

Review of compliance

Mr Roopesh Ramful Clifford House Residential Care Home	
Region:	South East
Location address:	Clifford House 11 Alexandra Road Andover Hampshire SP10 3AD
Type of service:	Care home service without nursing
Date of Publication:	January 2012
Overview of the service:	Clifford House is a residential care home for up to 21 older people who have physical and /or dementia care needs. The home is situated half a mile from the centre of Andover. It is owned by Mr Roopesh Ramful

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

Our current overall judgement

Clifford House Residential Care Home was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 10 November 2011, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

People said that staff listened to their opinions and confirmed that their privacy was respected. People generally felt well cared for. They said that the home was always clean and tidy.

What we found about the standards we reviewed and how well Clifford House 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 who use this service are treated with dignity and respect.

Overall, we found that Clifford House was meeting this essential standard

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

People who use this service received appropriate care. However more consideration was needed to ensure that issues around peoples mental capacity was considered in the care planning process

Overall we found that Clifford House was meeting this essential standard but in order to maintain this an improvement action has been made.

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

The provider has appropriate arrangements in place to ensure that people are protected from the risk of harm or abuse

Overall, we found the service to be compliant with this outcome.

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

Clifford House appears clean and staff have received training in the prevention and control of infection. The service has recognised that it needs to fully implement the most recent Department of Health guidance relating to this outcome

Overall we found that Clifford House was meeting this essential standard but in order to maintain this, an improvement action has been made.

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

People who live at Clifford House were supported by sufficient numbers of trained staff. Overall we found the service to be compliant with this outcome.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Although staff and people who live at Clifford House are aware of how to raise concerns, further work is needed to ensure that the quality of the service is being monitored consistently and effectively.

Overall we found that Clifford House was meeting this essential standard but in order to maintain this, an improvement action has been made.

Actions we have asked the service to take

We have asked the provider to send us a report within 7 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 told us that their privacy was respected and said that they felt that staff listened to what they had to say. Some people said they felt a bit isolated and that this was because of their poor eyesight or because they could not hear very well. We spoke with some people in their bedrooms who said that it was their preference to stay there rather than in the communal areas.

People told us that there had not been any residents meetings recently, but thought that they might be a good idea

People said that they were not sure about what was in their care plans.

We looked through a persons care plan with them, with their consent. They said that the information it contained was accurate and that it reflected their needs and interests.

Other evidence

The manager sent us a self assessment.

This declared that the service was compliant with this outcome. It described how people were provided with information about the service, which was available in different formats if required. It also explained how people who use the service or their relatives were involved in the assessment of their needs and in the development of their plans of care.

Care plans that we saw varied in the detail they contained, but generally provided sufficient information to help staff to communicate effectively with people, for example, with a person who was hard of hearing. Staff said that they tried to involve people when they were reviewing their care plans.

During our visit we observed that people's privacy was respected. We also observed that people were given choices at mealtimes to ensure that they ate what they wanted to.

We observed that staff interacted with people in a friendly and respectful way.

Our judgement

People who use this service are treated with dignity and respect.

Overall, we found that Clifford House 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

There are minor concerns with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

One person told us that staff contacted the GP on their behalf when they asked them to.

People told us that they were well cared for, although some said that they got a little bit bored.

Other evidence

The manager sent us a self assessment.

This declared that the service was compliant with this outcome.

Staff said that as Clifford House was a relatively small home, they felt that they knew people who lived there well.

Files we saw contained information about people's health and care needs. They also contained some guidance for staff about how to reduce any identified risks, for example, in ensuring that people mobilised safely. Some records, however needed to contain more detail to ensure that staff were clear about what they should be aiming to achieve. For example, for one person who was having their food and fluid intake monitored, the desired amount was not recorded and staff were unsure about what it should be.

Staff had a had verbal handover and used a communication book to ensure that tasks

that could not be carried out straight away, were passed on to the next shift. We had a look at the communication book and saw that messages left had been followed up promptly

Most people who lived at Clifford House had dementia and had varying degrees of capacity to make informed decisions about their daily lives and about their care needs. This information was not always reflected in their records. Staff said that they had received training in dementia care but they said they had either not had training or had only had a little training in mental capacity.

Staff told us that there was a programme of in house entertainment and we saw a copy of this for September 2011 – December 2011. There were three or four events each month where outside entertainers came in to the home to provide ,for example musical entertainment. Staff said that they encouraged people to participate in activities in the afternoon when outside entertainers were not booked and said that some staff time was allocated to achieve this.

Our judgement

People who use this service received appropriate care. However more consideration was needed to ensure that issues around peoples mental capacity was considered in the care planning process

Overall we found that Clifford House was meeting this essential standard but in order to maintain this an improvement action has been made.

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 said that they felt safe to raise any concern that they had with staff.

Other evidence

The service's self assessment, which had been completed by the manager, said that the home was compliant with this outcome. In the information received from the provider they demonstrated that they had a good understanding of safeguarding vulnerable adults procedures and policies.

Staff confirmed that they had been trained in safeguarding adults from abuse and said that they understood their responsibilities in reporting anything of concern. One member of staff said that they were "passionate about keeping people safe"

Our judgement

The provider has appropriate arrangements in place to ensure that people are protected from the risk of harm or abuse

Overall, we found the service to be compliant with this outcome.

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

There are minor concerns with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People we spoke with said that the home was always clean and tidy.

Other evidence

We looked around the building and appeared clean.

The home did not have a copy of the "Health and Social Care Act 2008 Code of Practice" on infection control and other related guidance. This is the most recent published information by the Department of Health that the home must comply with in terms of infection control.

The manager printed a copy off at the time of our visit

Staff we spoke with told us they had been trained in infection prevention and control and were able to describe how they put the training into practice. Staff confirmed that they were provided with plenty of disposable gloves and aprons to minimise the risk of the spread of infection.

The services self assessment which we asked them to complete following our visit , reviewed this standard and concluded that although infection control measures were in place, in order for the service to be fully compliant they needed to "appoint an infection control lead " and "for staff to be aware of and understand the CQC infection control guidance"

Our judgement

Clifford House appears clean and staff have received training in the prevention and control of infection. The service has recognised that it needs to fully implement the most recent Department of Health guidance relating to this outcome

Overall we found that Clifford House was meeting this essential standard but in order to

maintain this, an improvement action has been made.

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 all said that the staff were very nice.

Other evidence

When we visited Clifford House there were 21 people in residence who were being supported by four care staff, a cleaner and a cook. The manager was also on duty.. Duty rotas we saw showed that there were a minimum of 3 care staff on duty at all times during the day and two staff on duty every night.

Staff said that generally there were enough staff on duty to meet peoples' needs, and said that the manager was very quick to take action if staffing levels dropped.

Staff said that generally the home did not use agency staff, they said that, where possible, any gaps in shifts were covered by regular staff and bank staff who knew the people well.

Staff we spoke with were happy working at Clifford House. One, for example, described it as "a lovely home." They said that they had completed all mandatory training in, for example health and safety and medication and that a lot of staff had successfully completed a National Vocational Qualifications (NVQ) level in care. One member of staff told us that they had also completed a training course in palliative care and said they were in the process of completing training regarding caring for people with dementia.

Our judgement

People who live at Clifford House were supported by sufficient numbers of trained staff. Overall we found the service to be compliant with this outcome.

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

There are minor concerns with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

One person who uses the service said it was "super " and another person said that they had "no complaints" Other people were generally positive about the service , said that staff listened to what they had to say and said that if they had any concen staff would respond appropriatley.

Other evidence

The services self assessment declared compliance with this outcome and described how the quality of service provision was monitored. It stated that;

"In order to further improve the service, we will hold more regular resident meetings, to gain feedback and ideas and ensure that Clifford House is person centred and takes into account more, the wishes and choices of residents".

Staff said that the service sent questionnaires about the quality of the service to health and social care professionals, relatives and residents to gather their views. These had most recently been sent out in 2009. The manager said that people were due to be surveyed again.

Staff said that they were listened to, one member of staff said "things get dealt with." We looked at the accident log and saw that action had been taken where appropriate, to reduce the risk of re-occurrence. The manager said that he intended to review the accident log every month to check for any possible trends.

We saw a monitoring checklist which had been completed in July 2011. This had been

completed by a health and safety advisor This confirmed that policies and records were up to date and that staff had be trained in, for example, health and safety issues. The checklist also covered environmental risks. The report concluded that a good standard remained.

There was no formal complaints log but the manager said that he intended to ensure any future complaints would be recorded appropriately.

Our judgement

Although staff and people who live at Clifford House are aware of how to raise concerns, further work is needed to ensure that the quality of the service is being monitored consistently and effectively.

Overall we found that Clifford House was meeting this essential standard but in order to maintain this, an improvement action has been made.

Action

we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 9 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 04: Care and welfare of people who use services
	<p>Why we have concerns:</p> <p>People who use this service received appropriate care. However more consideration was needed to ensure that issues around peoples mental capacity was considered in the care planning process</p> <p>Overall we found that Clifford House was meeting this essential standard but in order to maintain this an improvement action has been made.</p>	
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 08: Cleanliness and infection control
	<p>Why we have concerns:</p> <p>Clifford House appears clean and staff have received training in the prevention and control of infection. The service has recognised that it needs to fully implement the most recent Department of Health guidance relating to this outcome.</p> <p>Overall we found that Clifford House was meeting this essential standard but in order to maintain this, an improvement action has been made.</p>	
Accommodation for persons who require nursing or personal care	Regulation 10 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 16: Assessing and monitoring the quality of service provision
	<p>Why we have concerns:</p> <p>Although staff and people who live at Clifford House</p>	

	<p>are aware of how to raise concerns, further work is needed to ensure that the quality of the service is being monitored consistently and effectively. Overall we found that Clifford House was meeting this essential standard but in order to maintain this, an improvement action has been made.</p>
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The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 7 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA