommodation for up to 36 older people who require personal care and support. The home is situated in the village of Brightwell-cum- Sotwell, close by to the town of Wallingford, Oxfordshire.

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

Our current overall judgement

Sotwell Hill House 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 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, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us that they were very happy living in the home. We were told that they received the personal care and support that they needed. Comments included, "I really like it here" and, "The home's very nice and I get the help that I need."

People also made comments about the activities that the home provided. These included; "They take us out which is very nice," and "I enjoy the meals and activities and being part of the 'family'."

People living in the home provided some very positive comments about the staff who supported them. These comments included, "Excellent," "Couldn't ask for better," and "Staff couldn't do anymore for you, they make it excellent."

What we found about the standards we reviewed and how well Sotwell Hill House was meeting them

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

People received the care and support that they needed in accordance to their choice and wishes. There were person centred care plans in place to support people to continue with activities, interests and hobbies.

Overall, we found that Sotwell Hill House was meeting this essential standard.

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

There were sufficient numbers of staff employed in the home to provide people with the support to meet their needs and expectations.

Overall, we found that Sotwell Hill House was meeting this essential standard.

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

People received personal care and support from staff that had been trained and supervised to carry out their roles.

Overall, we found that Sotwell Hill House 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 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

People told us that they were very happy living in the home. We were told that they received the personal care and support that they needed. Comments included, "Really like it here," and, "The home was very nice and I get the help that I need."

They also made comments about the activities that the home provided. These included; "They take us out which is very nice," and "I enjoy the meals and activities and being part of the 'family'."

Other evidence

We spoke to relatives and staff about the care and support provided to people. We also reviewed care plans and other documents including minutes from residents meetings and annual quality assurance processes.

Relatives told us that they found the person they visited to be well cared for and said they always appeared to be happy. Some relatives stated that they appreciated the regular reviews or discussions they had with staff about the person they supported.

The sampled care plan records that we reviewed showed that from the initial assessment of peoples need process, a detailed care plan was developed. The risks to people's well being were identified and support plans were implemented to minimise or eliminate them. The individuals' ability to mobilise independently or with assistance was recorded. People's communication needs and emotional state were assessed and their chosen daily routine, such as personal care or retiring to bed, were recorded.

Information about their hobbies, interests and wishes to participate in activities were

kept in separate documents from the main care plan.

Staff wrote descriptively in the daily records about people's enjoyment of activities they had participated with. Staff included noting people's emotional wellbeing. The homes staff used a computer based care plan record which helped them to identify the risks to people and to review and update the planned care.

We were informed by staff that there was a regular programme of activities that included trips out to local events such as the Henley Regatta and Woburn Safari Park. Information from the residents meetings showed that people were consulted about what activities were made available and that the staff in the home continued to explore new activities for people to experience.

Our judgement

People received the care and support that they needed in accordance to their choice and wishes. There were person centred care plans in place to support people to continue with activities, interests and hobbies.

Overall, we found that Sotwell Hill House was meeting this essential standard.

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

People living in the home provided some very positive comments about the staff who supported them. These comments included, "Excellent," "Couldn't ask for better," and "Staff couldn't do anymore for you, they make it excellent."

Relatives told us that they had experienced an excellent working relationship with the staff in the home.

Other evidence

We looked at the documents from the home about the staffing levels, duty rotas and the information obtained through the homes own quality assurance processes, such as the annual survey of people living in the home.

The duty rota that we reviewed demonstrated that there were sufficient staff on duty each day, this included domestic and catering staff. Care staff worked in teams which varied each shift and one senior member of staff was designated as responsible for the medication administration for that period of time. Management staff were not recorded on the duty rotas, but we were informed that they were present during the core hours of the day.

Our judgement

There were sufficient numbers of staff employed in the home to provide people with the support to meet their needs and expectations.

Overall, we found that Sotwell Hill House was meeting this essential standard.

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's comments about the staff in the home demonstrated that they were confident that they would receive the assistance they needed. Comments were, "Staff were really good and were helpful and always did what you want them to do."

Other evidence

We reviewed the information available about staff training, the minutes of the most recent staff meeting and spoke to staff.

Staff told us about the support they received and the induction training they were given when they commenced working in the home. This had included instruction in the core topics for health and safety and information about the specific role they had been employed for. Care staff told us they were supported to achieve qualifications such as NVQ and that they were provided with a training programme that included safe working practices and subjects to develop their knowledge about providing care. We were told that a programme of re training had just commenced in the home. The training records supported what staff had told us. Most of the staff had attended the mandatory training during the last two years. The additional training included report writing, medication, dementia and optical awareness. Of the 20 staff listed on the training information provided, eight staff were qualified to NVQ 2 and five had a qualification of NVQ 3. Staff also told us that there was a regular programme of supervision and staff meetings.

Comments made by staff included statements that they 'liked working in the home' and 'enjoyed helping older people'. They also told us that they received the training they needed to carry out their roles.

Our judgement

People received personal care and support from staff that had been trained and supervised to carry out their roles.

Overall, we found that Sotwell Hill House 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

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Author	Care Quality Commission
Audience	The general public
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