

Review of compliance

Mrs Janet Tucker
Ashdown Lodge

Region:	South East
Location address:	2 Wendy Ridge Rustington West Sussex BN16 3PJ
Type of service:	Care Home Service without Nursing
Date the review was completed:	22 March 2011
Overview of the service:	<p>Ashdown Lodge is a care home, which is registered to accommodate up to thirteen people. Ashdown Lodge is a semi detached two-storey property, which provides accommodation in thirteen single bedrooms located on the ground and first floors.</p> <p>A vertical passenger lift provides access to all floors. A dining room, a lounge, and a small library are located on the ground</p>

	<p>floor.</p> <p>There is a well maintained garden, located to the rear of the property, which can be used by people. The property is located in a residential area of Rustington close to local shops.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Ashdown Lodge was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 and carried out a visit on 22 March 2011. We observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people. We have been in contact with relatives of people who use the service. We also spoke to health and social care professionals who have contact with people.

We used information given to us by the service in their Provider Compliance Assessment (PCA). This is a statement from the provider as to how they are complying with the outcomes and the associated regulations. We referred to information held in the Care Quality Commission's records and in the Commission's Quality Risk Profile of the service.

What people told us

People told us that they are treated with respect and dignity and that their care needs are met.

Comments made by people included 'You can have a wash and shower when you want.' People confirmed that they are able to exercise choice in how they spend their time, including where to have meals and at what times they get up as well as choices at each meal.

People said that they like the meals and that there are ample portions with plenty of fresh fruit and vegetables.

People reported that they feel safe at the home and that they are treated well by the staff they also told they knew how to make a complaint if they needed to.

We were told by people that there is a range of activities including outings and people also said that they go out with friends or relatives. People said that the home is kept clean and that they liked the environment.

What we found about the standards we reviewed and how well Ashdown Lodge was meeting them

Outcome 1: 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 live at Ashdown Lodge have their privacy, dignity and independence respected. Their views and preferences are taken into consideration and this enables them to make informed decisions.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

People living at Ashdown Lodge are consulted about their care and treatment and know that their health care needs are being met.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

People receive care to meet their individual needs and are supported to maintain their independence. There are a range of suitable activities and people are able to maintain family links. There is a good rapport between staff and people living in the home.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

Ashdown Lodge provides people with a balanced diet in pleasant surroundings.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

The service has effective working relationships with other health and care services so that there is a co-ordinated approach to providing care.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

Ashdown Lodge provides suitable training for staff and has policies and procedures so that people are protected from possible abuse.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

The service has policies and procedures regarding cleanliness and infection control and systems are in place to ensure that these are followed.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

Ashdown Lodge has a safe and secure system for ensuring that people receive their medication as prescribed and at the times they need it and medication is stored appropriately.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People benefit from an environment that is clean safe and well maintained and this promotes the dignity, choice and privacy for the people who live there.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

Ashdown Lodge has suitable equipment to promote the independence and comfort of people and this equipment is maintained and safe.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

The service carries out suitable checks to ensure that staff are suitable and fit to work in the home.

- Overall, we found that Ashdown Lodge 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

The service deploys staff insufficient numbers and with the skills and experience required to meet people's health and social care needs.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

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

Staff are provided with suitable support to enable them to carry out their roles effectively. Staff are supported and supervised to ensure the service is able to meet the needs of people living at Ashdown Lodge.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

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 service has systems in place to monitor the quality of service that people receive.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 17: People should have their complaints listened to and acted on properly

Ashdown Lodge has suitable provision for the management of complaints and this information is provided to people and their representatives.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

The service keeps appropriate records and these are kept safe, secure and confidential.

- Overall, we found that Ashdown Lodge was meeting this essential standard.

Action we have asked the service to take

We found that Ashdown Lodge was fully compliant with all of the 16 essential standards of quality and safety.

What we found
for each essential standard of quality
and safety we reviewed

Outcome 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People told us that they are able to make informed decisions and that staff listen and act on what they say and they said that they are able to maintain their independence.

Other evidence

The Provider Compliance Assessment (PCA) stated that people who are considering a move to Ashdown Lodge are given details of the home and the services that can be provided. People are encouraged to visit with family members and other professionals as required. It also said that people are offered choices in all aspects of care and these choices are respected, while maintaining their safety and well being at all times.

We observed staff supporting people and saw that staff spoke to people in a friendly and respectful manner. Staff spoken with told us that they had received training in equality and diversity and knew that each person should be treated individually.

Relatives of people living at Ashdown Lodge said that the staffs treat people with dignity and respect and said that they were very happy with the care their relatives were receiving.

Our judgement

People who live at Ashdown Lodge have their privacy, dignity and independence respected. Their views and preferences are taken into consideration and this enables them to make informed decisions.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People said that staffs speak to them about their care needs when they are being supported and that staff explain what they are doing. People told us that they are happy with the care they receive

Other evidence

The PCA sent to us by the provider told us that care plans take into account people’s wishes and this is agreed and care plans are signed. Regular reviews take place and next of kin and those people who have power of attorney are encouraged to be part of the review process.

The manager told us that there are policies and procedures regarding consent to treatment as well as Department of Health literature on The Mental Capacity Act 2005 and deprivation of liberty safeguarding.

Relatives of people told us that they were involved in decisions about their relatives

care and support and all those who we spoke with told us the home was very good at keeping them informed of any changes to their relatives care and support needs.

Staff told us that they always obtain people's consent when providing care or support. Health care professionals we spoke with said that the service involved people in the decision making process regarding their care.

Our judgement

People living at Ashdown Lodge are consulted about their care and treatment and know that their health care needs are being met.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 4: 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 4: 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 well cared for and that they were treated well. They said that the staff were very kind and caring and said that they had no concerns about the care and support they received at Ashdown Lodge.

Other evidence

We looked at care records for 2 people and these provided good information for staff on what support was required and how people wanted their support to be given.

Each of the care plans had information regarding; personal care, continence, mobility, diet, sleep routine, skin care and social needs. They gave staff the information they needed to enable them to give effective support to people. We saw that care plans had been updated monthly and there was daily recording, which provided evidence of care delivery.

Staff told us that they explain to people about the support and assistance they are giving and said there was good communication about people’s changing needs. We

observed staff providing support to people and we saw that staff spent time with people and did not rush them, Staff were seen chatting, reassuring and explaining to people what they were doing. There was a good rapport between staff and people and the atmosphere in the home was warm and friendly.

Health care professionals told us that communication and liaison with Ashdown Lodge is very good and that staff seek and follow advice regarding any specific care needs.

We saw that people had risk assessments in place and these contained information about the individual risk together with information for staff on how any identified risk could be minimised.

Care records showed us that people have access to other healthcare professionals such as General Practitioners (GP's), dentist, opticians and hearing specialists and people confirmed that they are supported to access any relevant health care.

A member of the care staff is responsible for arranging activities and these included knitting, manicures, craft, painting, a monthly film afternoon, board games, armchair exercise basket ball, magnetic darts and cards. On the day of our visit we saw a staff member taking an armchair exercise class and people were seen to be involved in this activity.

Ashdown Lodge operates an open visiting policy. People and relatives spoken with confirmed that visitors could visit at any time. The visitor's book on display in the hallway records regular visitors to the home.

Our judgement

People receive care to meet their individual needs and are supported to maintain their independence. There are a range of suitable activities and people are able to maintain family links. There is a good rapport between staff and people living in the home.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome

Outcome 5: 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 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

People told us that the food at the home was good. One person said “the food is always lovely” and another told us “I always enjoy my meals”

Other evidence

The PCA sent to us by the provider told us that care plans include nutrition assessments and highlight any specific needs. If necessary advice is sought from relevant healthcare professionals.

All people have the choice of what and where to eat and the cook goes round each day and informs people of what choices are available, alternatives are offered if the choices available are not to the person’s liking.

The manager told us that, where needed, the home would monitor and record any food and fluid intake. She also told us that visitors are welcome to come for coffee or to have a meal with their relatives/friends. Relatives of people who we spoke with were able to confirm this and told us that they had no concerns about the food provided at Ashdown Lodge.

Our judgement

Ashdown Lodge provides people with a balanced diet in pleasant surroundings.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us

People told us that the service makes arrangements for appointments with health care professionals regarding medical care needs as and when they are needed.

Other evidence

The PCA sent to us said there is regular contact and good communication between GP's, community nurses and other healthcare professionals. The dates of appointments or visits are recorded and records seen confirmed this.

The manager told us that if anyone transferred to another service or hospital then relevant information would be made available to ensure the person received the care and support they needed.

Information from health care professionals confirmed that the service has a good working relationship regarding communication about people's care needs and joint working arrangements.

Relatives of people told us that they are kept informed of and invited to attend any appointments with their relatives.

Our judgement

The service has effective working relationships with other health and care services so that there is a co-ordinated approach to providing care.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

Outcome 7: 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 7: Safeguarding people who use services from abuse.

Our findings

What people who use the service experienced and told us

People we spoke with told us that they felt safe at Ashdown Lodge and that they had no concerns in this area.

Other evidence

The PCA told us that the home operates according to current legislation and guidelines as well as the local authority safeguarding procedures. They said that all staff undertakes training in adult protection procedures and this includes training on how to identify any signs of abuse and also training in how to report any concerns.

Staff we spoke with confirmed that they had received this training and were able to describe how they would deal with any such incident.

The manager confirmed that there had been no safeguarding incidents at the home. We were also told that the home does not keep any money on residents behalf. All residents have safety deposit boxes in their rooms, where they can leave valuables or money. Any expenditure such as chiropody or hairdressing is paid by the home and people are then invoiced for the amount required and clear records are kept.

Our judgement

Ashdown Lodge provides suitable training for staff and has policies and procedures so that people are protected from possible abuse.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

Outcome 8: 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 8: Cleanliness and infection control.

Our findings

What people who use the service experienced and told us

People told us that the home is always clean and always smells fresh.

Other evidence

The PCA told us that there are policies and procedures in place regarding infection control and that there are systems in place for the disposal of any clinical waste. It also told us that staff were provided with suitable protective clothing for example; aprons and gloves.

The service has staff with responsibilities for cleaning and cleaning schedules were in place to guide staff on specific areas to clean on a regular basis. There is a designated person with responsibility for co-ordinating infection prevention and control and systems were in place to monitor routines and schedules.

We observed that communal areas and bedrooms were clean and free from any odours. We saw that hand cleansing gel and dispensers were available at the home's entrance and all toilets had suitable hand washing facilities and information on hand cleaning was also seen.

The home provides a laundry service and the laundry area was equipped with domestic washing machine and tumble drier. Staff told us that laundry is brought down to the laundry area in sealed bags and that any soiled items are placed in red bags so that staff are fully aware. Staff also told us that they have received training in infection control and we saw records to support this.

Residents of people told us that when they visit the home it is always fresh and clean and they said they had no concerns about the infection control procedures at Ashdown Lodge.

Our judgement

The service has policies and procedures regarding cleanliness and infection control and systems are in place to ensure that these are followed.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with outcome 9: Management of medicines.

Our findings

What people who use the service experienced and told us

People told us that the staff at Ashdown Lodge made sure that they got their medication on time. They told us that they were happy with the way staff supported them with their medication.

Other evidence

We looked at the Medication Administration Record (MAR) sheets for people and these were up to date and well maintained. We saw records that showed that staff who are authorised to administer medication have received appropriate training.

The manager told us that the home would support people to administer their own medication if they were able and this would be subject to a risk assessment. Currently no one at the home administers medication themselves.

The home has a medication policy and procedure and staff we spoke with were aware of its contents.

We saw that all medicines are stored securely in a medication cupboard, which is

lockable and suitable for its purpose. Audits of medication are completed by the manager on a regular basis.

We also looked at the storage arrangements for any controlled drugs and these were stored in a locked cabinet inside the locked medication cupboard. Although kept secure the storage arrangements did not meet the requirements as laid down in the Misuse of Drugs (Safe Custody) Regulations 1973. The day after we visited the manager informed us that the home had now obtained and installed a cabinet which meets the legal requirements.

Relatives of people we spoke with had no concerns about the medication arrangements at the home.

Our judgement

Ashdown Lodge has a safe and secure system for ensuring that people receive their medication as prescribed and at the times they need it and medication is stored appropriately.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People told us that they liked living at Ashdown Lodge and said that they were very happy. People said that the home was always clean and well maintained.

Other evidence

The PCA told us that the house is well maintained to a high standard and all areas are carpeted and appropriately furnished. There is a passenger lift to give access to all areas of the home. It also told us that there is an enclosed garden, which is secure and this is mainly laid to lawn with flower beds.

The manager told us that there is a maintenance man who regularly checks and maintains the building and that staff report any defects in a book and these are signed off as they are completed. The manager also told us that all relevant checks as regards electrical, heating, safety, and building facilities comply with statutory and manufacturers specifications. We saw that employer's liability and public liability insurance was in place.

On the day of our visit we toured the premises and found that the home was decorated to reflect the individual needs and tastes of the people who live there. There were lockable facilities for people in their own rooms to store their valuables.

We found the home and its grounds appeared to be safe and secure.

We saw that bedrooms were decorated and furnished to take into account the individual taste of people. We saw that rooms had been personalised with people bringing in some of their own pictures ornaments and furnishings.

Staff told us that the home has a nice feel to it and that they got on well with the people who live at Ashdown Lodge and that everyone got on well together.

Relatives of people who use the service said that the environment was very homely and that their relatives were happy at Ashdown Lodge.

Our judgement

People benefit from an environment that is clean safe and well maintained and this promotes the dignity, choice and privacy for the people who live there.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

On this occasion we did not speak with people about this outcome area so cannot report on what people who use the service said.

Other evidence

The PCA told us that there is a range of equipment provided to support people in their day to day living and this includes: a passenger lift, assisted bath chairs and call bells situated in all people's rooms.

The manager told us that people's dignity, privacy and comfort is maintained and that staff are trained in moving and handling. This was also confirmed by staff we spoke with and also staff training records. We also saw records of moving and handling assessments for individual people in care plans.

Staff told us that when using any equipment people are given clear instructions in a manner, which they can understand. We observed staff supporting people and staff

were seen to be kind and considerate. They did not rush people and they explained what they were doing so people understood what was going on.

Our judgement

Ashdown Lodge has suitable equipment to promote the independence and comfort of people and this equipment is maintained and safe.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

On this occasion we did not speak with people about this outcome area so cannot report on what people who use the service said.

Other evidence

The manager told us that the home operates a robust recruitment procedures and she makes sure that any potential new staff members have signed all relevant declarations so that necessary checks can be carried out before anyone starts to work with vulnerable adults.

We looked at the recruitment records for 2 members of staff and these showed that each person had completed an application form and that appropriate checks had been carried out. We saw that there were 2 written references, a criminal record bureau (CRB) check and records also showed that these staff had been assessed for their suitability for the job at an interview. Staff we spoke with confirmed that the recruitment was thorough.

Our judgement

The service carries out suitable checks to ensure that staff are suitable and fit to work in the home.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

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 told us that the staff are very good and that there are enough staff on duty to meet their needs. One person told us: “Staff are very good I see staff around the home all the time”

Other evidence

We looked at the staff rota for the week we visited and this showed that between 0600 – 2200 there are a minimum of 2 members of staff on duty. Between 2200 and 0600 there are 2 members of staff on duty. One of these is awake throughout the night with the other person sleeping but available on call at any time.

The manager said that rotas are completed flexibly in line with individual's needs and staff skill mix and experience. She also said that staffing levels are kept under review to meet people's changing needs

Staff spoke with said that the staffing levels were sufficient and that they all worked together as a team.

The manager said that bank staff are used to maintain the level of support for people in times of sickness or to cover holidays. The manager told us that these staff members were subject to the same recruitment checks, training and supervision as her regular staff.

Relatives of people who we spoke to told us that they had no concerns about the competences or levels of staff at the home.

Our judgement

The service deploys staff in sufficient numbers and with the skills and experience required to meet people's needs.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

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

People who we spoke with were very positive about the home's care staff and said that the staff were very good. They told us that staff met their care needs and that they had no concerns about the staff that supports them.

Other evidence

The PCA sent to us by the provider told us staff qualifications are checked and original certificates of any achievements are seen, copied and placed in the staff members file. It also told us that all new staff completes a full induction programme over 1 month.

The manager told us that training is provided in the following: first aid, infection control, moving and handling, protection of vulnerable adults, fire and medication and we were able to see records to support this.

We were told by the manager that the home supports staff to obtain health & social care qualifications including National Vocational Qualifications (NVQ) and all of the staff at the home have a minimum of NVQ2.

The manager told us that there are regular staff meetings and staff attend one to one supervision sessions every 4 – 6 weeks. This supervision enables staff to discuss their own needs and also any support needs of the people who use the service. The manager also said that staff have yearly appraisals carried out at an agreed time and date, which is suitable for the staff member. Staff we spoke with were able to confirm this.

Staff we spoke with told us that the training provided was good and that if they had any training needs they could discuss this with the manager who would arrange appropriate training for them.

Relatives of people told us that the staff were very supportive of their relatives and that their relatives were in safe hands

Our judgement

Staff are provided with suitable support to enable them to carry out their roles effectively. Staff are supported and supervised to ensure the service is able to meet the needs of people living at Ashdown Lodge.

On the basis of the evidence provided and the views of people using the service 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

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 we spoke with told us that they are consulted with on a regular basis about how the service meets their needs. They said that the manager and staff ask and inform them about any changes that are planned.

Other evidence

People who live at the service and their relatives are asked for their views on the service by answering questions on a survey. The manager collates all of the responses to the surveys and writes up a report taking into account what people say about the service.

The manager said that there are regular reviews for the people who use the service and these give an opportunity for stake holders to make any suggestions to help improve the service.

Staff told us they are consulted about how the home is meeting the needs of the people who live there and that they can raise any issues at staff meetings or at

individual supervision sessions.

The families of people who use the service told us that they have regular contact with the home and that they are able to put their views forward and they said that the home always keeps them informed.

Our judgement

The service has systems in place to monitor the quality of service that people receive.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us

People who we spoke to said that if they had any concerns or complaints then they would raise it with a member of staff or the homes manager. They told us that they felt that any complaints would be dealt with quickly.

Other evidence

The home has an effective complaints policy and procedure and the manager told us that any complaint would be thoroughly investigated and resolved as far as possible to the complainant's satisfaction and that the result of any investigation would be relayed to the complainant without delay.

Records are kept of all complaints in a specifically compiled file and are available for inspection at any time. The manager told us that there had been no complaints in the past 12 months.

Staff spoken with were aware of the complaints procedure and told us that they would support anyone who wished to make a complaint.

We spoke with relatives of people and they told us that they knew how to make a complaint if they needed to and said that they were confident that any issues would be quickly resolved.

Our judgement

Ashdown Lodge has suitable provision for the management of complaints and this information is provided to people and their representatives.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us

People were aware that the home kept some records about them and told us that they were confident that these would be kept confidential and secure.

Other evidence

The PCA sent to us by the provider told us that the manager is responsible for the safe storage of all records pertaining to the home and the individuals who reside there. Records in the home are maintained in accordance with the Data Protection Act and are kept securely.

We saw that care plans were kept secure but were available to staff if needed. We also saw that staff personal records were kept in the managers' office in locked cupboards. Staff training records were maintained.

Records that we saw were clear, concise and up to date and staff spoken with understood the need to maintain the confidentiality of information and the manager

was aware of her responsibility with regard to record keeping

Relatives of people were confident that any records would be appropriately held and kept secure.

Our judgement

The service keeps appropriate records and these are kept safe, secure and confidential.

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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 Adult 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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